



## It starts with a shovel

Liberty provides more than safe, reliable energy and water services. Our team cares about our communities and pitches in with helping hands and willing hearts.

Learn how our teams give their time, energy, and service to put their heart where it matters for our customers and communities.



**Scan the code with your phone to learn more.**

## Winter meter safety

Winter weather is here. Did you know you are responsible for keeping your gas meter clear of snow and ice? In an emergency, our technicians will need to be able to access it quickly. Use a shovel or snowblower to shovel a path to your meter, but when it comes to the meter, use your hand or a soft brush to gently sweep the snow off.

If you have a boiler, furnace or water heater that vents through the side of your home or business, be sure to keep snow away from those vents as well. Neglecting to do so could cause the airflow to be blocked, and could result in deadly gas migrating back into the building.

## Financial Assistance

### Winter is here. See if you qualify for fuel assistance.

Good news for customers – the cost of gas is currently much lower than it was last year. While this could mean a more affordable heating season, the cost of gas fluctuates throughout the year based on market conditions. This means customers may still face financial difficulty. If you are one of the many customers struggling to pay your bills, **financial assistance may be available to you, even if you did not qualify in the past.**

Fuel assistance is a federally funded program for income-eligible households in need of assistance in paying energy bills. **It is not a loan, and you do not have to pay back any money granted.**

To qualify for a Fuel Assistance grant you must pay utility bills directly or have your heat included in your rent, and have household income that falls within the Fuel Assistance guidelines, which have recently changed. For more information, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) and select “Natural Gas Financial Help” under the “Customer Service” drop-down menu or scan the QR code. Don't wait until it's too late. Help is available.



## Happy Holidays

From all of us at Liberty, we wish you a joyous holiday season and a happy New Year.