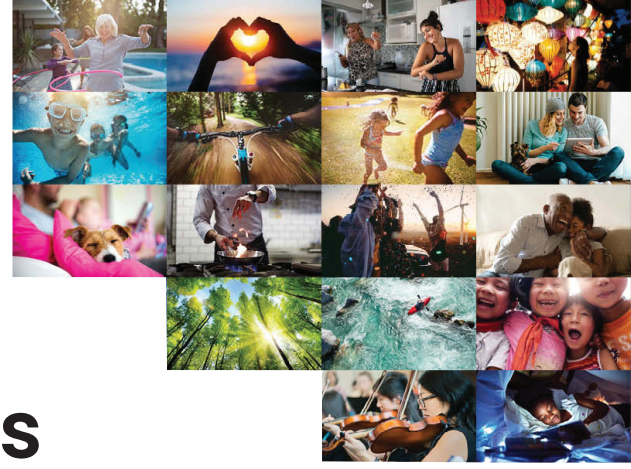




# News for our Natural Gas Customers



November/December 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.

## Hearts and Hands Week

In early September, Liberty had the pleasure of hosting our first annual Hearts and Hands Week. The purpose of the week was to encourage employees to give back to their communities by volunteering. We had the best time!

- **Egg & Energy Breakfast** – Liberty NY Gas hosted a breakfast to share our winter heating season forecast with local government officials and representatives from non-profit agencies.
- **Highway Cleanup** – To help keep our community clean, employees rolled up their sleeves and cleaned up litter along Rt. 56 in Massena.
- **Milkweed Garden** – Employees cleared an area outside and planted Milkweed at our Massena office to help protect the diminishing Monarch Butterfly population.
- **Scholarship Announced** – To support education, Liberty NY Gas announced it will be creating an annual scholarship for schools in our service territory to recognize graduating students with achievements in volunteerism and/or those pursuing careers in the HVAC sector.
- **Donation to Dreaming Tree Ranch** – Liberty donated \$1,000 to The Lodge at Dreaming Tree Ranch, an organization that financially assists local families who are faced with a pediatric cancer diagnosis.
- **Fall Family Fun Day** – Liberty sponsored a day of fun at the Police Activities League in Massena. Non-perishable food items were collected for local food pantries.

Thank you to all our employees who put care into the work they do, both inside the office and out.





## Blocked Sewer Line? Use Caution.

Some utilities, like gas, use trenchless technology to install new natural gas lines. Occasionally, these lines can intersect with other existing utility lines.

Under these circumstances, a natural gas line will remain in a safe condition if it is left alone. However, a serious safety risk could arise if power equipment is used to clear a sewer service line and causes damage to the natural gas line.

For that reason, **if you, your plumber or contractor need to clear a blockage in a sewer service line beyond the outside wall of a home or business with rotating or water jetting (flushing) equipment, it is extremely important to obtain a natural gas line locate BEFORE attempting to clear it.** Call 811 for a free utility line locate.

If you do not need to go beyond the outside wall of a building to fix the problem, or if you use a video inspection to confirm there is no natural gas line in the sewer, you do not need to obtain a natural gas locate. Visit our website for more information about sewer safety.

## Meet Sweeney Liberty's Puppy With a Purpose®

Liberty is excited to announce its newest team member, Sweeney, our Puppy With a Purpose®. Through a collaboration with national nonprofit organization, the Guide Dog Foundation, Liberty is raising a puppy who will one day provide independence for an individual who is blind or has low vision. Sweeney, a 12-week-old black Labrador Retriever, will learn basic obedience, good house manners and socialization skills for approximately 16 to 18 months to mold him into a well-rounded future guide dog. He will then return to the Guide Dog Foundation for formal training and ultimately be matched with an individual who is blind or has low vision at no cost to them. Sweeney will be visiting Massena soon! Stay tuned for opportunities to meet him.



## Maintaining Chimney and Flues



Maintaining chimneys and flue pipes is an important safety requirement. Now that the cold weather is coming, 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 [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) for more natural gas safety tips.

## Home Energy Assistance Program Now Open

As of November 1st, the Home Energy Assistance Program (HEAP) is open! If you are eligible, you may receive one regular HEAP benefit per program year and could also be eligible for emergency HEAP benefits if you are in danger of having your utility service shut off.

Please visit <https://otda.ny.gov/programs/heap/> or contact your local department of social services for more information or for an application.

- St. Lawrence County – 315-379-2111
- Franklin County – 518-481-1808
- Lewis County – 315-376-5400