

Additional News



You Asked, We Answered!

The Charges on Your Bill Explained

Since rolling out our new bill design, you may have noticed that the charges on your bill are broken out differently. **All of the charges you now see under the "Current Charges" category were always there, they were just previously shown as one line item.**

In order to be more transparent and help you to better manage your usage, we have separated the old "Current Charges" into "Delivery Charges" and "Gas Charges" to show you exactly what you are paying for.

The example to the right shows what a new bill would look like if it was in the old bill format. **What you will notice:**

Despite having many lines listed under "Current Charges" on the new bill, the total "Current Charges" are the same on both bills. This means you are not paying new or additional charges.

Additionally, the total amount due on both bills is the same.

For more information about the new bill format, please visit our website at www.libertyenergyandwater.com.

NEW Bill Format

What am I paying for?

Previous Balance as of 12/20/2022	\$ 107.01
Payment(s) Received as of 01/23/2023	\$ -107.01
Balance Forward	\$ 0.00

Current Charges

DELIVERY CHARGES	QUANTITY USED	COST PER CCF		
Monthly Customer Charge			\$	27.96
Volumetric Charge	91.000 CCF	\$ 0.54890	\$	49.95
Weather Normalization Adj.	91.000 CCF	\$ -0.00777	\$	-0.71
TOTAL DELIVERY CHARGES			\$	77.20

GAS CHARGES	QUANTITY USED	COST PER CCF		
PGA - Purchased Gas Adj.	91.000 CCF	\$ 1.10000	\$	100.10
TOTAL GAS CHARGES			\$	100.10

MISCELLANEOUS CHARGES AND CREDITS		
Late Fee	\$	1.61
TOTAL MISC. CHARGES AND CREDITS	\$	1.61

TAX CHARGES		
State of GA Sales Tax \$177.30 @ 4%	\$	7.09
County of Muscogee \$177.30 @ 5%	\$	8.87
City of Columbus Franchise Fee \$177.30 @ 5%	\$	8.87
TOTAL TAX CHARGES	\$	24.83

TOTAL CURRENT CHARGES	\$ 203.74
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Total Amount Due

\$ 203.74

OLD Bill Format

ACCOUNT ACTIVITY

Previous Balance:	107.01
Payments Received:	107.01 CR
Balance Forward:	0.00
Current Charges:	177.30
Taxes:	24.83
Miscellaneous Charges/Credits:	1.61
Total Amount Due:	203.74

Why Is My Bill So High?

Many of you have contacted us with questions about the cost of your natural gas. The cost of all energy sources, gas included, has increased nationwide this past year. This cost is determined by market prices, not Liberty, and passed directly to customers. Some good news - the cost has decreased for February and March, so you should see relief in upcoming bills.

Visit www.libertyenergyandwater.com for more information about the cost of gas and resources to help you better manage your bill.





Scan the code below for a downloadable extreme weather preparation checklist or visit the "Emergencies and Outages" section of www.libertyenergyandwater.com.



We're Extreme Weather Ready You Can Be, Too

Liberty works throughout the year to prepare for extreme weather. From inspecting and maintaining our gas lines and weatherizing our equipment to training our teams, we are ready to respond 24/7 to help keep service **safe** and **reliable**.

Are you ready? Use our extreme weather preparation checklist to help you and your loved ones prepare for whatever Mother Nature throws at us this spring.

Follow us on Facebook and Twitter for helpful tips and some behind-the-scenes looks at what goes into providing you with reliable natural gas service.

Smell Gas? Here's What to Do

The smell of leaking natural gas is often compared to rotten eggs. If you smell something resembling this, exit your property immediately. When you arrive at a safe spot, **call us at 1-855-216-6306 or call 911**. If you smell gas, DO NOT use electrical switches, appliances, garage door openers, etc.

This can cause sparks. Instruct others to leave and evacuate the premises immediately. For more important safety information regarding natural gas and ways to identify a gas leak, visit www.libertyenergyandwater.com.

Monthly Maintenance: Check Your Batteries



Please take the time to test smoke and carbon monoxide detectors monthly. Batteries should be replaced every six months. These two devices can save your life in the event of a fire or a buildup of carbon monoxide (CO), an odorless, colorless gas formed by the incomplete combustion of fuels.

Protect Your Family From Carbon Monoxide



Carbon monoxide (CO) is an colorless, odorless, toxic gas. CO is produced whenever any fuel is burned, including gas, oil, kerosene, and wood. If appliances that burn fuel are maintained and used properly, the amount of CO produced is usually not hazardous. However, if appliances are not working properly or are used incorrectly, dangerous levels of CO can result.

If your CO alarm is activated or someone suddenly starts experiencing headaches, nausea, dizziness, ringing in the ears, spots before the eyes, or reddened skin color, **get to fresh air immediately and call 911 and Liberty at 1-855-216-6306**.