



## One-on-One Attention



**Have a Question about Your Bill?  
Curious on How to Read Your Meter?  
Schedule an Appointment with one  
of our customer service representatives  
for One-on-One Attention.**

**Customer service is a top priority for  
Liberty Utilities, and we want to make  
sure you are always satisfied with your  
level of care and service.**

Schedule an appointment with a Customer Service Representative to discuss and resolve any issues with your account. **Appointments are available at 9 AM and 3 PM** on the second and fourth Friday of each month. *Don't forget to schedule your appointment in advance.*

**Liberty Utilities Office  
9750 Washburn Road, Downey, CA**

1

RSVP for an appointment at 562-923-0711 ext. 1221 or CustomerServicePark @ libertyutilities.com

2

Provide your account number and a brief explanation of your concerns and/or issues with your service so we are fully prepared for your scheduled appointment.

3

During your appointment, bring a list of questions to ensure all concerns are addressed and resolved during your appointment.

**Customer Service  
is a Top Priority for  
Liberty Utilities.**

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Customer Service:  
562-923-0711  
800-727-5987

9750 Washburn Road  
Downey, CA 90241  
www.libertyutilities.com



## A Message from Your Water Conservation Coordinator, Sarah Rae

Dealing with drought is a natural part of our lifestyle as Southern Californians, and in order to prepare for it, we should incorporate water saving habits into our daily lives. We would like to thank you for all of your efforts during recent extreme drought conditions. I'd also like to take this time to remind you that although we experienced the wettest winter on record over 2016-2017, it was followed by another dry year.

Liberty Utilities works hard to provide you safe and reliable water and improve our infrastructure to ensure water supplies for future generations, and we are committed to being your conservation partner. *In order to keep your bills low and to do your part for the environment, it's important that we all continue to practice our water*



### Rebates, Tips and Programs

**Rebate information:**

[www.socalwatersmart.com](http://www.socalwatersmart.com) or 888-376-3314

More information on our **water saving programs:**  
<https://libertyutilities.com/dn/programs/>

More **tips** or to view our **how-to videos:**  
<https://libertyutilities.com/dn/tips/>

For information on our **toilet replacement programs**, call 866-308-8391.

If you aren't sure where to start, here are a few tips and programs I recommend.

- ✓ Regularly check for leaks. Use dye tablets to check for toilet leaks. Repair all leaks, broken sprinkler heads, or hoses as soon as you discover them.



- ✓ Replace your lawn, and get a rebate. Fall is the best time for planting drought tolerant plants such as California natives.

- ✓ Install a rain barrel. Use to capture rainfall, but also to store excess water used indoor such as water saved in a bucket in the shower as you wait for the water to heat up. You can use the water for watering your landscape later.

