



News for our Natural Gas Customers



Liberty field employee showing his support for breast cancer awareness month.

SEPTEMBER/OCTOBER 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.

HELLO, FALL!



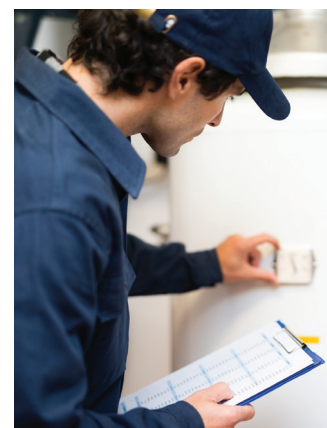
Small Changes - BIG SAVINGS!

Cold weather is right around the corner. By following these conservation tips, you can help cut back on your energy usage and make winter bills more manageable.

- Turn off lights and appliances when not in use. Don't forget your computer.
- Set the thermostat to 68° when home, and then back to 55-68° when unoccupied.
- Open window coverings on the sunny side of your home to take advantage of free heat from the sun. Close the coverings on cloudy days or right after the sun sets.
- Set your water heater to 120 degrees.
- Vacuum your refrigerator coils, underneath and in the back. They need air space to work.
- Close foundation vents in the winter months.

Time For A Tune-Up?

At the start of every heating season, it is good practice to have a qualified professional perform a tune-up on your furnace or boiler. Keeping your heating system maintained with regular tune-ups can help reduce dust and dirt, natural wear and tear, and buildup in drains or on burners. This will help ensure your equipment is safe and working as efficiently as possible. Don't have a contractor? You can visit the "New Service" page under the "For Home" or "For Business" section of www.libertyutilities.com for a list of reputable, local contractors.



NEW!

Carbon Reduction Initiative (CRI)

To help reduce the carbon footprint in our communities, **we are offering substantial rebates** to existing customers who convert low-efficiency natural gas equipment to higher-efficiency units, as well as those who complete weatherization projects at their home or business.

Have a neighbor or family member not currently using natural gas? There has never been a better time to switch!

Property owners who switch from oil or propane to natural gas are able to receive a combination of rebates. Depending on the fuel you are switching from, you can receive up to \$6,300* per metered property!

For more information about this limited time initiative, please visit www.libertyutilities.com or call us at 1-800-454-2201.



*Maximum amount that can be received when converting from oil to natural gas. Only available while funds last. Propane conversion incentives differ. Contact Liberty Utilities to find out what rebates are available to you.



What's On My Gas Meter?

Does your natural gas meter riser have a small wire sticking out? Don't worry - that is supposed to be there! It's called a "Tracer Wire" and it's a safety feature that's installed next to underground piping to help us locate the path of a plastic pipe. This wire could either be yellow or white. Questions? Call us to talk to the experts at **1-800-454-2201**.

Protect Yourself Against Carbon Monoxide

Carbon monoxide is a colorless, odorless and potentially deadly by-product of any fuel combustion. If your carbon monoxide alarm goes off, **always call 911 or Liberty Utilities at 1-800-673-3301**. We want you to be safe. While false CO readings are not uncommon with changing seasons and high humidity, never assume it is a false alarm when your detector goes off. First responders and Liberty Utilities technicians are trained to make sure the situation is safe. Here are some other precautions you can take to protect yourself against carbon monoxide:

- Have your chimney and heating system inspected regularly
- NEVER use your gas range to heat your house
- Install carbon monoxide detectors in your home and check batteries regularly

About Your Pipes

Warning: CSST

Corrugated stainless steel tubing (CSST) is a thin-walled metallic gas piping product that can be used as an alternative to conventional gas piping material. This flexible piping is commonly coated in a yellow plastic. If your home uses CSST, we recommend that it is inspected by a qualified plumber for proper installation and bonding. CSST that is not properly bonded could cause an accidental leak or fire in the event of a lightning strike or power surge.



Authorized Payment Agents



If you use a third party bill payment agent either online or in person, please be sure it is authorized to accept payments on our behalf. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly. Liberty Utilities has authorized several agencies to collect payments on our behalf. For a list of

authorized payment agents, visit www.libertyutilities.com or call customer service at 1-800-454-2201.