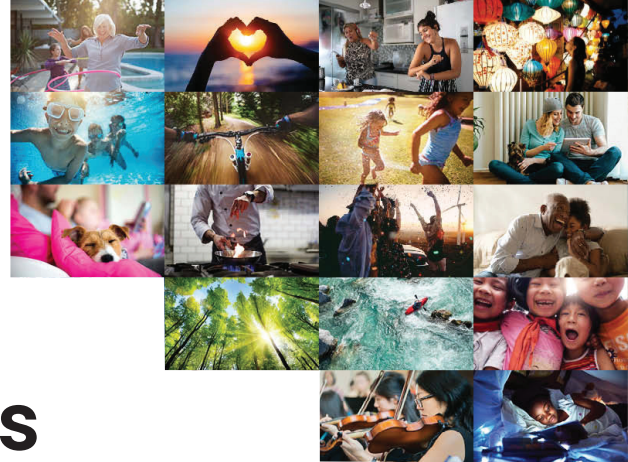




Liberty™

# News for our Natural Gas Customers



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

### Safety and Savings Information

[www.facebook.com/LibertyUtilitiesNY](https://www.facebook.com/LibertyUtilitiesNY)

### Customer Walk-In Centers

Currently closed due to COVID-19 restrictions

33 Stearns Street  
Massena, NY 13662

### Drop Box Locations

Massena, NY  
Left of Entrance  
33 Stearns Street

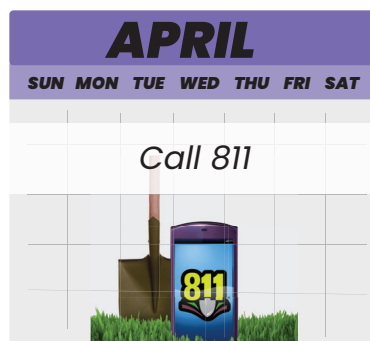
Massena Town Hall  
60 Main Street (outside)

Ogdensburg, NY  
Mailbox near DeFelsko  
Ogdensburg Industrial Park

### Bill Payment Locations

Payments can be made at our walk-in center, Walmart, and Western Union in Gouverneur and Canton. To find a location near you, visit [www.libertyutilities.com](http://www.libertyutilities.com).

## April is National Safe Digging Month



Planting a tree? Installing a fence? Planning a home improvement? Call 811.

Did you know it's the law to make this call? Electric power lines, natural gas pipelines, water pipes, communications lines and other utility services can be within a few feet of the

ground's surface. Not knowing where these lines are can result in personal injury, property damage and neighborhood service interruptions. Even a small dent or a scrape can cause damage, resulting in a leak or service-wide disruptions. Please visit [www.digsafelynewyork.com](http://www.digsafelynewyork.com) for more information.

## COVID-19 Update

This March marks one year that most of our employees have been working under modified conditions. Although it took some adapting, both our employees and customers settled into the new way of doing things.



We wanted to thank you, our valued customers, for your patience. Although closing our walk-in centers was not ideal, it truly did help keep you and our employees safe. We also wanted to thank our field personnel for remaining out on the front lines to ensure gas services remain safe and reliable.

As of the writing of this newsletter, no concrete plans have been made to reopen our walk-in center, but we do plan to evaluate our options in the spring. Until that time, stay safe!



## It's Rebate Time



We care about the environment. That is why we are offering our customers substantial rebates when they complete weatherization projects or convert existing propane or oil equipment to natural gas.

Receive up to **\$2,500** for weatherization projects and up to **\$2,000** to update your existing natural gas equipment.\*

Visit [www.libertyutilities.com](http://www.libertyutilities.com) for more information.

\*The incentive amount the customer will receive depends on the efficiency qualification of the new equipment installed, as well. Amounts listed above are maximum rebate amounts that can be obtained. Additional rules and restrictions apply.



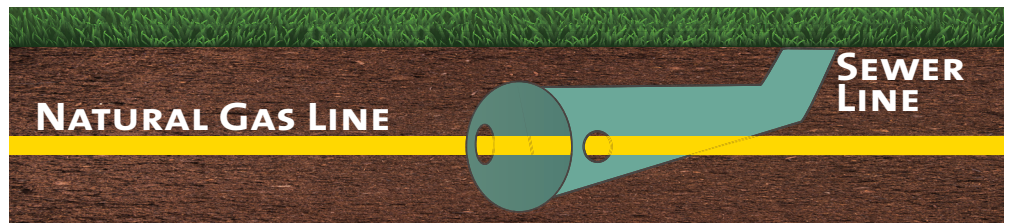
## Stand United Against Scams

Scammers are getting increasingly sophisticated in their attempts to get your money or personal details. The best way to protect yourself is to be educated. Follow these tips below to help protect yourself from scams:



1. Always ask for a photo ID from anyone knocking at your door.
2. Ask anyone claiming to be a representative of Liberty to verify these options:
  - What is my billing/service address?
  - What is my utility account number?
  - What is the phone number associated with my account?
3. Unless you have enrolled in secure Paperless Billing, Liberty will never request payment by e-mail.
4. During any phone or online survey, Liberty and our approved partners will never ask for your full Social Security number.

## Clogged Sewer Line? Use Caution



A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through the sewer line. A cross bore is an unsafe intersection of two different utility lines. Do not try to clear a sewer line blockage yourself. It could result in a serious accident. The safest way to ensure there is no cross boring in your sewer line is to have a plumbing professional inspect the line with a video inspection system. Prior to inspecting the line, the plumbing professional should call 811 to have utility lines marked. For more information, please visit [www.libertyutilities.com](http://www.libertyutilities.com) and select "Additional Safety Info" from the Safety drop down menu.

## Only Use 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.

Walmart and Western Union in Gouverneur and Canton are authorized to accept payments on our behalf. You can pay your bill using either service without paying a fee. For a list of authorized payment agents near you, please visit our website at [www.libertyutilities.com](http://www.libertyutilities.com).