



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.

A Water Drop's Saga

Part 1: Where does my water come from?

Liberty Utilities drinking water is 100% groundwater from the Carrizo-Wilcox and Queen City aquifers. An aquifer is a layer of permeable rock, sand, and gravel that stores the water supplying wells and springs. From well fields, water is pumped either directly into the distribution system or into several multimillion gallon reservoirs. This high-quality water is disinfected with chlorine and then distributed into the system.

Part 2: How to use my water efficiently

At your home, water is used for many things from cooking and drinking to cleaning. Did you know, that on average, a person in Texas uses approximately 90 gallons of water per day! As much as 30% of that is used outdoors! The best way to minimize your water use outdoors, is to plant native, low water-use plants and

use types of smart irrigation, such as drip irrigation, to ensure water goes directly to the plant and is not lost to evaporation. Inside the house, most water is used in the bathroom and for laundry. To minimize water use indoors, run full loads of laundry, take shorter showers, and always make sure to check for leaks.

Part 3: 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. Visit www.libertyutilities.com and click on the "Smart Water Use" tab to explore more!

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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.

Reconnection Payments

Payment must be made in our business office no later than 1:00 p.m. in order to have service re-connected the same day. Office Hours are Monday through Friday, 8:30 a.m. to 4:30 p.m. Payments received after 1:00 p.m. will be scheduled for connection the following business day. Please do not call the answering service. Failure to pay your bill does not warrant an emergency service call.

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 16623 FM 2493 Suite E, Tyler, Texas 75703.

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

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Woodmark
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Tyler, TX 75703



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