



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 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.

Signs for the Right Amount of Water for Plants



WATCH OUT FOR OVERWATERING!

Signs of overwatering your plants:

- Leaves turn a lighter shade of green or yellow
- Young shoots are wilted
- Growth is excessive
- Algae and/or mushrooms are on or around plants



WATCH OUT FOR UNDERWATERING!

Signs of underwatering your plants:

- Older leaves turn yellow or brown
- Leaves are dull, wilted, or dropping
- Leaves curl
- Stems or branches die back



SIGNS OF UNDERWATERING YOUR TURF:

- Bermuda turns blue gray
- Grass doesn't spring back after being stepped on
- It's difficult to push a screw driver into the soil

CUSTOMER ASSISTANCE PROGRAM! ★

Liberty Utilities is pleased to announce a **Customer Assistance Program**. We are committed to being a local, responsive, and caring utility service provider and we are now offering a Customer Assistance Program to our customers who qualify and need help paying their sewer bill. Customers must apply and qualify for this special program.

To learn more about the program and download the application, please go to www.libertyutilities.com, rates, wastewater rates tab.



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903-730-4840

www.libertyutilities.com

Liberty Utilities

16623 FM 2493 Suite E

Tyler, TX 75703

A GUIDE TO READING YOUR LIBERTY UTILITIES BILL

- 1 Liberty Utilities Information:** Local customer service office address, website information, customer service center phone numbers and hours of operation.
- 2 Customer Information:** Customer name and mailing address
- 3 Account Information:** Account number, bill date, due date and service address.
- 4 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.
- 5 Special Message:** Account updates and/or other important information.
- 6 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.
- 7 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.

The image shows a sample Liberty Utilities bill. The bill is titled "Statement" and includes the following sections:

- 1 Liberty Utilities Information:** 12705 W. Indian School RD. D101, Amarillo, AZ 89002. Web site: www.libertyutilities.com. FOR QUESTIONS REGARDING YOUR BILL, CALL: (800) 848-4847. BUSINESS HOURS: 8A-7P M-F, 9A-5P SAT, 10A-5P SUN.
- 2 Customer Information:** JANE DOE, 1234 HYDRATE LN, SODDY, AZ 86305-8678.
- 3 Account Information:** Account Number: 1234, Statement #: 11100001, Bill Date: 08/01/2014, Due Date: 08/15/2014.
- 4 Customer Number:** 1234.
- 5 Special Message:** Any previous balances are due immediately.
- 6 Usage Breakdown:** A table showing usage for various services (Residential Sewer, Residential Water, etc.) with columns for Service Type, Service Dates, Meter Number, Current Read, Previous Read, Units, and Charge.
- 7 Account Activity:** A table showing various charges and credits, including Previous Balance, Late Fee, Sewerage Alternative Rates, and Consumption Charge.