



News for our Natural Gas Customers



Employees wore purple t-shirts to show support on International Women's Day.

MAY/JUNE 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 and most Kinney Drug stores in our service areas. To find a location near you, visit www.libertyutilities.com.

Spring Digging?

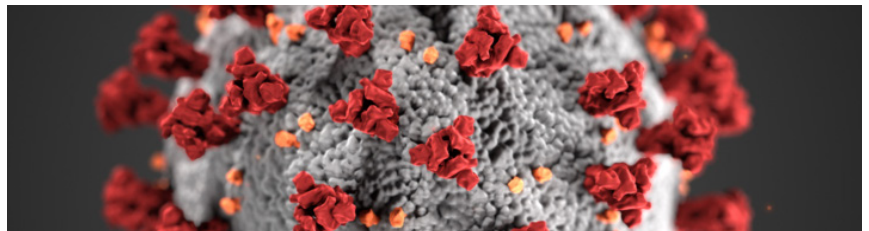
Before you dig, call 811 or visit www.digsafelynewyork.com at least 72 hours in advance.

Each utility will mark where their underground services are located so you can avoid them when digging. It's free, and it's the law.



International Women's Day Celebration

Our employees wore purple t-shirts as part of the International Women's Day Celebration. As part of the Women's Day recognition, employees collected supplies to donate to Renewal House, a charitable organization dedicated to helping victims of domestic violence or sexual assault. A tote loaded full of personal care items for women and children and craft supplies was delivered to help keep the organization stocked with products it regularly needs. For more information on Renewal House, you can visit <http://slvrenewalhouse.org>.



Taking Action During COVID-19

We are committed to delivering safe, reliable natural gas. For the health and safety of our communities, we are following social distancing protocols. We closed our walk-in customer service center as part of this protective measure, but the drop boxes are still available and our representatives are still taking calls.

We recognize that the pandemic has created financial uncertainty for many of our customers. If you are facing a potential hardship, we urge you to call us to discuss payment options and available assistance. We are here to help.

Our customers and communities depend on us now more than ever. Rest assured, we take this responsibility to heart. We remain focused on providing safe, reliable natural gas and we are ready to respond to any emergencies. For more information on our COVID-19 response, visit www.libertyutilities.com

Keep Meters Clear From Vegetation

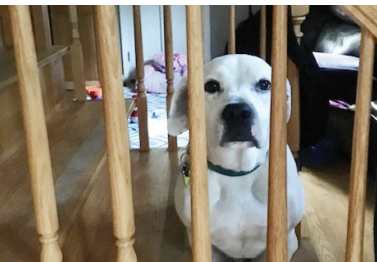
With warmer weather on the way, so is vegetation growth. While enjoying the warmth, be sure to check your natural gas meter and carefully remove anything such as shrubbery or items that may impede our technicians ability to access it.

If a hand shovel or more is required to remove vegetation, be sure to always call 811 prior to digging. We will come and mark out where your natural gas line is so you can avoid it. **Help us keep you safe and clear those meters!**



We Scare Pets

Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If you know it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for company representatives to arrive. This will keep your pets happy and our employees safe.



Smell Gas? Here's What to Do:

Most people are familiar with the distinctive "pungent" aroma added to natural gas. We add this odor so it's easy to detect. If you smell gas in your home or suspect a gas leak, call us right away.

Smell gas outdoors? Call and tell us the exact street location and cross streets. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure the situation is safe.

If you smell gas, please follow these steps:

- Check to be sure your range and oven controls are turned off.
- Don't use electrical appliances or switches. Doing so can cause sparks.
- Don't smoke or light matches.
- Exit the building or area of the gas odor. Instruct others to leave as well.
- Call Liberty Utilities at 1-800-673-3301, or call 911.

Preventing Gas Leaks from Pipe Corrosion

Above ground piping's best defense against corrosion is a good paint job. Not only does it protect the pipe, but it looks better too. Over time, atmospheric corrosion can produce enough wall loss to cause a gas leak. We recommend that you paint and maintain your gas piping from the outlet of the meter to the wall penetration. If the piping is not corroded or rusted, clean the pipe with a wire brush to remove any loose debris. Then apply a metal primer paint and, after drying, apply a metal top coat paint. If the pipe has some surface rust, clean the pipe thoroughly to a near shine finish and apply a primer and top coat. If you notice severe pitting (more than 0.05" deep), the piping should probably be replaced by your plumbing/heating contractor. This will likely occur close to the wall penetration or some other location where water/moisture can get trapped against the pipe. Notify Liberty Utilities if you notice severe pitting on your gas pipe.

Gas BBQ Safety

Break out the grills! Summer is almost here! Natural gas and propane barbeque grills are a great convenience. Here are a few safety tips to make sure your grill is operated safely:

- Soap test threaded connections to check for leaks and tighten if necessary. Inspect rubber hoses for cracks and replace if needed.
- Always light the grill with the lid open to prevent an accumulation of gas prior to ignition. When finished cooking, turn off the gas supply.
- Observe proper clearances from combustibles, and do not use a BBQ grill in an area that may have flammable vapors present.
- Grills are outdoor cooking appliances only. Never use a BBQ grill indoors since dangerous levels of carbon monoxide may be present.
- Burners, venturi tubes and heat shields are subject to corrosion over time. Inspect and replace internal parts as necessary.

