# Additional News



## 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.

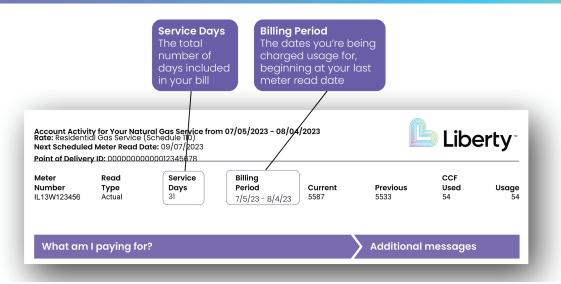


## It's cozy season!

Lean into sweater weather by having your chimney and flue pipes inspected by a licensed heating contractor for safe operation.



## Understanding Your Bill



### On October 9, we launched a new and improved customer experience, including

**an all-new My Account.** During this transition, you may experience an impact to your billing. You may have received two bills in October – one for your September usage and a later bill reflecting partial usage from October. **Or** you may have received one bill in October for your September usage and receive one bill in November that includes usage from October and partial usage in November.

#### By December, you will be on a regular approximately 30-day billing cycle;

however, the delivery date of your bill may vary from what you are currently used to. Take note of the Billing Period and Service Days information located on your new bill during this transition.

