

For our natural gas customers

At Your Service

Getting to know our
programs and services

Liberty®

31230-I-0021

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About Us



Liberty is a regulated water, natural gas and electric transmission and distribution utility, delivering responsive and reliable essential services to over one million customers in 13 states across the United States and New Brunswick in Canada. With a local approach to management, service and support, Liberty delivers efficient, dependable services to meet customer needs.

In Georgia, Liberty operates in the Columbus and Gainesville areas and provides natural gas to 56,000 customers. We measure our performance in terms of service reliability, an enjoyable customer experience and an unconditional dedication to public and workplace safety. We look forward to being your natural gas provider!

How to Contact Us

24/7 Emergencies/Leaks **1-855-216-6306 or 911**

Customer Service **1-855-216-6305**

Website www.libertyenergyandwater.com

Social Media

www.facebook.com/LibertyUtilitiesGA @libertyUtil_GA

By Mail

Correspondence only:

Liberty
2300 Victory Dr
Columbus, GA 31901

Liberty
1766 Cleveland Hwy
Gainesville, GA 30501

Mail payments to:

Liberty - Georgia
75 Remittance Drive Suite 1918
Chicago, IL 60675-1032

Safety

Safety is our top priority. Our service and operations staff are trained to carry out procedures according to strict codes and standards regarding the distribution of natural gas to your home or building. We also conduct regular inspections and tests throughout our distribution area to ensure our pipeline system and equipment are working safely and efficiently. As a result, Liberty has an excellent safety record.

What To Do If You Smell Gas

A distinctive odor is added to the natural gas delivered to your home or business. If you think you smell gas, it's important that you take the following precautions:

- Leave the building immediately, then call **1-855-216-6306** or **911**.
- Don't strike a match.
- Don't switch lights or appliances on or off.
- Don't do anything that might create a spark.

TO REPORT THE SMELL OF GAS 24/7 CALL 1-855-216-6306 or 911

Carbon Monoxide



Natural gas appliances have an excellent safety record. However, you should know what carbon monoxide (CO) is and how it may affect you.

Carbon monoxide is a colorless, tasteless, odorless substance created by the incomplete combustion of any fossil fuel. The symptoms of CO exposure are similar to those of the flu including headaches, nausea, dizziness, coughing, ringing in the ears and spots before the eyes. If anyone in your family suffers from any of these symptoms, get outside to fresh air immediately and call **911** and Liberty at **1-855-216-6306**.

Keeping your gas appliances in good working order and being sure they are properly vented and clear of obstructions is the best way to stop carbon monoxide from accumulating. In addition, you should install one or more carbon monoxide detectors in your home.

Keep The Meter Clear

The meter outside your home or business is owned by Liberty and is installed on your property to accurately measure the amount of natural gas you use. It is important to always keep the gas meter clean and free from debris and any landscaping that obstructs access or visibility. We will need full access to the meter at all times to perform regular meter readings, periodic safety checks and routine maintenance. Any landscaping in the area of your meter should be trimmed regularly. We also need continuous access to the meter to shut it off in the unlikely event there is an emergency.

Using Your Gas Range

Nothing cooks food better than a natural gas range, but never use your range to heat your home or apartment. This practice creates a serious fire hazard and puts you and your family at risk from dangerous carbon monoxide fumes.



Employee Identification

Liberty employees are seen each and every day throughout the state. For your safety, if anyone comes to your door claiming to be a Liberty employee, please ask for identification. The identification card will have a color picture of the employee along with their name. If you have any doubt in attempting to identify someone as a Liberty employee, please have the employee wait outside your door while you call our office for verification at 1-855-216-6305.

Call Before You Dig



If you are planning to dig on your property, notify Georgia 811 at least 48 hours (not including holidays) in advance of the scheduled dig date. Georgia 811 is a statewide program designed to help safely locate all underground utility lines before digging. Damage to underground telephone, gas, electrical or cable TV lines is potentially hazardous and disruptive. State law requires all such underground lines to be located and marked before excavation can begin.

Once your property is marked, proceed with care, allowing at least an 18 inch buffer zone on either side of the outer edge of the markings. Please call Georgia 811 at **811** or **1-800-282-7411** or visit their web site at http://georgia811.com/. There is no fee for this service.

Customer-Owned Gas Pipes

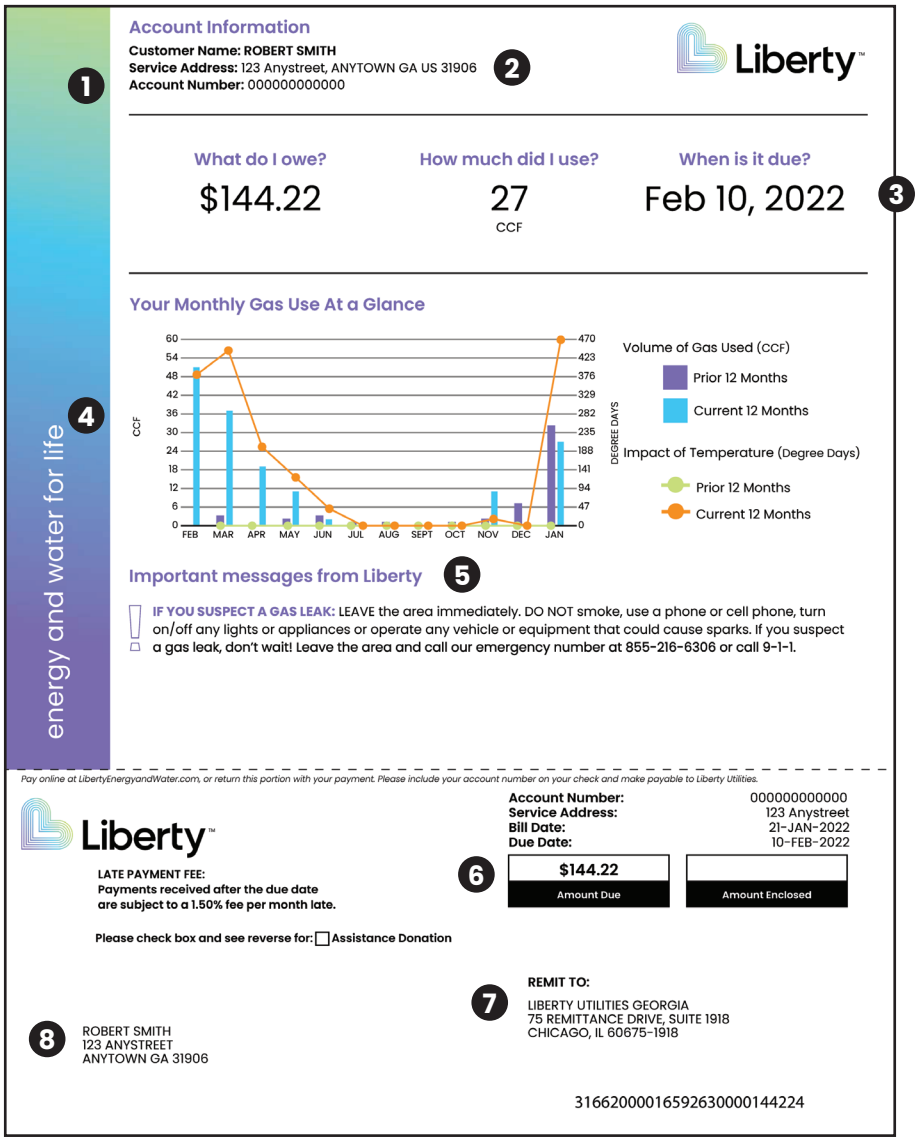
Company-owned gas pipes are diligently maintained to ensure safety and efficiency. As the customer of record, you or the property owner are responsible for the customer-owned gas lines that begin at the outlet of the gas meter and extend either above or below ground to natural gas burning appliances. Of these customer-owned gas lines, buried gas lines are notable because if they are not maintained, they may corrode or leak. While most people do not own buried gas lines, the following are just a few examples of where customer-owned buried pipes may be involved.

- Outside gas lighting
- Gas heaters for pool or hot tub
- Natural gas barbecue
- Detached buildings with gas appliances

These examples are not all inclusive; you must determine whether you have buried piping extending from your meter. To properly care for a buried pipe, it is recommended the pipe be inspected periodically for leaks on your gas lines and for corrosion if those lines are metallic. If unsafe conditions are found, the pipe should be repaired immediately. To have your gas lines checked, contact your local plumbing/heating contractor or a leak survey corrosion expert. Your contractor will likely charge a fee for this service.

Reading Your Gas Bill

If your name appears on your natural gas bill, you are responsible for payment. Please verify your billing name and address and notify us of any changes. Payment can be made by mail using the return envelope enclosed with your bill, in person at one of our Customer Walk-In Centers or at an authorized payment agency. Payments can also be made through our website. If you have any questions, please call us at 855-216-6305.



1. **Account Number:**
   Here is where you'll find your account number. Use this number when you phone, write, or email us with a question, or to make a payment.

2. **Service Address:**
   Here is the address of your gas service.

3. **Due Date:**
   To avoid late charges, please pay your bill by the due date.

4. **Usage Chart:**
   This chart shows your gas usage for current and previous months.

5. **Special Message:**
   On occasion, we will use this area to convey important messages to you.

6. **Total Amount Due:**
   Total amount due reflects current charges, previous charges, and any additional taxes and fees.

7. **Payment Coupon:**
   Detach this payment coupon and include with your payment. Make sure this address is visible through the payment envelope window.

8. **Mailing Address:**
   Your bill is mailed to this address each month. This may differ from the service address. Please indicate address changes on the reverse of this coupon.

Meter Reading and Billing



Meters are scheduled to be read each month and customers are billed for approximately 30 days of usage. The billing period is indicated under "**Service Dates**" on your bill.

Meter Reading
Liberty employees read your meter manually every month. In the event a meter reader is unable to obtain a meter reading, an estimated reading will be used to generate your bill. Actual usage would then be reconciled and included on your next month's bill.

Billing Information
Each month, you will receive a bill for the natural gas you used. A bill date is generally 3 to 5 days after a meter reading date, and the due date of a bill is twenty-one (21) days after the bill date. Past due amounts may be subject to a charge of 1.5% on the entire past due balance. This is equivalent to an 18% annual rate. There is a $30.00 charge for returned or rejected payments. This charge will be included in the 'Miscellaneous Charges/Credit' section of your bill. Service may be discontinued for non-payment after forty-five (45) days from the bill date of the past due amount.

A customer desiring to discontinue service must give at least three (3) days' notice and is responsible for all charges through the notice period. Other information regarding terms of service are described in the Service Regulations that are part of the published tariff on file with the Georgia Public Service Commission (GAPSC). The published tariff is also available at www.libertyenergyandwater.com.

Paperless Billing
Instead of receiving a paper bill each month, Paperless Billing allows you to receive an email notification that your bill is ready to view online. You can make a one-time payment or enroll in Automatic Payments online where, for your convenience, your bank account is automatically drafted on your bill due date.

About Rates
The amounts you pay for natural gas service include a fixed monthly charge and a volumetric charge that varies based on the amount of natural gas you consume. Bills are rendered at intervals of approximately 30 days, although actual billing periods may vary by a few days from month to month.

The fixed charge is incurred regardless of the volume of gas consumed, and this rate is reviewed and approved annually by the PSC. The volumetric rate applied to the volume of gas consumed has two parts. One part is a tariff rate reviewed and approved periodically by the PSC, similar to the fixed charge.

The second part is the Purchased Gas Adjustment ("PGA") factor. The PGA represents the cost to purchase, store and deliver natural gas to the Liberty distribution system through the interstate pipeline system. The PGA factor can change monthly as the market price of natural gas can fluctuate. The PSC may review changes in the PGA before they take effect. The PGA is designed to recover only the actual costs incurred by Liberty for gas supply and transportation.

Are You Being Billed The Right Rate?
Please check your rate code. It can be found on your bill below your mailing address. If believe you are being billed incorrectly, please contact us at 855-216-6305. The primary rate codes are below:



Residential Customer Rates

67-GR810: Residential – All residential customers (except those that reside in Manchester).

Senior Citizen/Low Income – All residential customers age 65 and older that fall below a defined income threshold are exempt from certain fixed monthly charges upon providing appropriate documentation of age and income level. To find out if you qualify, please contact us at 1-855-216-6305.

Commercial/Industrial Customer Rates

67-GC820: General Commercial – Commercial customers using less than 100,000 CCF annually except those located in Manchester, GA.

67-GC830: Large Volume Commercial – Commercial customers using at least 100,000 CCF annually.

67-GI820: General Industrial – Industrial customers using less than 100,000 CCF annually.

67-GI830: Large Volume Industrial – Industrial customers using at least 100,000 CCF annually.

Transportation Only Rates – Commercial and Industrial customers that use at least 100,000 CCF annually can chose to purchase gas from third parties instead of from Liberty if certain requirements are met. The tariff rates differ from the rates described above, but there is no PGA charge for gas consumed.

Payment Options and Programs

My Account



Liberty offers customers a web portal and mobile phone app to better manage their account. The portal, called My Account, provides easy online access to account information and offers new self-service and payment options.

With My Account, you can:

- Choose your account notification preferences – email or text message – and when you want to receive them.
- Sign up for Paperless Billing, which allows you to view and pay your bills securely online.
- Set up automatic payments using your bank account.
- View your usage with easy-to-read graphs, helping you better manage your usage and save on your next bill.

Visit www.libertyenergyandwater.com and click "Register" under the "My Account" drop-down menu to sign up.

Levelized Budget Billing

We offer residential customers a plan to level out the cost of monthly gas bills over the entire year. The amount you pay each month is based on a rolling 12-month average of your most recent bills. If you have lived in your home less than 12 months, Liberty will calculate your monthly payment or gas usage based on the monthly average consumed at the premises in the last 12 months. This may include usage from a previous customer. This average is recalculated each billing cycle, which will cause the payment amount to fluctuate somewhat from month to month. This program should help reduce the highest winter gas bills.

Local Community Energy Assistance Agencies

If you are unable to pay your natural gas bill due to financial hardship, you may be eligible to receive help from the Community Energy Assistance Program. This program is available to the elderly, the disabled, and families in need. These programs are funded by Liberty and our customers.

- **Enrichment Services -** 2100 12th Avenue , Columbus, GA, 31902
  Phone: 706-221-6704
- **Wynnton Neighborhood Network -** 2100 Hilton Avenue, Columbus, GA 31906
  Phone: 706-327-0838
- **Ninth District Opportunity -** 615 Oak St #C, Gainesville, GA 30501
  Phone: 770-534-8826

211

Call 211 or visit www.211.org to learn about additional assistance programs in your area. This is a free, confidential referral service connecting callers with essential health and human services 24/7.

Customer Communications

Liberty will periodically include inserts with your natural gas bill, keeping you informed about changes in rates, new and on-going programs, products and services. The inserts also provide safety tips and useful information to help you make your energy decisions.

If you receive your bills electronically, you are encouraged to view bill inserts on our website at www.libertyenergyandwater.com. We also communicate via facebook and twitter. www.facebook.com/LibertyUtilitiesGA/ and @libertyutil_ga.

Payment Locations

You can pay your bill online by visiting www.libertyenergyandwater.com, by phone by calling 1-855-216-6305 or by mailing your payment using the included payment coupon. Bills can also be paid at any of our customer walk-in centers:

- 2300 Victory Dr - Columbus
- 1766 Cleveland Hwy - Gainesville

Please note, cash is not accepted at any of our walk-in centers. We accept money orders, checks and credit/debit cards (Visa, MasterCard, Discover and American Express).

Use Only Authorized Payment Agents



Walmart is a nationwide payment agent authorized to accept payments on our behalf. In addition to Walmart, we have several other third-party payment agents you can use to pay your natural gas bill. Please visit the "Pay My Bill" section of www.libertyenergyandwater.com for a list of authorized agents.

If you use an unauthorized agent, we cannot guarantee that your payments will be properly posted to your account. Please use caution when using unauthorized agents and always keep your receipts.

If you pay your bill at an authorized payment agent, use Kubra (our online payment vendor), use your bank's bill pay, or pay online, please call customer service with the confirmation number once your payment is made.

Our Commitment To You



We are dedicated to delivering safe, reliable natural gas service to individuals, families and businesses in the communities we serve. This guiding principle drives our daily activities and forms the standard upon which we measure your satisfaction and our success.

If during the course of our relationship you feel we have not lived up to this standard, we urge you to contact us and let us know. Some issues may stem from an oversight or communication failure on our part and, once we become aware, are easily resolved. In other cases, a simple phone call to one of our local Customer Care Representatives will allow us the opportunity to address any issue.

As a regulated utility, we are governed by the Georgia Public Service Commission. Before we can raise our rates, or make drastic changes to our business practices, we must prove to the Commission the changes are warranted. What this means for you is fair, stable pricing and honest communication from a company with integrity.

If you have an issue or concern, please reach out to us toll free at 855-216-6305 Monday through Friday from 8:00 am to 6:00 pm. If you smell gas or have some other emergency issue with your natural gas service, please leave the premises and dial **1-855-216-6306** or **911**. Thank you for allowing us to serve your natural gas needs.