



Liberty®

# News for our Natural Gas Customers

Winter 2023



## How to Reach Us

### Gas Leaks/Emergencies

1-855-216-6306

### Customer Service/Billing/ Payments

1-855-216-6305 or

[www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

### For Updates and Info

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

[www.facebook.com/LibertyUtilitiesGA/](https://www.facebook.com/LibertyUtilitiesGA/)

### Customer Walk-In Centers

Currently closed

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](http://www.libertyenergyandwater.com).

Because  
We Care



Georgia

## We Care About Your Safety

Winter weather is here, and that means fireplaces are lit, heaters are running, and warm meals are cooking. Here are some important reminders to help ensure our community members safely enjoy the remainder of the winter season:

- Between meals, make sure all kitchen equipment – mainly your stove and oven – is turned off. Kitchen equipment should never be used for heating.
- Keep anything that can catch on fire away from cooking equipment – like oven mitts, bags, and towels.
- Install smoke and carbon monoxide detectors throughout your home and set a reminder at least twice each year to test and/or replace the batteries.
- Keep a fire extinguisher rated for home use mounted near the exit doors, not near a hazard such as a stove.
- Practice care if using candles. Make sure to extinguish them when not in use, place them on a non-flammable surface, keep them away from any other objects and out of reach of children and pets.



Always remember, if you smell rotten eggs, get outside and call Liberty at 1-855-216-6306 or 911. Visit our website or follow us on social media for more important safety information.



## We Care About Your Time

We get it. Life gets busy. That is why we offer our customers a convenient, worry-free way to pay their bill. Take advantage of Liberty's **free automatic payment** program so you can concentrate on the things that matter most to you. You set it up. We'll take it from there.

Want to know more about automatic payments? Scan the QR Code below or visit our website.



Scan Me

## We Care About Our Communities

At Liberty, we care greatly about the communities we serve and are always looking for ways to give back. In 2022, dozens of our employees donated hundreds of hours to volunteer and serve in our community. Some highlights included participating in the shore sweep at Lake Lanier in Gainesville, collecting tons of trash off the shore of the Chattahoochee through "Help the Hooch" in Columbus, collecting non-perishable food items for the Georgia Mountain Food Bank, packing Blessing Bottles for our homeless population and Literacy Kits for school children, participating in the Goodwill Youth Tour, and more.



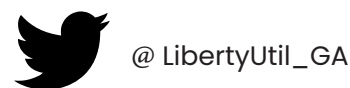
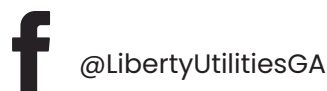
As we dive into 2023, we look forward to meeting more of you in the community as we seek opportunities to serve you – through our schools, our community agencies, fundraisers, and other meaningful partnerships. It is a privilege to be a partner in your community.

## We Care About Better Serving You

As we ring in the new year, you may notice that we will be communicating with our customers a little differently. The results of a recent customer panel showed that many of our customers prefer electronic communications. With that in mind, we will be streamlining communications and sending important messages to your email inbox.

**What does this mean for you?** Make sure you are signed up to receive email notifications! You can do this by logging in to your My Account and setting your notification preferences in the "Account" drop-down menu.

And don't forget, our social media pages are loaded with savings tips, safety information, community events, and more. Follow us on Facebook and Twitter to get real-time information.



## We Care About Our Future

Liberty is committed to building a cleaner, greener future for generations to come. By sending you important news and information electronically, we are taking steps to do just that. Reducing the amount of paper we use helps protect our natural resources, reduces carbon emissions, and cuts back on trash sent to landfills – a true win-win!