

Additional News



Natural gas: Energy you can count on

Natural gas is a reliable energy source with a safe, secure underground distribution system. It's always on, always ready when you need it. Did you know the average natural gas customer can go 75 years without experiencing an outage? That's the kind of dependability you can trust.

Visit www.libertyenergyandwater.com or scan the QR code to learn more about the benefits of natural gas.



Reliable



75
Seventy-five

The number of **years** the average gas customer will go without experiencing an outage.

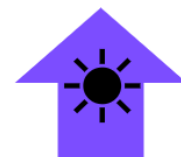
Billing

Predictable billing during extreme weather

As we enter heating season (October – May), Small General Service customers may notice a new line item on their bill labeled “Weather Normalization adj.”

This Weather Normalization Adjustment (WNA) helps stabilize your bill by accounting for weather-related changes in energy usage:

- **Colder-than-normal weather:** If temperatures drop below seasonal averages, rates may be decreased to avoid overcharging due to increased usage.
- **Warmer-than-normal weather:** If temperatures are milder than usual, rates may be increased to ensure consistent revenue despite reduced usage.



This adjustment helps keep your billing more predictable, regardless of how extreme the weather gets. **Scan the QR code** with your phone to learn more.



Safety



How to report a gas leak

If you smell gas in your home or suspect a gas leak, **call Liberty's emergency number at 1-800-994-2762 or 911 from a safe distance.**

Ways to detect a leak:

- **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 water, or dead plants surrounded by green, live plants near gas lines

If any of these signs are present, leave the area immediately and do not re-enter the property for any reason until Liberty personnel tell you it is safe to do so.