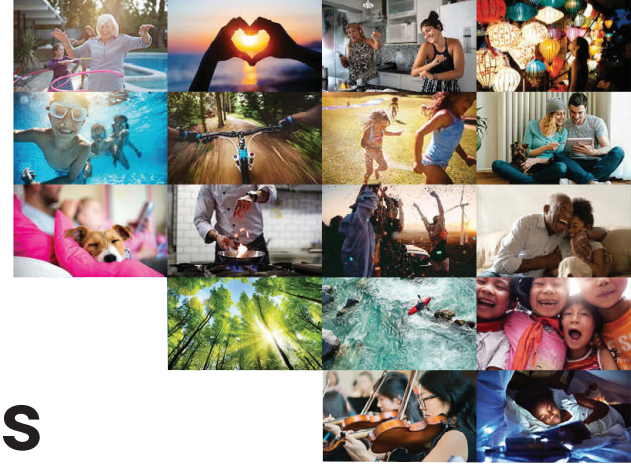




Liberty™

News for our Natural Gas Customers



November/December 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

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. Visit www.libertyenergyandwater.com to find a location near you.

Community Outreach Efforts

Although COVID has made it difficult for employees to be present in the community, many are still finding ways to lend a hand where needed. Liberty Accountant, Courtney, and her husband recently volunteered at the Back-to-School Fair sponsored by the Potsdam Snack Pack program. At the fair, 239 bags of school supplies, 89 backpacks, hundreds of socks, some new clothes and hygiene items were provided to students and families.



We also sponsored the Massena Hospital Foundation's 33rd Annual Golf Tournament. The proceeds from the 2021 Golf Tournament will be used to purchase ultrasound equipment for such departments as radiology, ICU, and emergency room. We love our communities!

Help with Past Due Bills is Here!

The new Regular Arrears Supplement Program (RAS) aides in paying all past due gas and/or electric charges up to \$10,000. This program follows the same income guidelines as the Home Energy Assistance Program (HEAP). Customers can receive multiple assistance program benefits simultaneously, such as the Emergency Rental Assistance Program (ERAP), RAS and HEAP! For more information or to apply for this assistance, call your local Department of Social Services or visit otda.ny.gov/programs.





Payment Options



In order to provide the best customer service possible, we offer several options for customers to make payments. Some payment options, such as using our automated phone system and all credit card transactions, require a transaction fee of \$1.75. We do not profit from this fee. It is assessed by our payment processing provider.

Other methods, such as signing up for Paperless Billing, mailing in your payment or paying in person at our walk-in center, is free. You may also visit one of our many authorized payment agencies. A complete list of authorized retailers can be found at www.libertyenergyandwater.com.

Seasons Greetings

from all of us at Liberty



Maintaining Chimney and Flues



Maintaining chimneys and flue pipes is an important safety requirement. Now that the cold weather is here, we recommend customers have a licensed heating contractor inspect their chimneys and flue pipes for safe operation. Chimneys and flue pipes should be checked for soot, residue

or any other obstructions that could disrupt the flow of escaping gases and cause improper venting of carbon monoxide (CO). Visit our website at www.libertyenergyandwater.com for more natural gas safety tips.

Protecting Yourself From Scams

Utility customers are frequently targets of online, telephone and in-person scams. The information below is designed to help you identify legitimate messages, calls and visits from Liberty. Always ask for a photo ID from anyone knocking at your door. Keep in mind, while we are transitioning to our new brand, you may still see our old logo and name on vehicles, clothing and employee badges.



Ask anyone claiming to be a representative of Liberty to verify the billing address, account number or phone number associated with your account. Unless you have enrolled in Paperless Billing, Liberty will never request payment by e-mail. During any phone or online survey, Liberty and our approved partners will never ask for your Social Security Number.

Identifying and Reporting a Gas Leak

If you smell gas in your home, or suspect a gas leak, leave the area and 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 24/7 at 1-800-673-3301 or dial 911 if you smell gas.

How To Identify a Leak



Watch our animated video to learn the signs you should look for that may indicate there is a gas leak. Visit the "Do You Smell Gas?" page under our "Safety" menu located at www.libertyenergyandwater.com.