



News for our Natural Gas Customers



January/February 2021



How to Reach Us

Gas Emergencies/Leaks

1-800-673-3301

Customer Service Billing and Payments

1-800-454-2201 or www.libertyutilities.com

Safety and Savings Information

www.facebook.com/LibertyUtilitiesNY

Customer Walk-In Centers

Currently closed due to Covid-19 restrictions

33 Stearns Street
Massena, NY 13662

8:00 AM - 4:30 PM M-F (excluding holidays)

Drop Box Locations

Massena, NY
Left of Entrance
33 Stearns Street

Massena Town Hall
60 Main Street (outside)

Ogdensburg, NY
Mailbox near DeFelsko
Ogdensburg Industrial Park

Bill Payment Locations

Payments can be made at our walk-in center, Walmart and most Kinney Drug stores in our service areas. To find a location near you, visit www.libertyutilities.com.

A Message of Gratitude



Back in September of 2020, we switched billing systems in order to provide our valued customers with new billing, payment and web features. Despite our best efforts to make this a seamless transition, we did encounter some issues along the way. In addition to our sincerest apologies for any inconvenience these changes caused, we also wanted to thank you for your patience while we worked through the challenges faced.

I am happy to report that most of the issues previously encountered have been resolved. Going forward, we expect customers will be able to take advantage of the enhanced services we now offer, including the ability to make one-time payments online and enroll in Paperless Billing. If you are still experiencing a problem, please call our customer care team at 1-800-454-2201 and one of our representatives will be happy to assist you. It is a pleasure serving you and we look forward to being your natural gas provider for many years to come.

- Mark Saltsman, General Manager

Space Heater Safety

In an effort to reduce heating costs, some customers may try zone heating with the use of space heaters. For your safety, select a heater which has been certified by a nationally recognized testing laboratory such as UL. Keep heaters at least 3 feet away from furniture, bedding, drapes and other flammables. Never leave a space heater on when you go to sleep or leave the area for extended times and never operate a defective heater. We want you to be safe.



Keep More of What You Earned

Soon it will be time to start thinking about filing your 2020 tax return. When filing taxes, people are often unaware of the Earned Income Tax Credit (EITC). This credit, available to low-to-moderate income wage earners and income-qualified families with dependents, will reduce your tax amount owed and could mean a refund. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file.

For more information, or to see if you qualify, visit the IRS web site at www.irs.gov. Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.

Emergency HEAP is Open Through March 15

Emergency HEAP is now open through March 15th. If you are eligible, the Emergency HEAP Benefit can help you heat your home if you are in a heat or heat related emergency. Emergency HEAP benefits and eligibility are based on income, available resources, and the type of emergency.



You may be eligible for an emergency HEAP benefit if your electricity is necessary for your heating system or thermostat to work and is either shut-off or scheduled to be shut off or your natural gas heat is off or scheduled to be shut-off. If you have an emergency, you must contact your HEAP Local District Contact for assistance:

- St. Lawrence County: St Lawrence County Department of Social Services, 6 Judson Street Canton, NY 13617. Phone: 315-379-2303.
- Lewis County: Lewis County Department of Social Services, 5274 Outer Stowe Street, Lowville, NY 13367. Phone: 315-376-5400
- Franklin County: Franklin County Department of Social Services, 184 Finney Blvd., Malone, NY 12953. Phone: 518-481-1807

Winter Natural Gas Safety

During the winter months, it is important to keep your meter clear of snow and ice so it will operate properly. When clearing your utility meter, please be sure to use your hand or a brush. Do not use a shovel or other hard objects to clear your meter.



When large amounts of snow accumulates, it is also important to clear the vents outside your home. Furnaces, water heaters, and other appliances may have exhaust vents that exit your building through an exterior wall rather than through a chimney. These vents can become blocked in the winter months by snow and ice resulting in deadly gas migrating back into the building.

Reporting a Gas Leak

If you smell gas in your home, or suspect a gas leak, 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 at 1-800-673-3301 or dial 911.

