

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!



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 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 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.**



If you smell natural gas

Leave the area immediately and call Liberty.

Although natural gas leaks are rare, learn to recognize the signs that could indicate a leak. If you suspect a natural gas leak in your home or outside, follow these safety steps:

- Leave the area immediately.
- Call Liberty from a safe distance at 1-800-406-9220 or call 911.
- Do not turn the lights on or off, smoke, or use a cell phone, vehicle, or equipment that could cause sparks.
- Do not turn natural gas valves on or off.

Liberty will send a trained service technician immediately to investigate any emergency leak call.

Smell | A distinctive "rotten egg" odor added to make natural gas detectable.

Listen | An unusual hissing sound near gas appliances or a blowing sound near gas lines.

Look | Blowing dirt, bubbling creeks or ponds, dry spots in moist areas, or dead plants surrounded by green, live plants near gas lines.

Leave | Follow the important safety tips above if a gas leak is suspected.