



## Preferred Contractor **Q+A**

### **Q: How much will my conversion cost?**

**A:** The plumbing and heating contractors that Liberty Utilities partners with are separate entities. Therefore, each has their own set of pricing, rules, and restrictions. Without knowing the scope of work needed to be done, the equipment/contractor chosen, or the layout of the house, your Liberty Utilities Account Manager can not give you an accurate price estimation of the conversion. We recommend all homeowners considering a natural gas conversion contact at least three licensed contractors for a formal quote before they have a natural gas service line installed on their property.

### **Q: Do any of the contractors only work with specific brands of equipment?**

**A:** Yes. Some of our preferred contractors choose to only work with equipment that they have had success with in the past. If you have a specific brand of equipment in mind that you want installed, we recommend asking the contractor if they work with that brand before they come out to give you an estimate.

### **Q: Can any contractor take advantage of Liberty Utilities programs or special offers?**

**A:** Yes. Any contractor, even ones not part of our **Ally Advantage** program, are able to offer Liberty Utilities' rebates or special offers to prospective customers considering natural gas. If you are working with another contractor, ask your Account Manager for all rebates and/or special programs available to them so they can inform their contractor.

### **Q: If the contractors are not Liberty employees, how are you able to recommend them?**

**A:** All of the contractors that we partner with are fully vetted and must follow a certain set of guidelines in order to become part of our **Ally Advantage** program. We also keep all of their insurance binders and licenses on file.

### **Q: Do any of the contractors you recommend offer equipment rentals or financing?**

**A:** Some of the contractors we work with do offer either financing or rental programs. Please ask your Liberty Utilities Account Manager for more details.