



News for our Natural Gas Customers

November/December 2022



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 due to COVID-19 restrictions

2300 Victory Dr
Columbus, GA 31901

1766 Cleveland Hwy
Gainesville, GA 30501

Bill Payment Locations

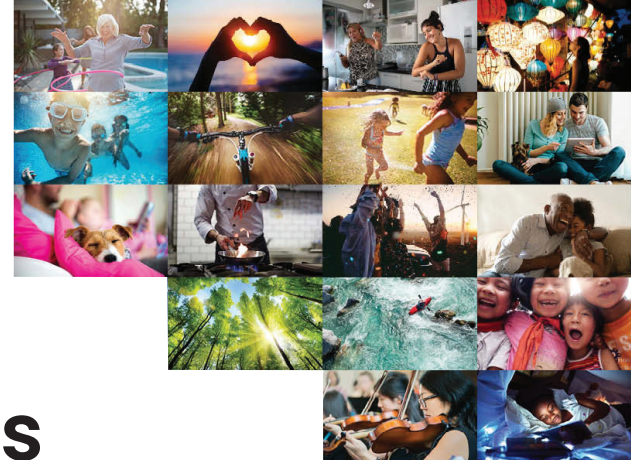
Payments can be made using the drop boxes at our Columbus and Gainesville walk-in centers, most Walmart locations, and other authorized CheckFreePay® locations. To find one near you, visit www.libertyenergyandwater.com.

Hearts and Hands Week

In early September, we had the pleasure of hosting our first annual Hearts and Hands Week. The purpose of the week was to encourage employees to give back to their communities by volunteering at local charitable establishments and events. We had the best time!

- **Partners in Education BBQ** – Employees hosted a BBQ for our partners in education at the Enota Elementary school. Liberty employees served hot dogs and chips as a back-to-school treat and a way to reconnect with our communities.
- **Supporting the United Way** – Our Gainesville office participated in the United Way's giving week by filling Blessing Bottles for the homeless. These bottles contain toiletries, socks, and other essential items. They also packaged Literacy Kits containing books and crayons for elementary school students.
- **Shore Sweep** – Employees participated in Georgia's shore sweep at Laurel Park. They rolled up their sleeves and helped collect garbage that had been left on the shore.

Thank you to all our employees who put care into the work they do, both inside the office and out.





Your Account at Your Fingertips



Have you registered for My Account yet or downloaded our new mobile app? These two new tools will let you manage your account anytime, anywhere!

With My Account, you can:

- **Choose your account notification preferences** – email or text message – and when you want to receive them.
- **Sign up for Paperless Billing**, which allows you to view and pay your bills securely online.
- **Set up automatic payments** using your bank account.
- **View your usage with easy-to-read graphs**, helping you better manage your usage and save on your next bill.

Take control of your energy usage and sign up today!

Maintaining Chimney and Flues

Maintaining chimneys and flue pipes is an important safety requirement. Now that cooler weather is coming, we recommend customers have a licensed heating contractor inspect their chimneys and flue pipes for safe operation. Chimneys and flue pipes should be checked for soot, residue or any other obstructions that could disrupt the flow of escaping gases and cause improper venting of carbon monoxide (CO). Visit www.libertyenergyandwater.com for more natural gas safety tips.



Blocked Sewer Line? Use Caution.



Some utilities, like gas, use trenchless technology to install new natural gas lines. Occasionally, these lines can intersect with other existing utility lines.

Under normal circumstances, a natural gas line will remain in a safe condition if it is left alone. However, a

serious safety risk could arise if power equipment is used to clear a sewer service line and causes damage to the natural gas line.

For that reason, **if you, your plumber or contractor need to clear a blockage in a sewer service line beyond the outside wall of a home or business with rotating or water jetting (flushing) equipment, it is extremely important to obtain a natural gas line locate BEFORE attempting to clear it.** Call 811 for a free utility line locate.

If you do not need to go beyond the outside wall of a building to fix the problem, or if you use a video inspection to confirm there is no natural gas line in the sewer, you do not need to obtain a natural gas locate. Visit our website for more information about sewer safety.

Make Winter Bills More Manageable

Budget Billing is a plan to level out the cost of monthly gas bills over the entire year. The amount you pay each month is based on a rolling 12-month average of your most recent bills. This average is recalculated each billing cycle, which will cause the payment amount to fluctuate somewhat from month to month. This program should help reduce the highest winter gas bills. Visit www.libertyenergyandwater.com for more information and to sign up.

