



A 'bright idea' for the new year

Start the year off right with a simple change that makes life easier. **Sign up for Liberty's My Account and enroll in Paperless Billing today to enjoy:**

- More convenience – access your bills anytime, anywhere with the app. Pro tip: combine Paperless Billing with automatic payments for even more peace of mind.
- Secure and timely account information – get alerted when your bill is ready and pay it easily (and safely) through My Account.
- Less clutter – no more stacks of paper.

Make 2026 the year of simplicity. Start with My Account and **switch to Paperless Billing** now. It's one resolution you won't regret!

Visit www.libertyenergyandwater.com or **scan the QR code** to get started with My Account and Paperless Billing.



Looking for more ways to start 2026 off on the right foot? **Keep reading to learn some simple energy (and money) saving tips.**



New year, new habits, new ways to save

The New Year is a great time to start forming new habits, especially those that may help you save on your utility bills. Here are some simple steps you can take to form lasting habits that can help you save throughout the year.

Switch to LED light bulbs rather than incandescent. LEDs are more efficient, and those that are ENERGY STAR certified use about 75% less energy than incandescent bulbs.

Turn off lights and appliances when you're not using them. One way to do so is by using a timer, which is low cost and easy-to-install.

Lower your water heater to 120°F. This can help save energy as well as prevent serious burns.

Check for air leaks regularly and properly insulate against them.

Install a programmable thermostat to adjust the times you turn on your air conditioning or heating based on a pre-set schedule.

The tips don't stop here. **Scan the QR code** or visit the "Smart Energy Use" section of www.libertyenergyandwater.com for more ways you can kick your energy-saving game up a notch or two in the new year.



Safety



Use gas safely this season

Gas appliances are safe and efficient, but like all appliances, certain precautions should be followed.

- **Never use your gas range to heat your home.** This creates a serious fire hazard and puts you and your family at risk from dangerous carbon monoxide fumes.
- **Follow manufacturer instructions** when maintaining and operating appliances. Repairs, installations, and disconnections are jobs for qualified service people.
- **Keep flammable materials away from gas appliances** that could be a source of ignition. Check your storage area to be sure the flammable products are stored properly, and that caps or lids are securely fastened.

For more information about using gas safely, visit www.libertyenergyandwater.com or **scan the QR code.**



Keep meters clear in the new year

Winter weather is here. **Did you know you are responsible for keeping your gas meter clear of snow and ice?** In an emergency, our technicians will need to be able to access it quickly.

Use a shovel or snowblower to shovel a path to your meter, but when it comes to the meter, **use your hand or a soft brush to gently sweep the snow off.**

If you have a boiler, furnace or water heater that vents through the side of your home or business, be sure to keep snow away from those vents as well. Neglecting to do so could cause the airflow to be blocked, and could result in deadly gas migrating back into the building.

As always - if you smell gas, leave the area immediately and call Liberty at 1-800-673-3301 or dial 911.

Financial assistance

Keep your utility bills in check with help from HEAP

If one of your New Year's resolutions is to get your finances in order, **the Home Energy Assistance Program (HEAP) may be able to assist.** This federally funded program is for income-eligible households in need of assistance paying energy bills. It is not a loan, and **you do not have to pay back any money** granted.

To qualify for HEAP, you must pay utility bills directly or have your heat included in your rent, and have household income that falls within the certain guidelines. It is recommended that you **check your eligibility annually**, as criteria can often change.

For more information, visit www.libertyenergyandwater.com and select "Assistance Programs" under the "Customer Service" drop-down menu or **scan the QR code.**

