

Additional News

Need help paying utility bills?

See if you qualify for assistance.

Winter temperatures can mean increased energy usage to heat your home. If you need help with your utility bills, we want you to know that financial assistance may be available to you.



Scan to learn more



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 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.

Si huele a gas natural

Abandone el lugar de inmediato Y llame a Liberty.

Aunque las fugas de gas natural son raras, aprenda a reconocer las señales que pueden indicar una fuga. Si sospecha una fuga de gas natural en su casa o en el exterior, siga estas medidas de seguridad:

- Abandone el lugar de inmediato.
- Llame a Liberty, desde una distancia segura, a 1-855-644-8134 o 911.
- No encienda ni apague luces, no fume o use teléfonos celulares, vehículos o equipos que pueden generar chispas.
- No abra ni cierre las válvulas de gas natural.

Liberty enviará de inmediato a un técnico calificado para investigar cualquier llamada de emergencia por fugas.

Natural Gas Safety | Seguridad Con Gas Natural

Smell | Huela

A distinctive "rotten egg" odor added to make natural gas detectable.

Se agregó un olor distintivo, como a "huevo podrido," para que se pueda detectar el gas natural.

Listen Escuche

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

Un silbido inusual cerca de los aparatos de gas a un soplo cerca de las líneas de gas.

Look | Mire

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

Un soplo de tierra, corrientes o charcos que borbotean, lugares secos en áreas húmedas o plantas muertas rodeadas por plantas verdes y vivas cerca de las líneas de gas.

Leave | Salga

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

Siga los importantes consejos de seguridad anteriores si se sospecha una fuga de gas.

Illinois Commerce Commission 83 Ill. Adm. Code 280.240, Section 280.APPENDIX C, & 83 Ill. Adm. Code 280.260

RULES PERTAINING TO ELIGIBILITY FOR SERVICE, DEPOSITS, BILLING, PAYMENT, REFUNDS AND DISCONNECTION OF SERVICE

ILLINOIS COMMERCE COMMISSION 83 Ill. Adm. Code 280

Part 280, the rules and regulations of the Illinois Commerce Commission prescribing procedures governing eligibility for service, deposits, billing, payment, refunds and disconnection of service, is on file in the Commission offices and open to public inspection.

Copies of Part 280 in the Spanish language are available for inspection at the offices and online.

Any employee will direct you to the place where you may inspect a copy of Part 280 and will direct you to personnel assigned the duty of providing information about Part 280.

Copies of Part 280 may also be reviewed and/or obtained at the Commission's offices at 160 North LaSalle Street, Suite C-800, Chicago, Illinois 60601 or 527 East Capitol Avenue, Springfield, Illinois 62701 or at:
<http://www.ilga.gov/commission/jcar/admincode/083/08300280sections.html>

A free copy of our customer information handbook that includes the following is also available upon request.

Please email customerservicemidstates@libertyutilities.com or call 1-855-872-3242

- A brief description of billing information such as frequency of billing, due dates, and electronic billing and other billing options;
- A description of the estimated bill process;
- Payment options, including budget payment plan and deferred payment arrangements;
- Payment methods and locations;
- Late fees;
- Deposit requirements;
- Disconnection and reconnection procedures;
- Utility dispute procedures and escalation procedures if a dispute is not resolved;
- Contact information for the utility;
- Commission's Consumer Services Division's informal complaint procedures;
- Contact information for the Commission's Consumer Services Division;
- A statement that the Commission's rules apply to service standards and reliability;
- Notice of the availability of the Commission's rules; and
- That special rights are available to low income customers, and how to qualify for low income customer status.