

News for our Natural Gas Customers

March/April 2022



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)

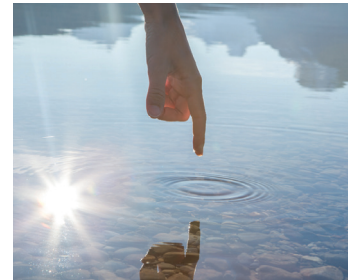
Ogdensburg, NY
Mailbox near DeFelsko
Ogdensburg Industrial Park

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.

Sustainability Across Liberty

As an energy and water company, we have a responsibility to lead the way on sustainability. We have demonstrated our prioritization of sustainability through the rollout of important initiatives, such as our enterprise-wide goal to achieve net-zero by 2050.



Other initiatives Liberty is focusing on nation-wide include power generation via solar and wind, the introduction of renewable natural gas, electric vehicle charging programs, and a first of its kind battery storage pilot program. Liberty is also committed to the most advanced water reclamation technology designed to increase the use applications of treated water, thereby reducing demand on potable water.

For more information about the ways Liberty is working to increase sustainability, visit www.libertyenergyandwater.com.

Earn Rebates for Increased Efficiency



As part of our Carbon Reduction Initiative, Liberty customers can receive up to **\$2,500** when they complete weatherization projects at home and up to **\$2,000** to update existing natural gas equipment to more efficient models.* For more information about the

Carbon Reduction Initiative, click the "Rebates" drop down menu located at www.libertyenergyandwater.com.

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



Protect Yourself From Scams

Utility customers are frequent targets of fraud. Scammers can use emails, phone calls or text messages to trick you into giving them your personal information. If any of the following occur, end contact immediately and report the occurrence to Liberty or your local police department.

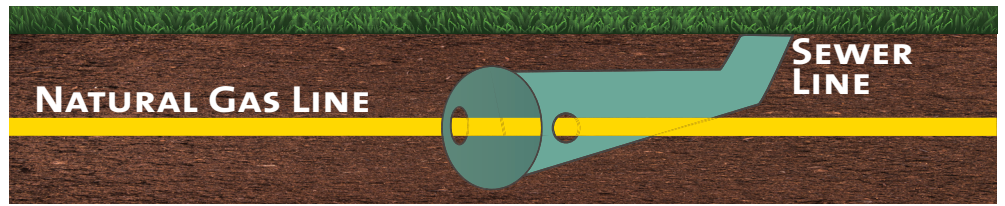
- Requests for payment over the phone by prepaid credit card
- Calls on the weekend demanding immediate payment
- Individuals requesting payment or offering services that are not in a Liberty vehicle, do not have a company identification card, and are not wearing a Liberty logo/uniform
- Emails requesting personal, or financial information
- Emails including attachments, unless you've contacted us to specifically request the information

For more information and a list of frequently asked questions, please visit the "Safety" drop down menu of our website.



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 professional inspect the line with a video inspection system. If you are experiencing a sewer blockage and cannot rule out the existence of a cross bore, prior to using any cutting equipment, call Liberty immediately at 1-800-673-3301 to schedule a free service call. A technician will be dispatched to confirm separation between the gas service/main and the sewer line.



Planning a Project That Requires Digging? Call 811



Did you know April is National Safe Digging Month? Before doing anything that involves putting a shovel in the ground, call 811. Making this call is not only the law, but it can protect you from a dangerous situation.

Electric power lines, natural gas pipelines, water pipes, 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 scrape can cause damage, resulting in a leak or service-wide disruptions. **Call 811. It's free, it's easy and it's the law.**

Be Cautious When Using Third Party 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. You can pay your bill at Walmart or the Western Union in Gouverneur and Canton without paying a fee. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly. For a list of authorized payment agents near you, please visit our website at www.libertyenergyandwater.com.

