

# Additional News

## Important Notice

### **Liberty resuming service disconnections for non-payment beginning July 1, 2025**

Beginning July 1, 2025, Liberty will resume service disconnections for non-payment, which were suspended during our transition to our new billing system.

To help our customers who receive financial assistance for their utility bills from community action agencies, Liberty has been sending service disconnection notices (shutoff notices), which are often needed to qualify. However, during our billing system transition, we did not disconnect customers for non-payment.

#### *We are here to help*

Our goal is always to help customers avoid service disconnection. We have flexible payment options and can connect customers who may need financial assistance to community resources.

We encourage our customers who may be in need of financial assistance to contact our Customer Care team. For a list of payment options available on our website, please use your smart phone camera to scan the QR code.

