

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 o 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 borbotan, 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.

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 that are currently participating in this program will continue to do so. Customers that 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 dropbox: 2547 Hilton Road, Keokuk, IA 52632, or mail to Liberty 2751 N. High St., Jackson, MO 63755.

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, 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.

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 _____