

Additional News

Paperless Billing A bright idea for the New Year

Start the year off right with a simple change that makes life easier. Sign up for Liberty's My Account and enroll in Paperless Billing today:

- **More convenience** – access your bills anytime, anywhere with the app. Pro tip: combine Paperless Billing with automatic payments for even more peace of mind.
- **Secure and timely account information** – get alerted when your bill is ready.
- **Less clutter** – no more stacks of paper.

Make 2026 the year of simplicity. Start with My Account and switch to paperless billing now—it's one resolution you won't regret!

Get started today!



Prevent frozen pipes

Indoors

- Keep your home temperature set no lower than 55°F.
- If pipes run through cabinets, open the cabinet doors to let warmer room temperatures flow in.
- Keep water moving through the pipes by allowing a small trickle of water to run when temperatures drop below freezing.
- Eliminate sources of cold air near water lines. Fix drafty windows and plug drafts around doors. Identify your home's freezing points.

Outdoors

- Disconnect hoses and drain the water that remains in faucets.
- Know the location of and how to shut off your main water valve.



What to do if your pipes freeze

Shut off the water immediately.

Contact a professional plumber who may be able to thaw the pipes with warm air.

Be careful turning the water back on. Once pipes are thawed, slowly turn the water back on and check pipes and joints for any cracks.

Need help paying utility bills?

See if you qualify for assistance



Winter temperatures can mean increased energy usage to heat your home. For those in need of help with paying utility bills, there are multiple assistance programs available.

- Project Help was created to meet emergency heating or cooling expenses for the elderly and/or residents with disabilities in Liberty's electric service area. The program is funded entirely through voluntary donations.
- The Low Income Home Energy Assistance Program (LIHEAP) can help families pay their energy bills during times of hardship.

If you are struggling to pay your bill, we also offer flexible payment options that may be right for you. **Scan to visit our website for more information on these and other financial assistance programs.**

