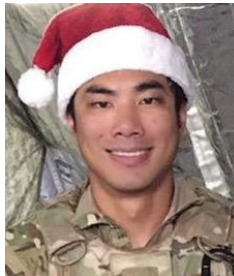




Committed to our Veterans



Liberty Utilities is committed to our veterans and active duty military personnel. We want to celebrate the brave men, women, and their families who serve for our freedom. We are very proud to employ veterans and support those current and former members of the military with volunteering and financial support. As of June 2019, there are 145 veterans that work in our company across the United States, two of which are based out of our Texas operations.

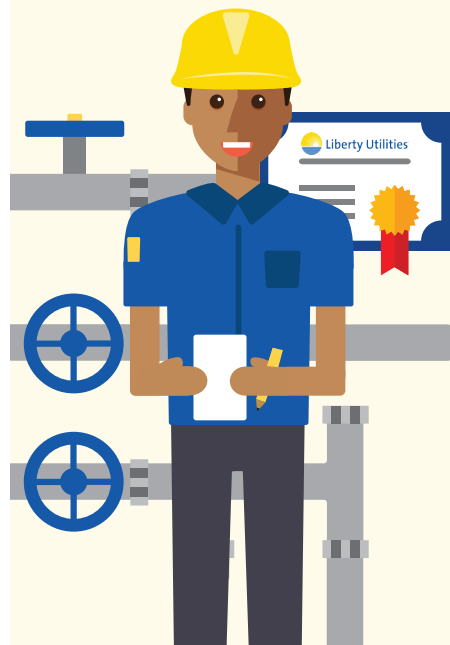


We are always exploring opportunities to support our military and veterans. If you have a cause you are passionate about that you would like to bring to our attention, call us at **903-730-4840**.

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LIBERTY UTILITIES OPERATOR CERTIFICATION PROGRAM

Liberty Utilities recognizes the importance of operator certification in the water and wastewater industry to continually provide safe and reliable services. An Operator Certification Program was created to encourage employees to attain certification levels above the minimum requirement for their position. We have had operators go above and beyond to learn more about the water and wastewater industry with this program. Through learning programs like these, Liberty Utilities demonstrates that safe and reliable water and wastewater services will always be our priority.



With the winter months coming up, now is a good time to start prepping your home to prevent winter damage. Here are some tips for winter preparation:

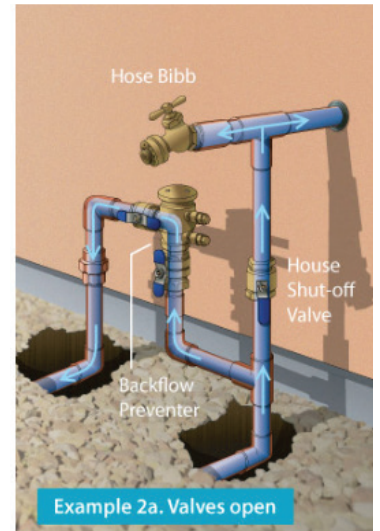
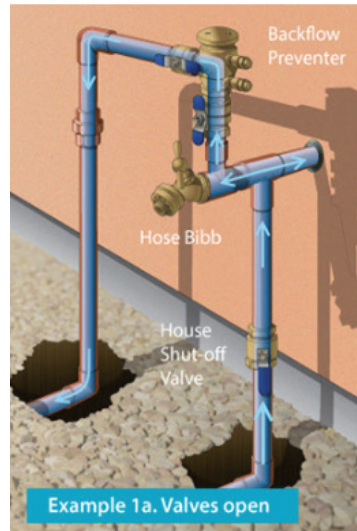
- ▶ Wrap your pipes with insulation.
- ▶ Fix drafty windows and plug drafts around doors.
- ▶ Keep your home temperature set no lower than 55°F.
- ▶ Disconnect garden hoses and drain the water that remains in faucets.
- ▶ Know the location of and how to shut off your main water valve in case you have a pipe burst.

WE CARE

DO YOU KNOW WHERE YOUR SHUT OFF VALVE IS?



Knowing where your main water shut-off valve is crucial for limiting water waste when leaks occur, repairs need to be made, or in the event of an emergency. Your main water shut off valve is located on the front or side of your house below the hose bibb. See the photos for common set-ups. Check your valve to make sure it is working properly as rust or damage can occur over time. By ensuring you have a shut off valve that works properly, you can help reduce unnecessary water waste.



Pictures courtesy of Smart Home Water Guide by Arizona Municipal Water Users Association

Beat the



Friendly FOG Reminder!

Fats, oils, and grease put down the drain can solidify inside the pipe and create a clog. To prevent interruptions from FOG, follow these do's and don'ts!

DO	DON'T
Pour cooled grease in a container with a lid and throw it in the trash.	DON'T pour FOG down the drain.
Use a paper towel to wipe grease or oil from cookware.	DON'T Clean greasy dishes before wiping the grease off.
Scrape food scraps into the trash.	DON'T rinse food scraps off dishes into the sink.
Encourage your neighbors to do the same!	

Customer Service:
903-730-4840
www.libertyutilities.com

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Tyler, TX 75703



Like Us! Follow Us!

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@LibertyUtil_TX

Don't forget to follow us before **November 22nd** for a chance to **win one of two \$50 Visa Gift Cards!** Winners will be randomly selected and announced once they are confirmed as a customer. **Check out our page on November 22nd to see if you have won!**