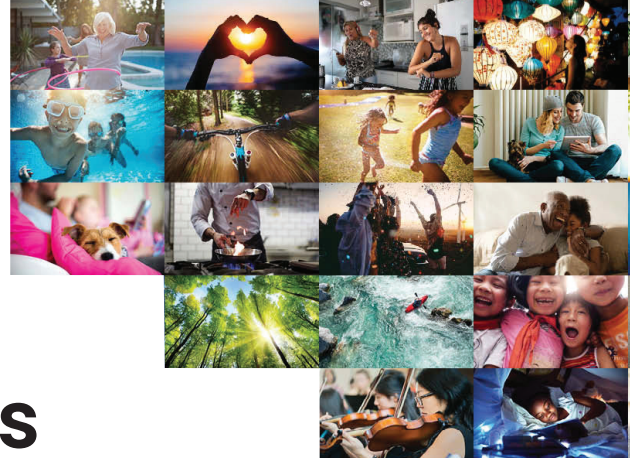




Liberty™

News for our Natural Gas Customers



July/August 2021



How to Reach Us

Gas Emergencies/Leaks

1-800-673-3301

Customer Service/Billing/Payments

1-800-454-2201

www.libertyenergyandwater.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	Massena Town Hall
Left of Entrance	60 Main Street
33 Stearns 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.libertyenergyandwater.com.

New Website Address - Coming Soon!

Our logo isn't the only thing getting updated! As part of our new brand, the URL to our website will also be changing. You can now access our website by visiting www.libertyenergyandwater.com.

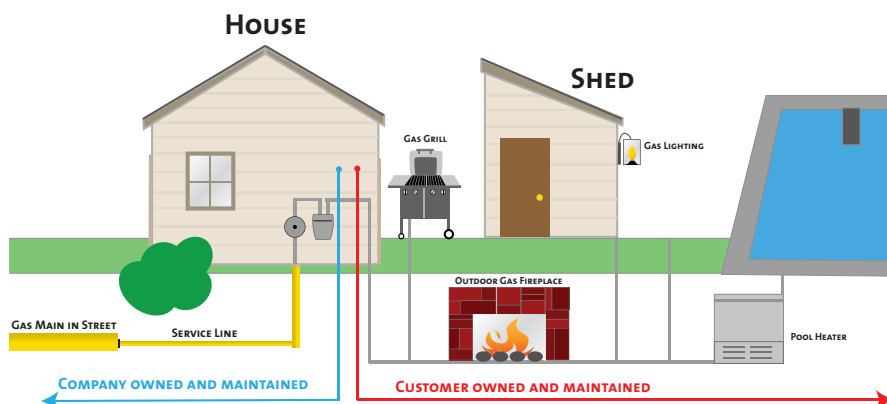
Protect Yourself from Carbon Monoxide

Carbon monoxide, or CO, is a normal by-product of any fuel combustion, but high levels of it indoors can cause serious illness and can even be fatal. Typical heating fuels (oil, propane, wood, natural gas, etc.) can create carbon monoxide. The best way to protect yourself from CO buildup is to install CO detectors in your home and have your chimney, heating system and water heater flue vent piping inspected regularly. For more important safety information regarding carbon monoxide, visit www.libertyenergyandwater.com.

What's Yours - What's Ours

Liberty diligently maintains the pipes that bring gas to your home or business. However, it's important to know that the pipes that extend from the outlet of the gas meter to natural gas-burning appliances are the responsibility of the customer. These pipes should be inspected regularly. Contact your local plumbing/heating contractor to have your gas lines checked. If corrosion or other unsafe conditions are found, the pipes should be repaired immediately. A fee for this service will be charged by the contractor.

For more information on customer owned piping, please visit the safety page of our website at www.libertyenergyandwater.com.





HEAP Benefits Still Available

Due to the difficulty many of our customers are having paying their bills, the application deadline for Home Energy Assistance Program (HEAP) benefits has been extended through August 31.

Questions regarding the HEAP program should be directed to your local department of social services office or the NYS HEAP Hotline at 1-800-342-3009.



Gas BBQ Safety Tip

A natural gas supplied barbecue can cook those steaks to absolute perfection. But, like any appliance, you should know how to operate it safely. A natural gas BBQ should have a shut off valve, in addition to any control valves in the barbecue itself. This shut off valve must be turned off after each use of the barbecue to prevent leakage.

Summer Energy Saving Tips



Despite your best efforts to keep cool, the summer heat may still be getting to you. And the same goes for your home. But don't sweat it! You can check around windows and exterior doors for gaps or cracks where conditioned air can escape. Seal any gaps you find with weatherstripping for doors and caulk for windows. These products are readily

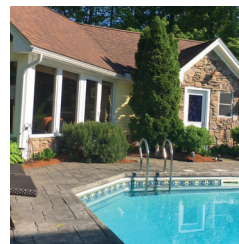
available at your local hardware store or DIY retailer

Outdoor Living Powered By Natural Gas

Bring all the comforts of indoor rooms to your backyard, deck or patio by creating a beautiful outdoor living space with natural gas appliances.

- Natural Gas Barbecue – Never again will you run out of gas while your dinner is cooking or be inconvenienced with having to refill your tank.
- Natural Gas Patio Space Heater – The fun doesn't have to stop when the temperature drops – enjoy your patio on those colder days and nights from spring to fall.
- Natural Gas Pool Heater – Swim in the warmest of waters all through the season.
- Natural Gas Outdoor Fireplace – There is nothing better than cozying up to a warm fire on a cool evening.

Extend your summer days and nights into fall with natural gas appliances. For more information on natural gas home appliances visit www.libertyenergyandwater.com.



Did You Know...?

The gas industry continues to enhance the safety of our natural gas systems. The dedicated efforts of natural gas utilities have led to an approximately 50 percent decline in pipeline incidents over the past 30 years. This safe industry continues to get safer.

*Source: www.aga.org/natural-gas/safe/enhancing-safety/