



# Liberty Utilities®

## News for our Natural Gas Customers



MARCH/APRIL 2020

### How to reach us

#### Gas Emergencies/Leaks

1-800-673-3301

#### Customer Service/Billing/Payments

1-800-454-2201

#### Safety and Savings Information

 LibertyUtilitiesNY

#### Customer Walk-In Center

33 Stearns Street  
Massena, NY 13662  
8AM - 4:30PM M-F (excluding holidays)

#### Drop Box Locations (After Hours)

Massena, NY	Ogdensburg, NY
Left of Entrance	Mailbox near DeFelsko
33 Stearns Street	Ogdensburg Industrial Park

Massena Town Hall  
60 Main Street (outside)

#### Bill Payment Locations

Payments can be made at our walk-in center, most Kinney Drug stores in our service areas and authorized Western Union® locations. To find a location near you, visit [www.libertyutilities.com](http://www.libertyutilities.com).

### Let's Be Friends!

Did you know that we are on social media? Like our Facebook page (LibertyUtilitiesNY) to see pictures from our latest community events, get energy savings tips and MORE!

### Liberty Employees Spread Holiday Cheer



December is a month of sharing gifts with those that are special within our circles. By working with participants of the “Droppin’ the Gloves on Cancer” hockey tournament and the Massena Memorial Hospital (MMH) Foundation, we were able to purchase two ultrasound tables for Massena Memorial Hospital. These tables will help improve patients’ care and comfort. We are thrilled to be able to make a difference for people in the communities we serve.

### Keep Gas Meters Clear

Your gas meter needs to be kept clear so we can access it in an emergency. When clearing snow and ice off meters, use a broom or hand brush, not a shovel. It is also important to keep all vegetation a minimum of 36” away from your natural gas meter. If you need to dig to remove vegetation, please call 811 before you begin. It’s free and it’s the law.



## How to Report a Gas Leak

If you smell gas in your home, or suspect a gas leak, leave the area and call us right away or call 911. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure that the situation is safe.

**Call Liberty Utilities at 1-800-673-3301 or dial 911 if you smell gas.**



## Spring Safety Tips

Spring is right around the corner! Here are some safety tips to help get your home ready for the new season:

- Move newspapers, rags, and other combustible material away from furnaces, boilers and water heaters.
- Make sure the batteries work in your smoke and carbon monoxide detectors.
- Inspect ladders for loose rungs before climbing and keep them secure and level when in use.
- Help purify the air in your home by changing filters in furnaces.



## Rooftop Snow/Ice Buildup

During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly. When snow and ice accumulate on your roof, there can often be an unexpected avalanche which can be dangerous to items underneath. This also applies to customers with solar panels. If your natural gas meter is located under solar panels, please contact us at 1-800-454-2201 to let us know. We will send someone out to assess the situation and work with you to determine alternative ways to protect your gas meter.

## Planning a Project that Requires Digging?

Before you dig, call 811 at least 72 hours in advance. The 811 operator will contact all the utility companies in your area. Each utility will mark where their underground services are located so you can avoid them when digging. Hand digging is required when working within 18" of a utility marking. For more information, please call **811** or visit [www.digsafelynewyork.com](http://www.digsafelynewyork.com). It's free, and it's the law.



## REBATES for Natural Gas Appliances

**Water heater on the fritz? We've got a rebate for that!**



We are pleased to announce that, by partnering with select equipment manufacturers, we are now offering rebates to residential and commercial customers who purchase qualifying natural gas equipment. We offer rebates for natural gas powered back-up generators, tankless water heaters, gas lighting and more. For a complete list of rebates available, visit [www.libertyutilities.com](http://www.libertyutilities.com) and go to the "Manufacturer Rebates" section under the "For Home" or "For Business" drop down menus.