



Important changes are coming!

Soon, Liberty will introduce new systems to improve your service.

Here's what you need to know:

- Your **account number will change** with the new systems. If you have bill pay set up with your bank's online bill pay system, you will need to update it to reflect the new account number.
- Your **new account number will be shared on your February bill.**
- Your **bill will have a new look** and include an easy-to-read usage graph. View a sample on our website or at the QR code below.

Plus, we're adding helpful features to our My Account online and mobile platform:

- Make **real-time payments** and see your balance updated in a matter of seconds.
- **Report an electric outage online** without logging into My Account, and view all active outages on a new outage map.
- Register for **budget billing** (formerly Average Payment Plan) directly through the My Account portal.
- **Manage your own service**, including turn ons, turn offs and transfers.

Learn more at libertyenergyandwater.com or scan the QR code

