



Liberty
libertyutilities.com

February 1, 2021

Dear New Liberty Customer,

Our team of dedicated professionals at Liberty is excited to announce that, effective February 1, 2021, we will be providing natural gas service to you in southern Illinois. Please continue reading for important information regarding this transition.

Village of Tamms, Illinois Final Bill

You will receive your final bill from the Village of Tamms in February. Please pay this bill as you typically would. Your first Liberty bill will arrive in March.

Watch for a Welcome Packet

In the coming weeks, we will mail you a Customer Welcome Packet with additional information regarding Liberty, including information on a variety of new payment options that you may use once this transition period is complete. Please watch your mail for this packet.

New Emergency Phone Number

Emergencies: 1-855-644-8134

Beginning February 1, 2021, the new phone number to dial for a natural gas emergency is 1-855-644-8134. Once you receive your Liberty Welcome Packet later this month, you will be able to contact Liberty at 1-855-872-3242 for customer service and account-related questions.

Please Complete Enclosed New Service Application

We want to get to know you! Please complete the enclosed new service application so we can ensure your information is accurate and in our system before your first Liberty bill arrives. Please note, for your security, you will be required to verify your Social Security number when you call us.

We will share more information about our company in the Welcome Packet. You can also learn more about us by visiting www.libertyutilities.com. On behalf of the Liberty team, welcome to the family. If you have questions regarding your natural gas service or this transition, please call us at 1-855-872-3242.

Sincerely,

Jon Harrison

Liberty Director of Customer Experience