



## News for our Natural Gas Customers



Liberty meter worker entering notes in the field.

JULY/AUGUST 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

Left of Entrance

33 Stearns Street

Ogdensburg, NY

Mailbox near DeFelsko

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](http://www.libertyutilities.com).

## NEW! Bill and Account Upgrades

We are pleased to announce that we are undergoing a system upgrade which will provide new billing, payment and web features enhancing our service to you. Some of the changes will include:

- a new account number
- a new address to send your payments to
- changes in where you can pay your bills

These changes will go into effect in August 2020, and are being made to provide our customers with more convenient ways to pay their bills.



You will receive information in the mail with specifics about these changes. Please be sure to review it carefully, as it contains useful information you will need, such as an example of what your new bill will look like.

While many things related to billing are changing, please be advised **our customer service and emergency phone numbers will remain the same.** The same local service representatives will also be here

to answer any questions you may have.

## What's Yours - What's Ours

Liberty Utilities operates and maintains the pipes that bring gas to your property. However, the lines that extend from the gas meter to the natural gas-burning appliances are the responsibility of the customer. It is important for customers to keep an eye on all piping for signs of defects, damage, corrosion and leaks. We recommend customers

hire a qualified contractor to inspect inside gas lines every 3-5 years. If any abnormal or unsafe conditions are found, the piping should be remediated as soon as possible. Please alert us if you have installed any buried gas pipes so that we can be sure they are in our records, as we perform surveys on those every few years. For more information, please visit [www.libertyutilities.com](http://www.libertyutilities.com).

## Commitment Through Trying Times

To help support our communities through this difficult time, the company made a donation of \$500,000 to community organizations and local assistance agencies in the US and Canada. In NY, funds were distributed to the Ministry in the North Country, Ogdensburg Boys and Girls Club and The Salvation Army.

In addition to monetary donations, Liberty also donated 20,000 facemasks to help ensure local heroes receive the protection they need. To help lessen the financial hardship some customers may be facing, we have also committed to suspending service disconnections until further notice and temporarily waiving late fees. Through these trying times, we must stick together to make a positive difference in our communities.



## Mask-Making Rockstars

To help protect against COVID-19, one of our employees and her mother have been making cloth masks. They have already made over 200 masks for those in need. They have done this on their own time and at their own expense. We are so proud of the initiative our employees take to help others.



## Are You Being Billed the Right Rate?

The following are rate summaries that identify services offered by Liberty Utilities based on energy consumption. Although selection of the rate class is the responsibility of the customer, Liberty Utilities will gladly assist you in determining which rate is most advantageous to you. Please check your rate code, which can be found on your new Liberty Utilities bill below your mailing address. If you believe you are being billed incorrectly, please contact us by calling 1-800-454-2201.



### Service Classification No. 1 – Residential Service

Any use of gas for residential purposes in a single-family or a two-family dwelling; in separately metered apartments of a multiple dwelling; in two-family houses for use in appliances supplying water heating or space heating where such services are rendered in common to both families; for space heating or space heating and water heating in rooming houses and multi-family buildings where not more than 25% of the cubical content is occupied by nonresidential activities and such services are rendered in common to all families. Also, applicable to use of gas by any corporation or association organized and conducted in good faith for religious purposes, and to any post or hall owned or leased by a not-for-profit organization that is a veterans' organization.

### Service Classification No. 2 - Small General Firm Service (Commercial)

Any gas use by any customer for gas service for nonresidential purposes which does not come directly under another Service Classification.

### Service Classification No. 3 – Large General Firm Service (Industrial)

All purposes to customers whose use of gas is for industrial processing and related boiler fuel loads, and who contract for service in a written agreement that specifies a Contract Volume of not less than 200 Mcf per day to be made available at one location and through a meter capable of recording daily consumption and electronically transmitting such daily recording to the company. Annual minimum quantity of this Service Classification shall not be less than 365,000 therms.

### Service Classification No. 4 – Interruptible Service

All purposes on an interruptible basis to any customer having the ability to accommodate a complete discontinuance of service during periods of high demand for gas by customers with a higher service priority, and who will contract for service in a written agreement that specifies the maximum daily volume, of not less than 200 Mcf per day, of interruptible gas which customer desires to be made available to him. Annual minimum volume under this provision shall not be less than 250,000 therms. Existing customers currently served under this schedule not meeting the demand and annual volume criteria will continue to be served.