



# News for our Natural Gas Customers



Liberty employee donates masks to  
Malone Central School.  
See reverse for more information.

NOVEMBER/DECEMBER 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

**Currently closed due to  
COVID-19 restrictions**

### 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)

### **NEW!** Bill Payment Locations

We have added NEW locations you are able to pay your bill, such as Walmart. For a complete list of bill payment locations, please visit [www.libertyutilities.com](http://www.libertyutilities.com).

## A Friendly Reminder

As of September 28<sup>th</sup>, we have a new billing system in place. Visit our website to see all the new and improved changes we have made to better serve our customers.

## Home Energy Assistance Program



The Home Energy Assistance Program (HEAP) helps low-income people pay the cost of heating their homes. If you are eligible, you may receive one regular HEAP benefit per season and could also be eligible for an emergency HEAP benefit if you are in impending danger

of running out of fuel or having your utility service shut off.

The application period normally begins in mid-November and continues into the winter, until funding for the program runs out. HEAP may be able to help you if you heat your home with electricity, natural gas, oil, coal, propane or other fuel sources.

For more information, you can contact Liberty Utilities at 1-800-454-2201, or one of the local HEAP offices:

St Lawrence County – 315-379-2303

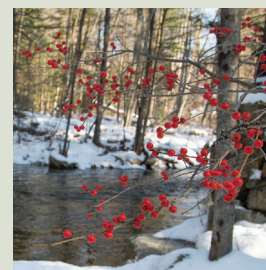
Franklin County – 518-481-1807

Lewis County – 315-376-5400

Visit [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) to apply online or by phone.

## A Holiday Message

2020 has been a year filled with uncertainty. It is more important than ever that we reflect on everything we have to be grateful for. From our family to yours, we wish you a safe, happy and healthy holiday season and New Year.



## Masking Our Communities

Beginning in August, Liberty employees began distributing masks to first responders and other individuals in our communities that must continue working outside their homes. Once complete, we will have donated 5,000 masks to local schools, rescue squads and county Emergency Service operations in St. Lawrence, Franklin and Lewis counties.

The donations of the masks are in addition to the monetary donations we made to the Salvation Army – Massena, Ogdensburg Boys & Girls Club and Ministries in the North Country to assist struggling families in our service territory.

Even though the donations are just small gestures of our appreciation, we hope to make a large impact in keeping everyone safe through these uncertain times.



*Liberty employee (right) donates masks to Rob DeMars at Emergency services.*



*Liberty Vice President in NY (left) donates masks to Massena Central school superintendent.*

## Liberty Goes Electric



We value sustainability and are always looking for ways to continue providing safe and reliable service while reducing our carbon footprint. By 2030, we hope that all new company vehicles purchased will have zero carbon emissions. This could include technologies such as Electric and Hydrogen vehicles. With that in mind, we have launched an electric vehicle pilot program in New Hampshire and purchased our first, fully electric vehicle, a 2020 Chevy Bolt. This electric vehicle is equipped with a 200 horsepower motor but has no engine noise.

As we evaluate our annual replacement needs, we will consider electric vehicles. Some of the challenges we face is mileage range and charging infrastructure. It is unlikely heavy duty vehicles will be replaced with electric vehicles. However, we will continue to evaluate the marketplace across all vehicle types to look for opportunities to utilize alternative fuel sources.

## Protect Yourself From Scams



Did you receive a suspicious call from someone claiming to be a Liberty Utilities employee? Be sure to verify the identity of anyone who claims to be representing us by asking them a question only we would know the answer to, such as your billing address or account number.

If you are contacted by anyone claiming to be a Liberty Utilities representative and you cannot verify their identity, do not provide any personal financial information! For more ways to protect yourself against scams, please visit our website at [www.libertyutilities.com](http://www.libertyutilities.com).

## 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 24 hours a day, 365 days a year at 1-800-673-3301 or dial 911 if you smell gas.**

