



## Protecting natural gas equipment from snow and ice

Spring may be right around the corner, but there is still plenty of time for winter weather to make another appearance. Accumulated snow and ice around your natural gas meter, furnace, and water heater vents can cause equipment failures and damage, posing significant safety hazards:

- Ice buildup on meters can block pressure regulators, leading to gas flow issues or leaks.
- Piling snow can block outdoor vents for high-efficiency furnaces and gas water heaters, creating a potential carbon monoxide risk.
- Falling ice can strike exterior gas meters and pipes, causing the release of natural gas and increased risk of fire or explosion.

## Take the following precautions

From the first significant snowfall to the spring thaw, Liberty advises all property owners to take the following precautions:

**Keep snow away.** When shoveling or using a snow blower, direct snow away from your gas meter, vent pipes, and other outdoor gas equipment.

**Test CO detectors.** Verify your home's carbon monoxide (CO) detectors have fresh batteries and are functioning correctly. Test them monthly to verify proper operation throughout the winter.

**Clear gently.** Always use only your hands or a broom to gently remove snow and ice from around all natural gas meters and appliance vents. Never use shovels, ice picks, or other sharp tools, as this can damage equipment.

**Watch for falling ice.** Safely remove ice buildup from roofs and overhead eaves, especially those directly above your gas meter. You can also lean a large board over your natural gas meter for additional protection.

## Meter icing problem or other natural gas equipment concern?

If you observe a meter icing problem or have any other concerns related to snow and ice in proximity to your natural gas equipment, contact customer care at 1-800-454-2201. A technician can help you assess the issue and provide guidance on how to resolve it.

**If you smell gas or suspect a gas leak, leave immediately to a safe location and call Liberty's emergency number at 1-800-673-3301 or dial 911.**



## Customer-owned gas piping

Company-owned gas pipes are regularly maintained for safety and efficiency, but did you know that **customer-owned gas lines are the responsibility of the property owner?**

These lines begin at the gas meter and extend to natural gas appliances, either above or below ground. Examples include outdoor gas lighting, pool or hot tub heaters, natural gas barbecues, and detached buildings with gas appliances. If you have any of these, it is recommended that the gas lines are inspected periodically for leaks and corrosion.

Any unsafe conditions should be repaired immediately by a qualified plumbing or heating contractor.

For more information, scan the QR code or visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).



## Protect your family from carbon monoxide

Carbon monoxide (CO) is a colorless, odorless substance that is created by the incomplete combustion of any fuel including propane, natural gas, oil, kerosene, and even wood.

If appliances that burn fuel are maintained and used properly, the amount of CO produced is usually not hazardous. However, if appliances are not working properly or are used incorrectly, dangerous levels of CO can result.

Symptoms of carbon monoxide exposure include headaches, nausea, dizziness, coughing, ringing in the ears, and spots before the eyes. **If you suspect carbon monoxide exposure, get to fresh air and call 911 right away.**

Protect yourself by installing carbon monoxide detectors in your home and testing them monthly.

## Financial assistance



## Need a helping hand with your utility bill?

In times of financial uncertainty, we're here to help.

If you're feeling stretched, reach out to our customer care team at 1-800-454-2201. They can connect you with resources that may be able to help with your utility bill, such as the Home Energy Assistance Program (HEAP) and Budget Billing.