

News for our Natural Gas Customers

May/June 2022

GA



How to Reach Us

Gas Leaks/Emergencies

1-855-216-6306

Customer Service/Billing/Payments

1-855-216-6305 or

www.libertyenergyandwater.com

For Updates and Info

[www.twitter.com/LibertyUtil_GA](https://twitter.com/LibertyUtil_GA)

www.facebook.com/LibertyUtilitiesGA/

Customer Walk-In Centers

Currently closed due to COVID-19 restrictions

2300 Victory Dr
Columbus, GA 31901

1766 Cleveland Hwy
Gainesville, GA 30501

Bill Payment Locations

Payments can be made using the drop boxes at our Columbus and Gainesville walk-in centers, most Walmart locations, and other authorized CheckFreePay® locations. To find one near you, visit www.libertyenergyandwater.com.

A New and Improved My Account.

You spoke up; we listened! Based on feedback from our valued customers, we are pleased to announce we have made improvements to the My Account feature on our website. Soon, you'll have more options/tools and easier access to account information.



With the new My Account, you will be able to:

- View/pay your bill from the device of your choice, including mobile devices through a new Liberty My Account app.
- Choose your account notification preferences – email or text message – and when you want to receive them.
- Sign up for paperless billing and automatic payments.

Visit www.libertyenergyandwater.com for more information!

Cost of Gas Price Increase

Over this past winter, the price of natural gas in the United States more than doubled. In fact, prices for all forms of energy have increased, including electricity and propane.

Liberty buys the gas we deliver to our customers on the open market. The cost of gas is driven by market price and is passed through to customers without a profit. There are multiple factors contributing to the market price increase, including severe weather, increased demand and limited supply.

The state of Georgia has programs available for customers who are struggling financially. (*continued on back*)



Preventing Accidental Fires

Protect your family and home from accidental fires by keeping all flammable materials away from natural gas appliances. Never use or store flammable materials where a spark or open flame could ignite them. Flammable items include:

- Gasoline
- Lighter fluid
- Acetone
- Camp stove fuel
- Propane tanks
- Solvents
- Adhesives
- Paints and thinners

When working with these materials, make sure you are in an open, well ventilated space. Store all flammable products in approved, nonbreakable containers that are tightly closed. Use them away from any natural gas appliances or other potential sources or fire.

We want you to be safe.



continued...

These programs include Enrichment Services in Columbus and Ninth District Opportunity in Gainesville. Liberty also offers payment arrangements to help those customers with a past due balance. We also offer Budget Billing, a program that spreads out payments over the year, avoiding seasonal fluctuations in monthly gas bills.

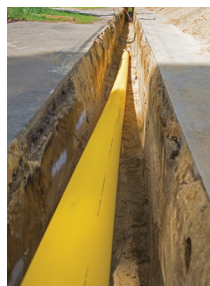
For more information about the price increase and measures you can take to reduce your energy usage, visit our website at www.libertyenergyandwater.com.

Keep Meters Clear From Vegetation

Did you know that shrubbery growing near your natural gas meter can interfere with our technicians' ability to read it or access it in an emergency? Be sure to check your natural gas meter often throughout the spring and summer months. When necessary, carefully remove anything such as shrubbery or items that may impede our technicians' ability to access it.



If a hand shovel or more is required to remove vegetation, be sure to always call 811 prior to digging. We will come and mark out where your natural gas line is so you can avoid it.



A Modernized Distribution System

When natural gas distribution systems were first constructed, the underground piping used was made primarily of cast iron and unprotected steel. Overtime, industry standards changed, and it was determined that plastic pipe is a better choice, as it is flexible, corrosion-resistant, and easy to transport.

To ensure our distribution system is as safe and reliable as possible, Liberty replaced all the older gas main pipes that serve our customers. What this means for you is an updated modern system less prone to leaks! Safe and reliable service is the name of the game.

Smell Gas? Here's What to Do.

Smell gas in your home or outdoors? From a safe location, call and tell us your street location and cross streets. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure the situation is safe. Call Liberty at **1-855-216-6306**

or call 911. For more information about what to do in the event of a gas leak, visit www.libertyenergyandwater.com.

