



## New address for payment by mail

In October we transitioned to new systems. Part of the transition included a new address for mailed-in payments.

Please confirm your mailed-in and bank bill-pay payments are sent to:

**Liberty - IA**  
**PO Box 75657**  
**Chicago, IL 60675-5657**



## Damage prevention awareness

Excavation accidents can be prevented if you CALL 811 toll-free before you dig to have all underground utilities located. It's convenient and easy, and it's the law!









### Damaged facilities can result in

- Loss of life and property
- Loss of revenue
- Reduced production
- Loss of emergency services
- Costly violations and fines

### Potential hazards may exist if natural gas lines are damaged because of

- Dented, bent or scratched pipe
- Coating impairment or punctures
- Broken tracer wires
- Lines pulled apart elsewhere or out of sight

### APWA Uniform Color Code for marking underground utility lines

	Proposed excavation
	Temporary survey markings
	Electric power lines, cables, conduits, and lighting cables
	Gas, oil, steam, petroleum or gaseous materials
	Communication, alarm or signal lines, cables or conduit
	Potable water
	Reclaimed water, irrigation and slurry lines
	Sewer and drain line



Know what's below.  
Call before you dig.

If you disturb or damage any gas pipeline, including the pipe coating, you must contact Liberty immediately.

### Before you excavate or bore, make sure all utilities have been notified and their underground lines have been located.

- Check to be sure all marks have been made in the excavation area
- Expose all gas pipelines by hand digging inside state-specific tolerance zones
- Barricade excavations where gas pipelines are exposed

### Never take anything for granted when you dig or bore.

Coordinate your plans with Liberty well in advance to help protect life and property and to avoid costly repairs. If lines need to be re-marked, CALL 811. Always know what's below.

### Check with Liberty before backfilling if you have any questions.

- Do not backfill potential hazards
- Do not backfill with rocks or sharp material against natural gas pipelines
- Backfilling should always be properly compacted
- Do not drop or dump backfill material on natural gas pipelines

# Additional News

## Damage prevention awareness (continued)

**If a natural gas pipeline is struck or damaged and gas is escaping, CALL 911 immediately!**

Secure the area to keep out unnecessary personnel and the public.

### Eliminate all ignition sources

- No smoking or open flames
- No cell phones
- Turn off mechanically operated equipment if it's safe to do so

### Pipeline Inspection, Protection, Enforcement, and Safety (PIPES)

#### Act of 2006

Public Law 109-468—Dec. 29, 2006

(d) Prohibition Applicable to Excavators — A person who engages in demolition, excavation, tunneling, or construction — (3) and who causes damage to a pipeline facility that may endanger life or cause bodily harm or damage to property — (A) may not fail to promptly report the damage to the owner or operator of the facility; and (B) if the damage results in the escape of any flammable, toxic, or corrosive gas or liquid, may not fail to promptly report to appropriate authorities by calling the 911 emergency telephone number.

**If a natural gas line is damaged, do not attempt to repair the line. Liberty gas technicians will respond promptly and will make appropriate repairs.**

**Do not turn off valves that may effect the flow of gas.**

If you shut off any type of valve, advise a Liberty gas technician at the scene.

### Remember the following:

- Always CALL 811 for line locates prior to excavating
- Always maintain a minimum separation of 12 inches, or contact Liberty for approval when paralleling or crossing a natural gas pipeline
- If a natural gas pipeline is exposed, do not damage the coating or scratch or dent the outer surface. Call Liberty to repair the pipeline.

**90% of all natural gas incidents in the U.S. are caused by third-party damages!**

Call and coordinate with Liberty if you plan to cross our pipeline. We will assist you promptly.

**If you need clarification about state damage prevention laws, CALL 811.**



## Iowa

### Iowa One-Call

**Advance Notice:** Two working days

**Marks Valid:** 20 calendar days

**Tolerance Zone:** 18 inches

## CARE

**Call 811 before digging**

**Allow** required state time for marking

**Respect** markings

**Excavate** carefully

One free, easy call gets utility lines marked and helps protect you and others from injury and expense. Know what's below. Always CALL 811 before you dig. Visit [www.call811.com](http://www.call811.com) for more information.

# Additional News

## Important billing update

Part of your Liberty natural gas bill includes a Purchase Gas Adjustment (PGA) charge. This is the cost the company pays to purchase natural gas on the open market, plus the transportation and storage services fees. It also reflects any under – or over – collection of actual costs in the previous period. Liberty does not earn a profit on the price of gas.

Your April or May bill may display a one-time credit depending on eligibility. To be eligible for the one-time credit, you must have been a customer during the timeframe listed below.

This one-time credit stems from the over-collection of PGA revenue during the September 2022-August 2023 period. This is a standard reconciliation process. Our revenue through the PGA was greater than our gas costs during that period, and this credit returns the difference to customers.

If you have questions, please contact our Customer Care team at 1-855-872-3242.