



Local and Responsive. We Care.

United Way of Pinal County holds a Pinal County Water Drive to ensure the community stays hydrated. Especially in the summer heat, water is critical and not always easily accessible for everyone. In Arizona, heat-related illness accounts for an average of 2,000 hospital visits and 118 deaths per year. We partnered with United Way of Pinal County to donate water the equivalent of 3,840 water bottles to Gold Canyon Missions Center Food Bank. By partnering with United Way, we hope to help the communities we serve and live in.



Odor Control

Nobody wants to have to deal with bad odors, but if they occur, we want to provide a few ways to help with odor control. Some common places that contribute to odor issues are:

Dry p-traps: A p-trap is a plumbing device that prevents odors from plumbing drains and sewers to go into your home through toilets, sinks, or floor drains. If a drain, sink, or toilet is not used for a long time, the p-trap can go dry and the odors can go into your

he odors can go into your home. To ensure this does not happen, make sure water runs through your p-trap or you can try to use a dry drain maintainer to prevent the p-trap from drying out.

Toilets not having a wax seal: toilets need this wax seal to prevent

odors from seeping through the cracks at the bottom.

Cracks in vent pipes: It is possible to have a crack in a vent pipe then the odors are able to escape through those cracks.

The easiest way to locate where the odor is coming from is to hire a contractor to conduct a smoke test. With a smoke test, they will plug the vents and use a smoke machine to pump smoke down a vent. When the smoke starts coming out from an area, such as the bottom of the toilet, that is where the bad smell will be coming from. After knowing the location of the problem, you can then ensure that the proper area is repaired.





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A GUIDE TO READING YOUR LIBERTY UTILITIES BILL

- **Liberty Utilities Information:** Local customer service office address, website information, customer service center phone numbers and hours of operation.
- Customer Information: Customer name and mailing address
- **Account Information:** Account number, bill date, due date and service address.
- Customer Number: The digits after the dash of your account number is your customer number. This number is needed when creating an online profile through "My Account" for online billing and payment access.
- **Special Message:** Account updates and/or other important information.
- **Usage Breakdown:** A breakdown of the water usage charge for the current billing period. Residential sewer is a fixed rate. Some commercial sewer rates are based on water usage and will be reflected here.
- **Account Activity:** A breakdown of the cost related to providing safe water and reliable service. The charges include several components, including:

Monthly Minimum Charges: Service address fixed charges for water and/or sewer.

Consumption Charge:

This is a charge for usage during the bill period.

Other Fees & Credits:

Surcharges, surcredits and local, state and regulatory charges.

