



Liberty®

News for our Natural Gas Customers

Winter 2023



New York



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.

We Care About Your Safety

Winter weather is here, and that means fireplaces are lit, heaters are running, and warm meals are cooking. Here are some important reminders to help ensure our community members safely enjoy the remainder of the winter season:

- Between meals, make sure all kitchen equipment – mainly your stove and oven – is turned off. Kitchen equipment should never be used for heating.
- Keep anything that can catch on fire away from cooking equipment – like oven mitts, bags, and towels.
- Install smoke and carbon monoxide detectors throughout your home and set a reminder at least twice each year to test and/or replace the batteries.
- Keep a fire extinguisher rated for home use mounted near the exit doors, not near a hazard such as a stove.
- Keep gas meters clear of ice and snow using a broom or brush. Do not use a shovel or any other sharp object, and never pour hot water on gas equipment to melt ice.



Always remember, if you smell rotten eggs, get outside and call Liberty at 1-800-673-3301 or 911. Visit our website or follow us on social media for more important safety information.



We Care About Your Time

We get it. Life gets busy. That is why we offer our customers a convenient, worry-free way to pay their bill. Take advantage of Liberty's **free automatic payment** program so you can concentrate on the things that matter most to you. You set it up. We'll take it from there.

Want to know more about automatic payments? Scan the QR Code below or visit our website.



Scan Me

We Care About Our Communities

At Liberty, we care greatly about the communities we serve and are always looking for ways to give back. In 2022, dozens of our employees donated hundreds of hours to volunteer and serve in our community. Some highlights included building a milkweed garden to help sustain the monarch butterfly, sponsoring holiday giving programs, hosting Eggs & Energy breakfasts, clearing trash and debris from local parks and roadways, holding clothing and school supply drives, unveiling a scholarship for high school seniors, sponsoring Sweeney, our Puppy with a Purpose® who will one day graduate and serve as a guide dog, and more.



As we dive into 2023, we look forward to meeting more of you in the community as we seek opportunities to serve you – through our schools, our community agencies, fundraisers, and other meaningful partnerships. It is a privilege to be a partner in your community.

We Care About Better Serving You

As we ring in the new year, you may notice that we will be communicating with our customers a little differently. The results of a recent customer panel showed that many of our customers prefer electronic communications. With that in mind, we will be streamlining communications and sending important messages to your email inbox.

What does this mean for you? Make sure you are signed up to receive email notifications! You can do this by logging in to your My Account and setting your notification preferences in the "Account" drop-down menu.

And don't forget, our social media pages are loaded with savings tips, safety information, community events, and more. Make sure to follow us on social media to get real-time information.

f @LibertyUtilitiesNY

We Care About Our Future

Liberty is committed to building a cleaner, greener future for generations to come. By sending you important news and information electronically, we are taking steps to do just that. Reducing the amount of paper we use helps protect our natural resources, reduces carbon emissions, and cuts back on trash sent to landfills – a true win-win!