

News for our Natural Gas Customers

September/October 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

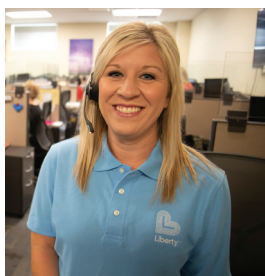
Drop Box Locations

Massena, NY	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 to find a location near you.



Here to Help

Weather events. Increased demand. Supply issues. These are just three of the many factors that have caused energy prices to increase over the past year. And many are predicting the trend will continue into the winter. At Liberty, we

know this creates a hardship for some of our customers. We also want you to know we're here to help. Visit www.libertyenergyandwater.com to learn what's driving the changing prices, how it will affect your bill, and what you can do to help offset increases, including ways to save, energy efficiency programs, and financial assistance.

We are here to help. Please call us at 1-800-454-2201 to discuss your options.

Only Use Authorized 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. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly. Liberty has authorized several agencies to collect payments on our behalf. For a list of authorized payment agents, visit our website at www.libertyenergyandwater.com or call customer service at 1-800-454-2201.

Restrain Your Pets During Service Calls

Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for our employees to arrive.





Fall Into Energy Savings

Soon, the weather will turn cooler and nights will be longer. Take action now to make sure your home is ready to keep you comfortable when the cold weather comes.

Doors and Windows:

- Replace old weather stripping around doors and windows
- Caulk around gaps in windows and doors
- Install storm doors
- Consider replacing older windows with newer, more energy-efficient models

Insulation and Air Sealing:

- Hire a contractor to ensure that your home is insulated according to recommended levels for your area

Heating System:

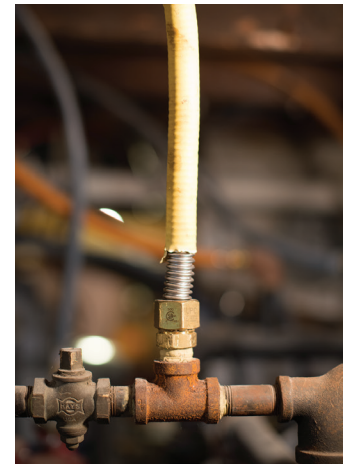
- Hire a qualified professional to clean/inspect your furnace
- Clean vents and other heating system components
- Replace your furnace filter regularly
- Install a Wi-Fi enabled programmable thermostat, which can save energy by automatically adjusting temperatures according to your schedule



Corrugated Stainless Steel Tubing (CSST)

CSST is a flexible, stainless steel pipe used to supply natural gas and propane in residential, commercial and industrial structures. Coated with a yellow, or in some cases, a black exterior plastic coating, CSST is usually routed beneath, through, and alongside floor joists in your basement, inside interior wall cavities, and on top of ceiling joists in attic spaces.

While this type of pipe is safe, it is strongly recommended that you determine if the CSST system is properly bonded and grounded in order to prevent damage to the line.



If you are unsure as to whether your property has CSST or whether it has been properly bonded and grounded, contact a licensed electrician to arrange for a professional inspection.

Visit www.libertyenergyandwater.com for more information about CSST piping.

Protect Your Family From Carbon Monoxide



Carbon monoxide (CO) is an odorless, colorless and toxic gas. CO is produced whenever any fuel is burned, including gas, oil, kerosene, wood and charcoal. If appliances that burn fuel are maintained and used properly, the amount of CO produced is usually not hazardous. However, if appliances are not working properly or are used incorrectly, dangerous levels of CO can result.

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Reducing Your Risk

Install at least one CO detector in the sleeping areas of your home.

Purchase a model that has been tested and certified by Underwriter's Laboratories, Inc (UL). Check the unit periodically to ensure that it's functioning correctly.

Operate all fuel-burning equipment and appliances in accordance with the **manufacturer's instructions and safety recommendations.**

Have a qualified professional **check all fuel-burning appliances, furnaces, venting and chimney systems** at least once a year.

Take Action

If your CO alarm is activated or someone suddenly starts experiencing symptoms such as headaches, nausea, dizziness, coughing, ringing in the ears, spots before the eyes or reddened skin color, **get to fresh air immediately and call 911 and Liberty at 1-800-673-3301.**

Visit our website for more important information on CO safety.

www.libertyenergyandwater.com