



Liberty

News for our Natural Gas Customers

Winter 2024

Because We Care



We care about - Your Counters

Why clutter your counter with paper bills when you don't need to? Make room for the things that really matter by switching to **Paperless Billing**.

With Paperless, you can choose to receive an email or text letting you know your bill is available to view and pay online.

Paperless customers can also pay their bill electronically with their checking account.

Visit My Account today to sign up for Paperless Billing.

We care about - Your safety

Jack Frost may be doing more than just nipping at your nose.

Cold winter air, snow, and ice can pose a risk to you and your family if you are not using your natural gas service correctly. Here are some important safety reminders to help ensure our community members remain safe this winter season.

Keep your meter clear - Liberty needs to access your meter year-round. If you live in an area prone to snow and ice, please keep your meter clear.



If there is snow on your meter, use a soft brush or your hand to remove the snow. Never use a shovel or other hard tool.

If your meter has an excessive amount of ice on it, please call Liberty. We will send a technician to remove the ice before it becomes an issue.

Carbon monoxide safety - Carbon monoxide, or CO, is a normal by-product of fuel combustion, but high levels of it indoors can be dangerous to your health. Help protect your family and prevent carbon monoxide poisoning by following the tips on the back page of this newsletter.



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We care about – Pro cleaning tips

After meals are finished, take steps to clean up efficiently. Dishwashers generally use less energy and water than hand washing. So, if you have a dishwasher, use it.

If the household pet isn't inclined to help with the cleanup process by giving plates a 'pre-wash,' don't use the sink to rinse them. Instead, scrape dishes before loading them into the dishwasher.

To make the most of the energy and water used, wait until the dishwasher is full before running it.

Follow these simple tips, and your energy bill will thank you!

Help prevent CO poisoning by following these tips:

- Have your chimney, heating system, and water heater flue vent piping inspected regularly.
- If you live in an area prone to snow accumulation, make sure furnace and water heater vents on exterior walls do not become blocked. This can lead to carbon monoxide migrating back into the building.
- Install one or more CO alarms near bedrooms.
- Never use your gas range to heat your home. Prolonged use can reduce oxygen levels in the home and contribute to unusually excessive levels of carbon monoxide.

We care about – Simple ingredients for savings



Cooking at home is a great way to save money and make healthy and delicious meals for your family. Bad cooking habits, however, can really make a mess of your energy bills. Use these simple tips to cook your meals more efficiently.

- Keep your range top and oven clean. A well-maintained appliance will cook more evenly and efficiently.
- Limit the number of times you open the oven door. Opening the door can lower the oven temperature by as much as 25°F.
- Match the size of the pot or pan to the size of the burner. A 6-inch pan on an 8-inch burner can waste 40% of the energy used.
- Cover pots and pans to cook food faster and more efficiently.

We care about – Helping those in need

Did you know that Liberty has programs to help customers who are having a hard time paying their gas bills? Many customers experiencing financial difficulties may also be eligible to receive fuel assistance, a federally funded program.

For more information, visit the "Customer Service" menu of our website. www.libertyenergyandwater.com. Make sure to select your location first.