



Liberty®

News for our Natural Gas Customers

Fall 2023



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

www.facebook.com/LibertyUtilitiesGA/

Customer Walk-In Centers

Currently closed

Bill Payment Locations

We offer a variety of methods to pay your bill, including online or by phone. Payments can also be made at most Walmart locations and other authorized CheckFreePay® locations. To find one near you, visit

www.libertyenergyandwater.com.

Fall... We Only Have 'Pies' For You



Georgia

Follow us on social media for our favorite pie recipe!

Fall For Kindness...

Putting Our Heart Where It Matters



Liberty provides more than safe, reliable energy and water services. Our team cares about our communities and pitches in with helping hands and willing hearts.



Scan the code to learn how our teams give their time, energy, and service to put their heart where it matters for our customers and communities.

And the Trash Where it Belongs

In September, a group of Gainesville employees spent the afternoon picking up litter and debris in the 35th annual Lake Lanier Association Shore Sweep. Since the first volunteering event in 1988, 2.16 million tons of trash has been removed.



A Friendly Reminder...

Give a hoot, don't pollute!





Fall For Savings...

With Lower Natural Gas Costs This Fall

Beginning October 1, 2023, an average residential customer using 400 CcF of natural gas per year may see annual bill savings of \$143 compared to the last year (Oct. 1, 2022 – Sept. 30, 2023). While the projected annual natural gas supply costs are expected to decrease by 19%, customers will still see some moderate fluctuations – up or down – in the cost of natural gas each month. And don't forget, the cost of natural gas is just one component of your bill. A full explanation of the components of your bill can be seen in the "Customer Service" section of our website.

Senior Low-Income Discount

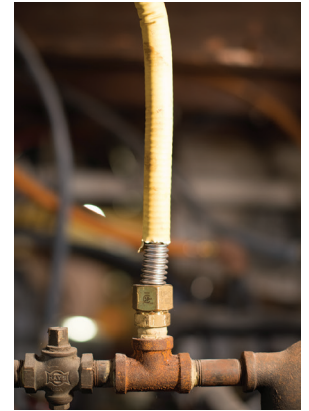
Liberty offers a discount to senior citizens (customers 65 and older) who have a household income below a certain level. In January 2023, the income threshold was increased to \$29,160. This figure is adjusted annually for inflation.

Gas service must be in the name of the qualifying person and that person must live at the service address. If you think you are eligible for this discount, please call us at 1-855-216-6305.

Fall For Safety...

Caring For Stainless Steel Tubing

Corrugated stainless steel tubing (CSST) is a thin-walled metallic gas piping product that can be used as an alternative to conventional gas piping material. This flexible piping is commonly coated in a yellow plastic. If your home uses CSST, we recommend that it is inspected by a qualified plumber for proper installation and bonding. CSST that is not properly bonded could cause an accidental leak or fire if struck by lightning.



Check Your Pipes (Gas Pipes, Not Muscles)

Liberty diligently maintains the pipes that bring gas to your home or business. However, it's important to know that 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. A fee for this service will be charged by the contractor.

Keep Your Meters Clear

Fall cleanup calls for lots of raking and hedging. While preparing for colder weather, don't forget to ensure your natural gas meter is clear of any shrubbery. If a hand shovel or more is required to remove vegetation, be sure to always call 811 prior to digging.



Don't Forget to Call Before You Dig



Planning a project that requires you to break out your shovel? **Call 811 before starting!** It's quick, it's the law, and it can prevent serious accidents and neighborhood-wide outages. You can also visit www.georgia811.com to learn more about this free program or to submit a request for a mark out. No job is too small to notify Dig Safe first. Visit the safety section of our website for a handout of quick tips to help you navigate the (very easy) mark out request process.