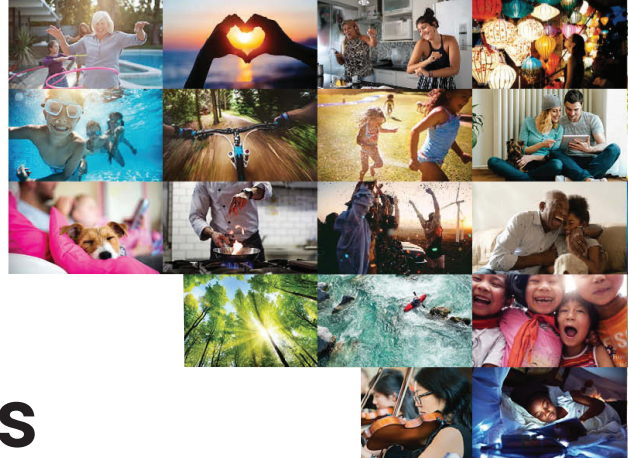




# News for our Natural Gas Customers



January/February 2022



## How to Reach Us

### Gas Emergencies/Leaks

1-800-673-3301

### Customer Service/Billing/ Payments

1-800-454-2201

[www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

### Safety and Savings Information

[www.facebook.com/LibertyUtilitiesNY](https://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](http://www.libertyenergyandwater.com) to find a location near you.

## Save Energy and Money

With gas prices on the rise, there are things customers can do to help ease the burden of increasing energy bills.

Follow these tips to reduce your energy usage while still staying comfortable. After all, the cheapest form of energy is the energy you don't use!

- Change your furnace filter regularly to help your system run more efficiently.
- Program your thermostat to automatically reduce the temperature of your home when it's empty or everyone's asleep. A smart thermostat will set a schedule for you.
- Inspect windows, doors and walls for air leaks and seal any you find. Letting in cold air makes it harder to keep your house warm.
- Switch ceiling fans to winter mode to push air up to the ceiling, forcing the warm air back down to the floor, where it keeps you warmer.
- Upgrade to ENERGY STAR® appliances if your heating system is 15 years old or older.



For more energy-saving tips, visit the "For Home" section of [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## Spreading Holiday Cheer

Over the holiday season, Liberty Health and Safety Manager James volunteered at the First United Methodist Church in Massena to help package meals for about 500 community members in need.





## Snow and Meter Safety

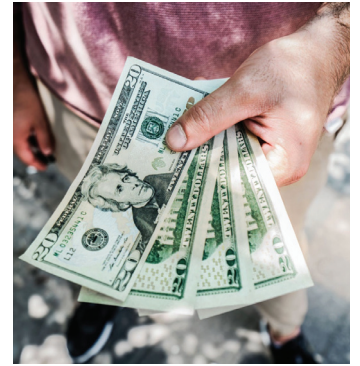
During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly. When snow and ice accumulate on your roof, there can often be an unexpected avalanche which can be dangerous to items underneath.

This also applies to customers with solar panels. If your natural gas meter is located under solar panels, please contact us at 1-800-454-2201 to let us know. We will send someone out to assess the situation and work with you to determine alternative ways to protect your gas meter.



## Keep More of What You Earned

Soon it will be time to start thinking about filing your 2021 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 website at [www.irs.gov](http://www.irs.gov). Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.

## Smell Gas? Here's What to Do

The smell of leaking natural gas is often compared to sulfur or rotten eggs. If you smell something resembling this, exit your property immediately. When you arrive at a safe location, call us at 1-800-673-3301 or call 911. Other important things to remember if you smell gas include:

- DO NOT use electrical switches, telephones, appliances, garage door openers, etc. This can cause sparks.
- DO NOT use lighters or matches and do not smoke.
- DO NOT open doors or windows in an attempt to ventilate.
- Instruct others to leave and evacuate the premises immediately. Close the door behind you.
- DO NOT turn off your gas meter. This valve should only be operated by a qualified Liberty technician.

For more important safety information regarding natural gas and ways to identify a gas leak, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).



## Do You Need Help Paying Your Gas Bills?

If you need assistance paying your natural gas bills, contact your local Department of Social Services to find out if you qualify for the Home Energy Assistance Program (HEAP), the Regular Arrears Supplement Program (RAS) and more. Information about these programs can be found by visiting [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) and selecting "Assistance Programs" under the "For Home" drop down.