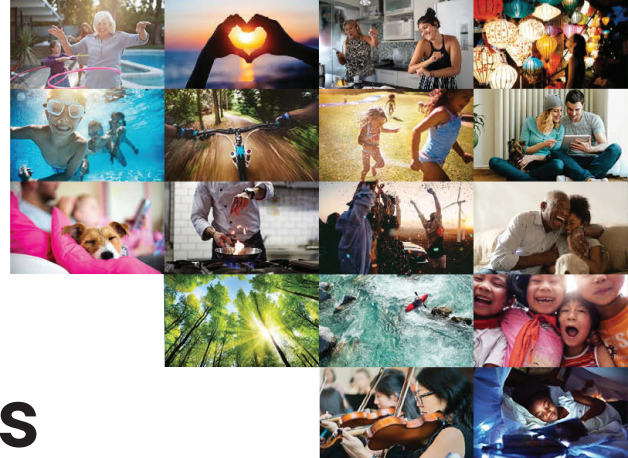




Liberty™

News for our Natural Gas Customers



May/June 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

Drop Box Locations

Massena, NY
Left of Entrance
33 Stearns StreetMassena 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.

Showing the Local Love

Over the last decade, Liberty has been partnering with the United Way to help the communities where we work and live. Through the United Way, we help support a variety of local organizations.



Despite not being able to hold in-person events due to COVID restrictions, we saw our biggest fundraising year yet for our 2020 United Way workplace campaign. Nationwide, our employees raised over \$200,000 to be distributed among our communities. This is an amazing effort and we are so proud of our employees for pulling together and helping others in need.



Energy Saving Tip

Did you know that domestic hot water usage can account for up to 30% of your home's energy consumption? Fortunately, there are ways you can use less hot water and save energy.

- Install low flow shower heads and faucet aerators.
- Make sure the dishwasher is full when using it.
- Wash your clothes in cold water.
- Reduce water heater temperature to 120°F to save energy.

Smell Gas? Here's What to Do.

Smell gas in your home or outdoors? From a safe location, call and tell us your street location. We're here 24/7 to serve you. We'll respond as soon as possible to make sure the situation is safe. Call Liberty at **1-800-673-3301** or call **911**. Visit our website for more information. www.libertyutilities.com



NEW! Lower Credit Card Payment Fee

We are pleased to announce that the online, one-time payment processing fee charged by our payment vendor is now \$1.75. This is a \$2.00 reduction and is a result of us changing to a new payment vendor, KUBRA.

We get it. No one likes hidden fees, so we keep them right out in the open. In order to allow our customers the opportunity to pay their Liberty bills online, we utilize a third party payment vendor. This vendor charges a fee that is paid directly to them. We do not profit off this fee.

We offer many other ways for our customers to pay their bills that do not incur a fee, such as enrolling in Paperless Billing or using one of our authorized payment vendors. For more information, visit the "Pay My Bill" page of our website at www.libertyutilities.com.



Keep Meters Clear From Vegetation

Did you know that shrubbery growing near your natural gas meter can interfere with our technicians' ability to read it or access it in an emergency? Be sure to check your natural gas meter often throughout the spring and summer months. When necessary, carefully remove anything such as shrubbery or items that may impede our technicians' ability to access it.



If a hand shovel or more is required to remove vegetation, be sure to always call 811 prior to digging. We will come and mark out where your natural gas line is so you can avoid it. Help us keep you safe and clear those meters!



Protect Your Family From Accidental Fires

The best way to prevent accidental fires is to keep flammable materials away from gas appliances. Never use or store flammable materials where a spark or open flame could ignite them. Flammable items include:

- Gasoline (in a can or lawnmower)
- Solvents
- Lighter fluid
- Denatured alcohol
- Acetone
- Adhesives
- Camp stove fuel
- Paints and thinners
- Propane tanks

Follow these tips to ensure your home is safe:

1. Read the label of any product you suspect might be flammable.
2. Store all flammable products in approved, nonbreakable containers that are tightly closed. Use them away from any natural gas appliances or other potential sources of fire. Keep flammable items where children cannot reach them.
3. Warn all family members about the dangers of careless flammable liquid storage. Thoroughly clean up any spills.

Did You Know...?

When cooled to -260°F , natural gas becomes a liquid. LNG, or liquefied natural gas, is used when natural gas pipelines are not available. Liquefying natural gas is a way to move it from one area to another.