



## Do You Know About Our Birds and Bees?

What about energy that's green?

Or the communities we help keep clean?

Liberty's commitment to sustainability isn't just about "the talk" - it's a vital part of who we are. Learn more about the steps we are taking to protect the environment and wildlife while keeping service safe and reliable.



Scan the code with your phone to learn more.

## Feeling Deflated? Assistance is Available

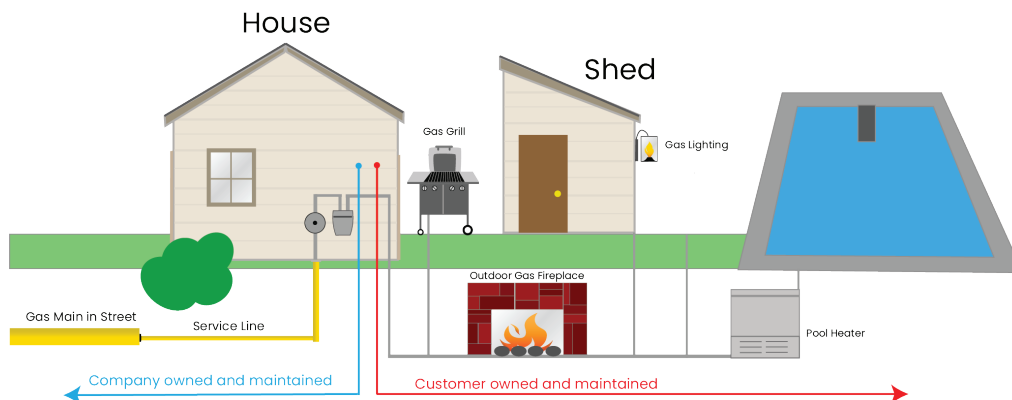
Sometimes life happens, and not in the way you intended. If you find yourself with unexpected expenses and need help paying your gas bill, we're here for you.

Liberty offers programs to help make monthly bills more manageable, like Budget Billing. Learn more about available programs by visiting the "Customer Service" drop-down menu of [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## Safety (continued on next page)

### What's Yours, What's Ours

Liberty diligently maintains the pipes that bring gas to your property. However, the pipes that extend from the outlet of the gas meter to natural gas-burning appliances are the responsibility of the customer. These pipes should be inspected regularly. Contact your local plumbing/heating contractor to have your gas lines checked.



If corrosion or other unsafe conditions are found, the pipes should be repaired immediately. For more information on customer owned piping, please visit the safety page of our website.



## Be Aware of Carbon Monoxide

Natural gas appliances have an excellent safety record. However, you should know what carbon monoxide (CO) is and how it may affect you.

CO is a colorless, tasteless, odorless substance created by the incomplete combustion of any fossil fuel. The symptoms of CO exposure are similar to those of the flu, including headaches, nausea, dizziness, coughing, ringing in the ears and spots before the eyes. If anyone in your family suffers from any of these symptoms, get outside to fresh air immediately and **call 911 and Liberty at 1-855-216-6306**.

Keeping your gas appliances in good working order and making sure they are properly vented and clear of obstructions is the best way to stop CO from accumulating. In addition, you should install one or more CO detectors in your home.



## 'Pay it Safe' with Authorized Agents

If you use a third-party bill payment agent either online or in person, please be sure it is authorized to accept payments on our behalf. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly. Liberty has authorized several agencies to collect payments on our behalf.

For a list of authorized payment agents, visit the "Payment Options" page located under the "Customer Service" drop-down menu of [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).



## Break Out The Shears - Keep Your Meter Clear

Warmer weather is not too far away, and vegetation growth is coming right behind it. Be sure to check your gas meter and carefully remove any 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 where your natural gas line is so you can avoid it.