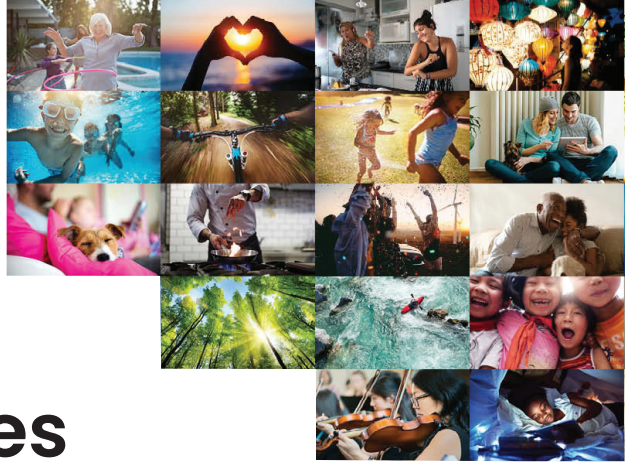
Liberty



Important News
New Benefits and Changes

What's Changing?

- Your Account Number
- Your Bill Will Have a New Look

What's New?

- Online Account with Usage Information
- Choose Notification Preferences
- Mobile app



Change can be liberating!

Soon, we will be offering new options and tools to help improve your experience with Liberty.

We will introduce a new and improved Liberty MyAccount web portal and mobile app. This platform will provide easy online access to account information, usage info and billing and payment options. Look inside for important information regarding the changes.

Customer Service
1-855-216-6305

Emergencies/Leaks
1-855-216-6306

www.libertyenergyandwater.com



New MyAccount

We are excited to launch a new Liberty MyAccount experience. Soon you'll be able to log in to view your account usage, make payments and set up notifications. In order to make these changes, we will switch to a new customer information system and launch new platforms that will allow these new features.

Here is some important information you need to know about the change:

New bill – When the change is complete, you'll receive a new, easy-to-read bill. It will feature a new usage chart that will provide detailed information. **Please see the back page of this document for a bill sample.**

Your account number will change – Your new bill will have the new account number at the top. If you use your bank's online bill payment service to pay your Liberty bill, you'll need to edit the payee information to include your new account number.

Online Billing History – Going forward, the new system will build your online billing history, and you will have access to bills beginning with your May 2022 bill. If you need access to billing history before May 2022, and you are a current Paperless Billing customer, you can temporarily access bills from the current Paperless billing portal, otherwise please call our customer service center.

Your bill may arrive late - If this is the case, your payment due date will be adjusted to allow the standard amount of time to pay.

Features in MyAccount

Usage Information - See your usage history, compare to previous months and see how your usage was affected by temperature.

Account Information - See your balance, payments applied and next payment due date. Make a payment directly from MyAccount.

Paperless Billing and AutoPay – Get rid of the clutter and sign up for Paperless Billing. If you want to make things even easier, set up Automatic Payments so you'll never miss a payment.

Notification Preference Center - Choose how you want to receive notifications from us.

Please note that our phone numbers have not changed.

Customer Service 1-855-216-6305
Emergency 1-855-216-6306

Have questions?



Q. With my account number changing, am I required to change anything for my recurring payment I set up in my bank account?

A. If you have automatic payments set up through your bank's online payment service, you will need to log into that service to edit the payee information for Liberty and enter your new account number.

Q. I currently have Paperless Billing. How will this change affect my Paperless account?

A. You will still be enrolled in Paperless Billing. A new MyAccount profile will be created on your behalf. To complete the setup of your new MyAccount profile, **you'll receive an email notification on or after May 9th** requesting you to reset your password. Follow the instructions in the email. (Note: you won't see any bills in MyAccount until your first bill is rendered after May 9, 2022. See "Online Billing History" on the previous page for more information).

Q. Am I required to sign up for MyAccount to register for Paperless Billing?

A. Yes. You are required to sign up for MyAccount to enroll in Paperless Billing.

Q. I currently have Automatic Payments with Liberty. How will this change affect my Automatic Payments?

A. You will still be enrolled in Automatic Payments. A new MyAccount profile will be created on your behalf. To complete the setup of your new MyAccount profile, **you'll receive an email notification on or after May 9th** requesting you to reset your password. Follow the instructions in the email.

Q. I am currently enrolled in MyAccount what will change for me?

A. The current MyAccount service will be retired. We hope you'll sign up for the new MyAccount and enjoy a much improved customer experience. You'll need to register as a new user. Your existing login information will not work with the new system.

Q. Am I able to make a payment with my old account number if I do not know what my new number is?

A. Temporarily, yes. After our systems have switched over on May 9th, we will manage payments across all accepted payment methods for a few months but we do ask that you begin using your new account number as soon as possible.

Q. Am I required to sign up for MyAccount to make a one-time payment online?

A. No. You are not required to sign up for MyAccount to make a one-time payment online.

Q. Which web browsers are supported by the new MyAccount?

A. The supported web browsers include: the latest Chrome, Firefox, Edge, Safari mobile, and Chrome mobile. For mobile OS devices (Apple and Google approved devices only): iOS and Android.

Q. Will there be fees for one-time payments?

A. No. There will not be fees for making one-time payments.

Here is a sample of what your new monthly bill will look like. There will be a definition of terms and other information on the back of the bill.

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

Here is the address of your gas service.

To avoid late charges, please pay your bill by the due date.

energy and water for life

Account Information

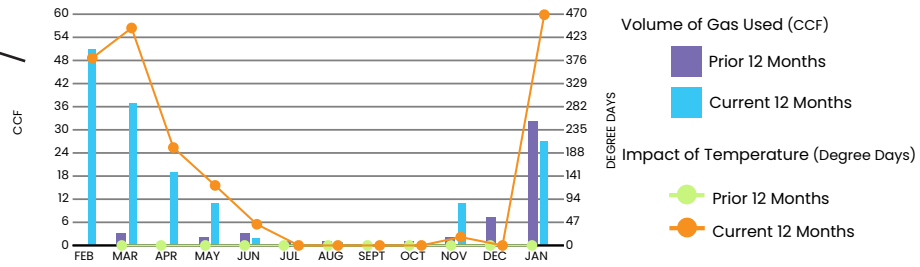
Customer Name: ROBERT SMITH
Service Address: 123 Anystreet, ANYTOWN GA US 31906
Account Number: 000000000000

Liberty

What do I owe?	How much did I use?	When is it due?
$144.22	27 CCF	Feb 10, 2022

This chart shows your gas usage for current and previous months.

Your Monthly Gas Use At a Glance



Important messages from Liberty

IF YOU SUSPECT A GAS LEAK: LEAVE the area immediately. DO NOT smoke, use a phone or cell phone, turn on/off any lights or appliances or operate any vehicle or equipment that could cause sparks. If you suspect a gas leak, don't wait! Leave the area and call our emergency number at 855-216-6306 or call 9-1-1.

On occasion we will use this area to convey important messages to you.

Pay online at LibertyEnergyandWater.com, or return this portion with your payment. Please include your account number on your check and make payable to Liberty Utilities.

Liberty

LATE PAYMENT FEE:
Payments received after the due date are subject to a 1.50% fee per month late.

Please check box and see reverse for: ☐ **Assistance Donation**

Account Number:	000000000000
Service Address:	123 Anystreet
Bill Date:	21-JAN-2022
Due Date:	10-FEB-2022

$144.22	
Amount Due	**Amount Enclosed**

Total amount due reflects current charges, previous charges and any additional taxes and fees.

ROBERT SMITH
123 ANYSTREET
ANYTOWN GA 31906

REMIT TO:
LIBERTY UTILITIES GEORGIA
75 REMITTANCE DRIVE, SUITE 1918
CHICAGO, IL 60675-1918

3166200001659263000014422 4

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.

Detach this payment coupon and include with your payment. Make sure this address is visible through the payment envelope window.