

# Additional Information

## A message to our valued customers

It is our goal at Liberty to provide each customer with the best service at all times. However, we also recognize that the need may arise where you, as a customer, need to express a concern or complaint.

If this situation should occur, we want to assist in resolving the problem. The purpose of this message is to notify you of our phone number where a qualified company representative can be reached to help resolve any concern or complaint. You may reach a Liberty representative by calling toll-free 1-855-872-3242. You may also go to our website, [libertyenergyandwater.com](http://libertyenergyandwater.com), and click Contact Us in the top navigation toolbar of our website to reach us by email.

If Liberty does not resolve your complaint, you may request assistance from the Iowa Utilities Commission by calling 1-515-725-7321 or toll-free 1-877-565-4450, by writing to 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, or by email to [customer@iuc.iowa.gov](mailto:customer@iuc.iowa.gov).

## Customer Contribution Fund

Liberty is continuing the Customer Contribution Fund that was established a few years ago. The purpose of this fund is to assist low-income customers with weatherization or help in paying their utility bills. We hope that those of you who are currently participating in this program will continue to do so. Customers who are not currently participating in the Customer Contribution Fund may choose to help those in need by making a one-time contribution or a monthly pledge. Funds collected for this program are distributed through the local Limited Resources Agency which helps low-income families in your community. Your donations are tax-deductible and 100% of your contributions are given to Limited Resources.

If you would like to participate in this program, please fill out the authorization form on the bottom of this page and return it to your local Liberty office drop box: 2547 Hilton Road, Keokuk, IA 52632, or mail to Liberty, 2751 N. High St., Jackson, MO 63755.

## Customer Contribution Fund Form

Customer Name \_\_\_\_\_

Address \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ Account Number \_\_\_\_\_

### I wish to participate in Liberty's Customer Contribution Fund:

A one-time contribution of \$\_\_\_\_\_ to be billed to me in the month of \_\_\_\_\_.

A monthly contribution of \$\_\_\_\_\_ to be billed separately on my gas bill beginning with the month of \_\_\_\_\_.

I understand this monthly contribution will continue until I notify Liberty in writing that I no longer wish to participate.

Signature \_\_\_\_\_ Date \_\_\_\_\_