



Friendly Customer Service Reminders

Update Information

Please make sure to call or login online and update your account information. For security purposes, any phone payment or account inquiry will now require an account verification. When calling Liberty Utilities, we are able to provide more efficient service when your information is up to date. You also have the option of password protecting your account.

After Hours

If you request for Liberty Utilities to come to your residence during non-business hours, please be aware that unless it's an emergency, there is a \$50 + tax additional cost to you. Service fees are due by noon the following business day. To avoid this cost, schedule the visit between the hours of 7:30 a.m and 4:30 p.m., Monday through Friday.

Stop Service

If you have to stop your service, please notify our office at least two business days in advance. This way we will have adequate time to process your request and make sure your service is stopped the day you need it to be.

Automatic Payments with SurePay

Liberty Utilities offers SurePay, a worry-free way to pay your bill on time. Your monthly payment will be automatically deducted from the account of your choice so you never have to worry about missing a bill deadline.

Once set up, you will see an Electronic Fund Transfer (EFT) on your bank statement.

Please go to www.libertyutilities.com select the **My Account** tab, Select the Automatic Payments tab, print and complete the SurePay Application and Agreement. Send the completed form either by emailing it to customerservicedept@libertyutilities.com, or by faxing it or mailing it or dropping it off at our friendly **Customer Service Walk-In Center** located at 6877 Kings Ranch Road., Suite #4, Gold Canyon, AZ 85118. Office hours are 9:00 a.m. to 2:00 p.m., Monday through Friday.

Set up automatic payments today so you'll never miss a payment in the future!

Returning Home

Have you been gone for a long time and are returning home for beautiful winter weather?

We have some tips for you to help your return go smoothly! **When you return, make sure to:**

- ✓ Run water for one minute through all sinks, bath tubs, and showers. This will help mitigate any odors that may be in the pipes from not being used in a while.

- ✓ While Liberty Utilities is not your water provider, we suggest that you check for leaks inside and outside of your house after being gone for an extended time. The best way to determine if you have a leak is to check your water meter. Make sure no water is being used inside or outside the house and then check your water meter to see if the dial is moving. If the dial is moving, you have a leak. If you think you may have a leak, please be sure to contact your local water provider.



Liberty Utilities®

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A Water Drop's Journey: Where does my Water Go?!

Do you know where your water goes after it leaves your house? It goes on a journey to the wastewater treatment plant. Once your wastewater is at the plant, it goes through a natural biological process to be treated. After the water is treated to quality levels, it leaves the

plant as reclaimed water and journeys to multiple locations such as, golf courses, agriculture, irrigation, or construction. Curious to know more about this journey? Visit www.libertyutilities.com and click on the "Smart Water Use" tab to explore more!

Get a jump start on the Holiday Season, think about FOG!

It's that time of year again: Holiday season! That means family, friends, fun, and FOOD! Food can mean FOG: Fats, Oils, and Greases.

If you put FOG down the drain, it can solidify inside the pipe and create a clog. This can cause major problems inside your pipes and sewer systems, not an interruption you want especially this time of the year.

To help you beat FOG this holiday season, here are some tips to make sure your holiday season remains free of CLOGS!



Do

- ✓ Pour cooled grease into a container with a lid and throw it in the trash.
- ✓ Use a paper towel to wipe the rest of the grease or oil from cookware.
- ✓ Use a strainer in the sink to collect excess food particles.

Don't

- ✓ Don't pour FOG down the drain.
- ✓ Don't rinse food scraps off dishes.
- ✓ Don't clean greasy dishes before wiping the grease off.
- ✓ Don't use the garbage disposal to dispose of FOG, it can lead to blocked pipes.
- ✓ Don't use chemicals to remove grease clogs, they damage the pipes.

Be on the lookout for workshops
being offered in 2019!