



WINTER 2018

## Safety First

With winter weather in full force it is always important to raise awareness about slips, trips, falls, hazardous road conditions, and proper outer wear. One thing commonly overlooked though is checking-in with a loved one about where they are and how they are doing. Let someone know your daily routine. In the event that something unforeseen occurs, you don't want to be left alone without someone expecting your arrival or return.

Chad Hook

Environmental, Health and Safety - Regional EHS Manager

## 'Like' Us on Facebook!

Liberty Utilities Midstates is on Facebook.

Our primary goal for the page is to tell our customers and followers what we're up to. That means letting you know how we support our communities, how you can save on your gas bill, and how to take advantage of billing and rebate programs in your area. Our customer care team is the best resource if you have questions about your bill, and can be reached at 1-855-872-3242.



As always, our experienced customer care agents are the best folks to call in case of an outage or emergency situation. You can reach them by phone Monday – Friday from 8:00 a.m. – 6:00 p.m. (CST), or by email at [customerservicemidstates@libertyutilities.com](mailto:customerservicemidstates@libertyutilities.com). In case of an emergency, please contact our emergency number.

To connect with us on Facebook, search for @LibertyUtilitiesMidstates

Over the holiday season, we had multiple offices volunteer and donate to local organizations. Below are some pictures submitted from local offices.

WE CARE



Customer Care  
1-855-872-3242

Emergency  
1-855-644-8134

LIBERTY LETTER

## Automated Meter Reading (AMR) Installation

Automated Meter Reading is one example of Liberty's dedication to technology enhancements. Liberty has started installing AMR on our system to improve efficiency and reduce Operation and Maintenance (O&M) costs. AMR will make it easier for meter readers to more accurately retrieve data from the customer's meter. This will help our operations' team read meters during times of inclement weather and during conditions that block the reading in order to provide improved customer experience.



## Cooler Weather = Higher Energy Use

Cooler weather in the winter results in higher energy usage. This leads to a visible change in your monthly bill. This is true for both an extreme winter or even a mild one. Mild weather conditions in the fall can make this change especially noticeable.

What affects your winter bill?

- Heating
- Cool Weather
- Less Daylight
- More time at home/indoors



Options for controlling your energy use:

- Sign-up for Budget Billing
- Utilize energy-saving tips

More information on both of these options can be found by visiting our website [www.libertyutilities.com](http://www.libertyutilities.com)

## SIZZLIN' WITH STEVE

### Fall Off the Bone Ribs

Take two sides of short ribs with the skin removed from the back side and rub in your favorite commercial or homemade rub on both sides. Wrap in plastic wrap and put in refrigerator for a minimum of two hours.

Preheat natural gas oven to 450°

Put rack inside a large, shallow roasting pan to keep ribs off bottom. Lay ribs across rack and fill pan with water under the ribs. Make sure the ribs are not touching the water. Cover tightly with aluminum foil and bake for 30 minutes at 450°. Turn the temperature down to 300° and allow ribs to cook slowly for at least four to six hours until the meat begins to fall off the bone.

Remove from natural gas oven and very carefully remove foil so that the steam safely escapes. Brush ribs generously with your favorite barbecue sauce and return to the oven to bake for 15 minutes. Carefully use tongs to lift ribs in one piece and place on platter.

## Enjoy Cooking With Natural Gas!

## HOME COMFORT TIP:

Nothing beats jumping into a hot shower after a long day, especially in the winter months when temperatures are at or below freezing outside. With gas water heaters heating water nearly twice as fast as electric there's no need to settle for a quick or lukewarm shower. Upgrade or install your water heater and never worry about a cold shower again!

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Local and Responsive. We Care.