



Mountain View Fire Relief Resources



Customer Service
1-800-782-2506



Website
libertyutilities.com



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Emergency Disaster Relief Program

Liberty has activated its Emergency Disaster Relief Program to help support customers who experience loss or disruption and/or degradation of quality electric service as a direct result of the Mountain View Fire in Mono County.

Available customer protections outlined in the Emergency Disaster Relief Program include:

- Waive deposit requirements for residents seeking to re-establish service for one year and expedite move-in and move-out service requests;
- Stop estimated energy usage for billing attributed to the time period when the home/unit was unoccupied as a result of the wildfires;
- Create payment plan options;
- Suspend disconnection for non-payment and associated fees, waiver of deposit and late fee requirements; and
- Provide support for low-income residential customers.

To learn more about Liberty's Emergency Disaster Relief Program, please visit LibertyUtilities.com or call us at 1-800-782-2506.

Claims Information

Liberty makes every effort to provide safe and reliable distribution of power to our customers. However, if you believe an electrical event such as a power surge or outage caused damage to your home, perishables (medications) and/or any electrical appliances, please file a claim with Liberty Utilities. Liberty will review and research each claim.

If you have any questions you may contact our Claims Representative, Theresa Faegre at 530-543-5214 or email theresa.faegre@libertyutilities.com.