

Customer Experience Commitment



Customer Service

Excellent service is an integral part of our commitment to our customers. The goal is to provide every single customer with the highest level of service by instilling in staff the importance of service and community. As the frontline of communication with our customers, we take great pride in a team that truly cares about the people we serve.

Conservation

To encourage water conservation in the region, Liberty Utilities partnered with Mojave Water Agency, offering our customers financial incentive programs. Currently, we offer "Cash for Grass," a turf removal program that provides financial incentives to homeowners and commercial sites to remove grass and landscape using native plants and other non-water use designs.

Meter/Connection Service

The meter/connection service unit is responsible for monitoring and collecting all consumption data through regular reading of water meters at each of the company's 20,000 connections. The unit is also responsible for retrofits of all existing manual-read meters with state-of-the-art Automatic Meter Readers (AMRs) to enhance accuracy and efficiency of collecting consumption data.

Engineering

Liberty Utilities engineering unit reviews all proposed plans for development and provides oversight in assessing the feasibility of the plan as well as carrying out the actual construction. In addition to new development, this unit performs hydraulic modeling and analysis as well as oversees capital improvement projects including but not limited to mains, tanks and wells.

Over the years, through various partnerships and innovative financing efforts, Liberty Utilities has been able to construct the needed infrastructure to support local development and limit the financial impact to our existing ratepayers.

Local & Responsive. We Care.

Web: www.libertyutilites.com



Customer Experience Commitment



Job Costs & Fixed Assets

The job costs and fixed assets unit oversee all contracts for all capital projects to track expenses and progress. By providing the other units with comprehensive tracking and overview of the Liberty Utilities' water system, they are the clearinghouse of information and central point of focus for future capital improvement planning.

In line with Liberty Utilities' goal to integrate innovation and technology to enhance reliability and service, GIS mapping of the system is coordinated through this unit. Through the GIS technology, information about our operations and assets are maintained with optimal accuracy to aid us in making informed decisions.

Human Resources

Our people are truly our greatest resources. The human resources unit successfully maintains and recruits top notch employees to provide the best service. Staff training and development are key to ensuring a successful organization with the talent and dedication needed to meet the growing demands during challenging times. Streamlined operation usually means doing more with less, and at Liberty Utilities, we remain committed to providing our people with the support and the tools to better serve our customers.

Accounting

Sound fiscal management is paramount in operating a business whose product is water, a precious and limited resource that is essential to life. Through effective planning and emphasis on cost-saving measures, our goal is to provide the highest service at a reasonable price through responsible rate setting. As an investor-owned public utility, Liberty Utilities is regulated by the CPUC and therefore must comply with standards and guidelines set forth by the CPUC.