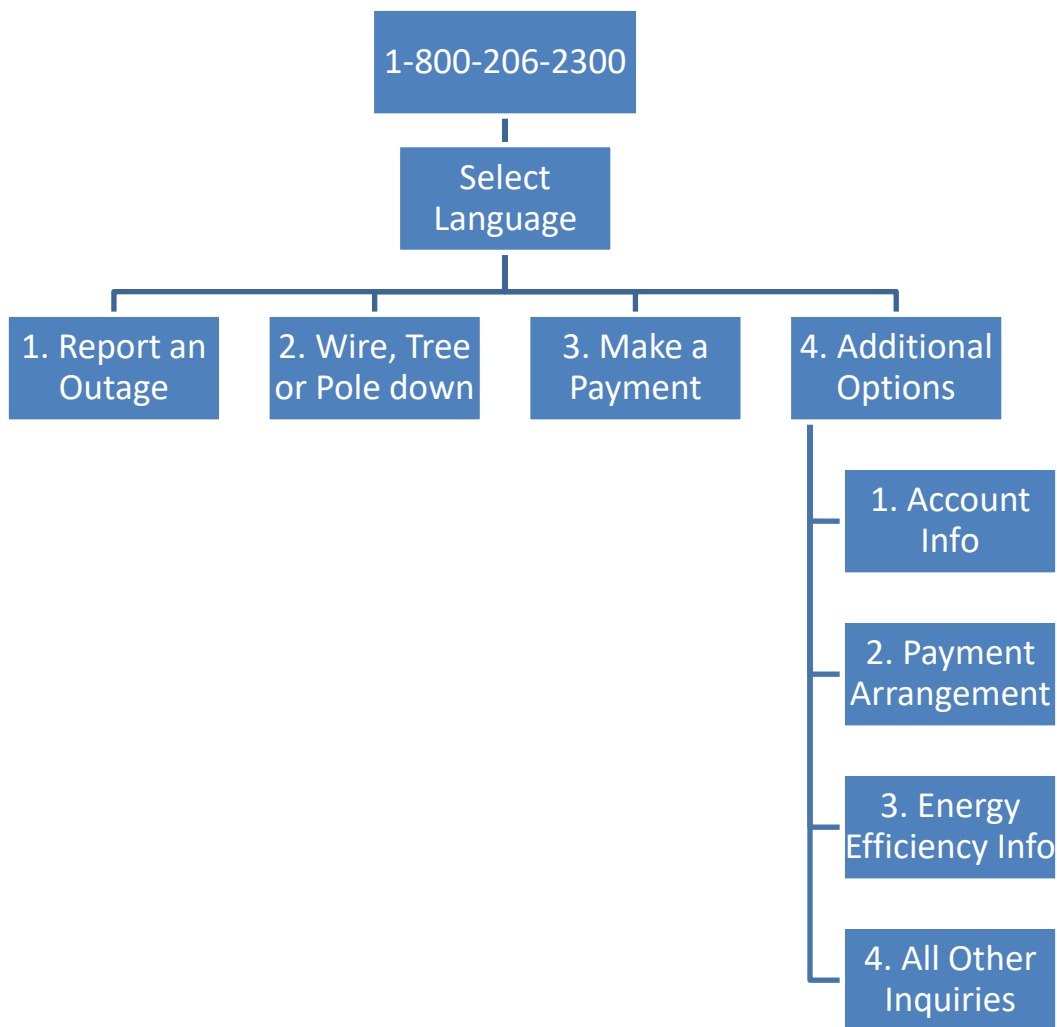


We're upgrading our phone system to serve you better!

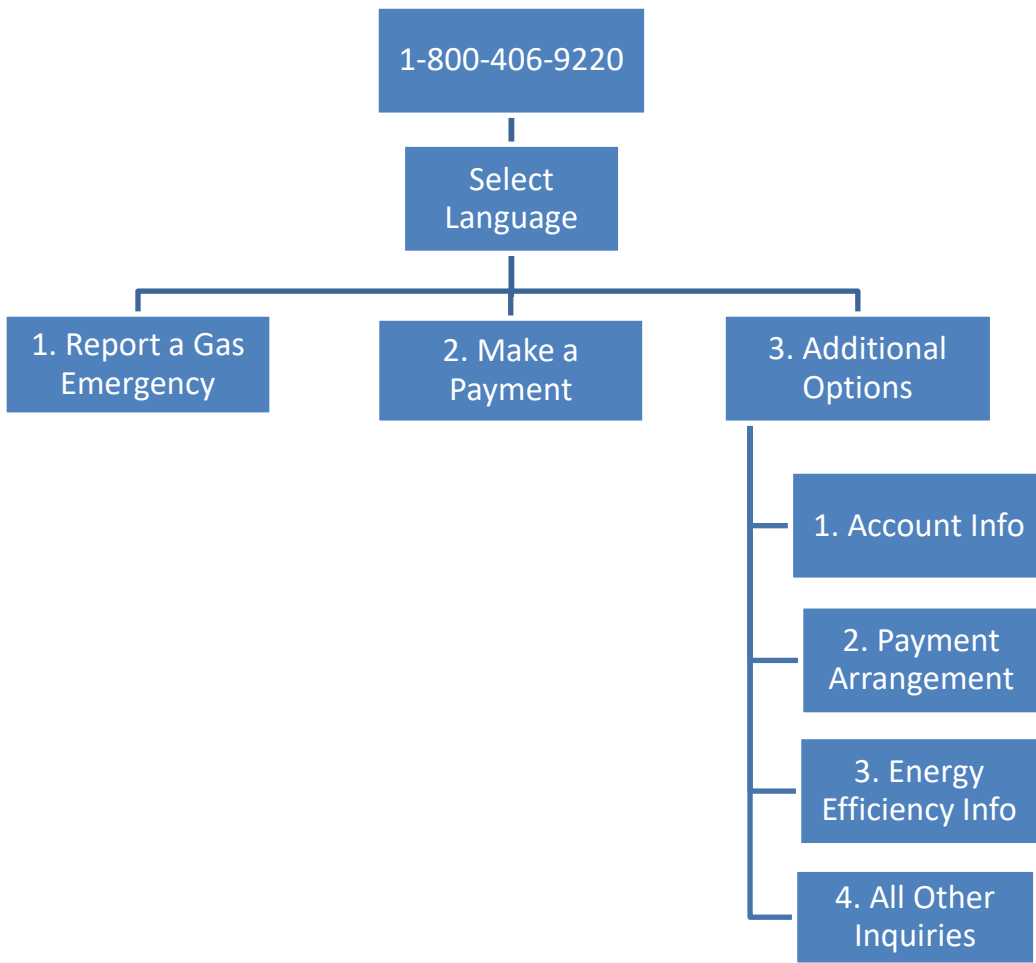
We are pleased to announce that Liberty Utilities has upgraded our phone system to better serve you. We listened to your feedback through customer surveys. You said our phone menu options are difficult to navigate.

Our phone number is not changing but your experience when you call will be improved. Beginning Wednesday, December 11, customers who call Liberty Utilities will choose from just four main menu items for electric and water and three main menu items for gas. Some menu options will have sub-menus to ensure your call is routed correctly.

Here's the new phone menu for electric and water service:



Here's the new phone menu for gas service:



Thank you for your business. We will continue to work on improving your experience as a Liberty Utilities customer. Stay tuned for other upgrades that are on the way.