

# Additional News

## New year, new savings goals?

We've got an app for that.

- Manage your account – anytime, anywhere
- Track and compare your usage
- Find programs to help you save



Download the Liberty My Account app today!



## Need help paying utility bills?

See if you qualify for assistance.



Winter temperatures can mean increased energy usage to heat your home. For those in need of help with paying utility bills, there are assistance programs available.

The Low Income Home Energy Assistance Program (LIHEAP) can help families pay their energy bills during times of hardship.

If you are struggling to pay your bill, we also offer flexible payment options that may be right for you. **Visit our website for more information on LIHEAP and other financial assistance programs.**

## If you smell natural gas Leave the area immediately and call Liberty.

Although natural gas leaks are rare, learn to recognize the signs that could indicate a leak. If you suspect a natural gas leak in your home or outside, follow these safety steps:

- Leave the area immediately.
- Call Liberty from a safe distance at 1-855-644-8134 or call 911.
- Do not turn the lights on or off, smoke, or use a cell phone, vehicle, or equipment that could cause sparks.
- Do not turn natural gas valves on or off.

Liberty will send a trained service technician immediately to investigate any emergency leak call.

**Smell** | A distinctive “rotten egg” odor added to make natural gas detectable.

**Listen** | An unusual hissing sound near gas appliances or a blowing sound near gas lines.

**Look** | Blowing dirt, bubbling creeks or ponds, dry spots in moist areas, or dead plants surrounded by green, live plants near gas lines.

**Leave** | Follow the important safety tips above if a gas leak is suspected.