



LIBERTY LETTER

Customer Care
1-855-872-3242

Emergency
1-855-644-8134



SPRING 2017

Safety First

At Liberty Utilities safety is our top priority, both for our customers and our team members. To show our dedication we think it is important that you also have safety as a top priority for you and your family.

As a family we look out for one another's safety both on and off duty. Whether it's working on a leak call that can involve hazardous conditions or just carrying a box up the steps, we always think 'safety first.'

One way we keep safety top-of-mind is with a daily 'Safety Moment.' This means that every day an individual in the company sends out a safety-related email to the entire region. These can range from seasonal reminders to personal stories both at home and on-the-job. The point is to be thinking of safety.

"We are committed to safety so that we can deliver safe and reliable service to your family."
Kyle Patterson, EHS Manger

Welcome to the Liberty Letter!

As the first edition of the Liberty Letter we are looking to provide even better customer service to those using Liberty Utilities services. One way we have looked to reach our customers is through a quarterly newsletter.

This document will live in the 'News & Events' section of our website. We want to include

information that is valuable to our customers. Safety, energy tips, billing policies, rebates, and much more will be included regularly.

As part of the newsletter, we also encourage you to speak up if you'd like to have a topic discussed in the next issue. For comments, please visit the 'Contact Us' section of our website.



New Manufacturer Rebates!

KOHLER® Backup Generator
Peerless® Boiler

For more information on these offers visit www.libertyutilities.com

ENERGY SAVING TIP:

To save on both heating and cooling costs throughout the year, install a programmable thermostat to control your home while your family is away during the day or on vacation.



**Liberty
Utilities**

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The Liberty Letter

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A Day in the Life of a Meter Reader

Alex has been reading natural gas meters for three years with Liberty Utilities. This means 36 months, in all seasons. As a meter reader he is responsible for gathering accurate usage reads for the billing department so that the customer's bill can be sent on time. So if it's 95°F outside with a heat index of 105°F, guess what? He's reading meters. Same goes for when it's pouring down rain or 8" of snow on the ground; he's reading meters.

Alex reads roughly 7,000 meters each month in seven different towns the majority on foot, so it's pretty safe to say to he might know your yard just as well, or maybe better, than you do. Meter reading isn't always easy. Homeowners may



not even be aware they occasionally create obstacles between the meter reader and the meter. These can include landscaping in front of or around the meter, locked gates, or animals tied to the meter, which cause the meter reader to either estimate the read for that month or have to come back at another time.

This doesn't mean that he hasn't seen a thing or two though. "I saw someone run from the cops before.. and I've seen cows on the interstate..." Alex said. Liberty Utilities knows our meter readers play a vital role in our company. They are out in the elements each day to ensure that the 'usage' portion you see on your personal Liberty Utilities bill is accurate each and every month of the year.

SIZZLIN' WITH STEVE

Ways to cook with natural gas!

Caramel Pecan Buns

1/2 cup brown sugar, packed
1/2 cup soft butter or margarine
36 pecan halves
2 cups buttermilk baking mix

2 tablespoons soft butter or margarine
3/4 teaspoon nutmeg
1/4 teaspoon cinnamon
2/3 cup mashed ripe banana

Heat Gas oven to 450°. Place 2 tsp brown sugar, 2 tsp butter and 3 pecan halves in each of 12 medium muffin cups. Place in oven to melt sugar and butter. Stir baking mix and banana to a soft dough. Gently smooth dough into a ball on floured surface. Knead 5 times. Roll dough into 15" x 9" baking rectangle. Spread with 2 tbsp soft butter; sprinkle with 1/4 cup brown sugar, nutmeg and cinnamon. Roll up tightly, beginning at wide side. Seal well by pinching edge of dough into roll. Cut into twelve (12) 1 1/4" slices. Place slices cut side down in muffin cups. Bake 10 minutes. Immediately invert pan onto tray or baking sheet. Leave pan over rolls a minute. Serve warm. Yield: 1 dozen

Enjoy!

Do you have a favorite recipe to share?

Please email whitney.welker@libertyutilities.com and you might see it here!

WE THOUGHT YOU SHOULD KNOW....

High efficiency natural gas dryers offer the best of both worlds. They dry your clothes quickly and produce less static cling than electric. Natural gas dryers are the closest thing to a clothesline available today. Choose natural gas and enjoy the benefits of precise temperature settings with excellent clothes drying results.

Local and Responsive. We Care.