

# Additional News



## It starts with a shovel

Liberty provides more than safe, reliable energy and water services. Our team cares about our communities and pitches in with helping hands and willing hearts.

Learn how our teams give their time, energy, and service to put their heart where it matters for our customers and communities.



## It's cozy season!

Lean into sweater weather by having your chimney and flue pipes inspected by a licensed heating contractor for safe operation.




## Understanding Your Bill

**Service Days**  
The total number of days included in your bill

**Billing Period**  
The dates you're being charged usage for, beginning at your last meter read date

Account Activity for Your Natural Gas Service from 07/05/2023 - 08/04/2023  
Rate: Residential Gas Service (Schedule 110)  
Next Scheduled Meter Read Date: 09/07/2023  
Point of Delivery ID: 00000000000012345678



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Usage
IL13W123456	Actual	31	7/5/23 - 8/4/23	5587	5533	54	54

What am I paying for? [Additional messages](#)

**On October 9, we launched a new and improved customer experience, including an all-new My Account.** During this transition, you may experience an impact to your billing. You may have received two bills in October – one for your September usage and a later bill reflecting partial usage from October. **Or** you may have received one bill in October for your September usage and receive one bill in November that includes usage from October and partial usage in November.

**By December, you will be on a regular approximately 30-day billing cycle;** however, the delivery date of your bill may vary from what you are currently used to. Take note of the Billing Period and Service Days information located on your new bill during this transition.

