



# News for our Natural Gas Customers

July/August 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	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. Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) to find a location near you.

## Introducing A New and Improved Customer Experience

Over the past couple of months, you may have noticed some changes on your Liberty bill and our website. The changes you see are the result of us switching to a new customer information system to provide you with new and improved options.



This new customer information system, called My Account, provides customers with the ability to view account usage, make payments and set up notification preferences online. In addition to My Account, we have rolled out a new bill layout that is simplified and easy to read. It also features a new usage chart that provides detailed information to help you better manage your energy consumption.

Here are some things you should know, now that we have a new payment system:

- **Your account number has changed** – Your new bill has your new account number at the top. If you used your bank’s online bill payment service to pay your Liberty bill, you need to edit the information with your bank to include your new account number.
- **Our payment address has changed** – Your new bill has our new payment address on the payment coupon.

Please note that our phone numbers have NOT changed. You can continue to reach us at the numbers listed below:

Customer Service: 1-800-454-2201 | Emergency: 1-800-673-3301

Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) today to sign up for My Account and take control of your energy usage!



## Liberty Awarded for Outstanding Safety Record

On May 4th, Liberty received the American Gas Association's (AGA) Safety Achievement Award in the medium sized combination utility category. This prestigious award recognizes Liberty and all our employees for their safety performance in our natural gas, electric and water operations.

Safety is our number one priority at Liberty. We have faced many challenges over the last few years, but one thing that has remained consistent is our laser focus on safety. This safety driven mentality not only protects our employees, but it also ensures our customers are receiving safe and reliable energy and water services.

As a company, we have worked over 12 million hours without a single lost-time injury across our whole North American business. This number is especially impressive considering how much work we do each day throughout thousands of communities for our more than 3 million customers.



## Protect Yourself from Carbon Monoxide

Carbon monoxide, otherwise known as 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 safety information regarding carbon monoxide, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).



## Do You Have Customer Owned Gas Piping?

Liberty diligently maintains the pipes that bring gas to your home or business. However, **any pipes that extend from the outlet of the gas meter to natural gas-burning appliances are the responsibility of the customer.** Some examples where customer-owned piping may be involved includes outside gas lighting, gas heaters for pools/hot tubs, natural gas barbecues and detached buildings with gas appliances.

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



## Natural Gas BBQ Safety

Nothing says summer like grilling up some grub on your natural gas grill. When using your grill, it is important to make sure you are using it safely.

- Never smoke or light a match while checking connections.
- Turn off the natural gas supply valve when checking connections.
- Never use a barbecue inside – it should be outdoors, on level ground, out of the wind and away from combustible materials.
- A natural gas supplied barbecue 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.