



Liberty®

# News for our Natural Gas Customers

Spring 2023



## 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  
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](http://www.libertyenergyandwater.com) to find a location near you.

# Spring Into Savings

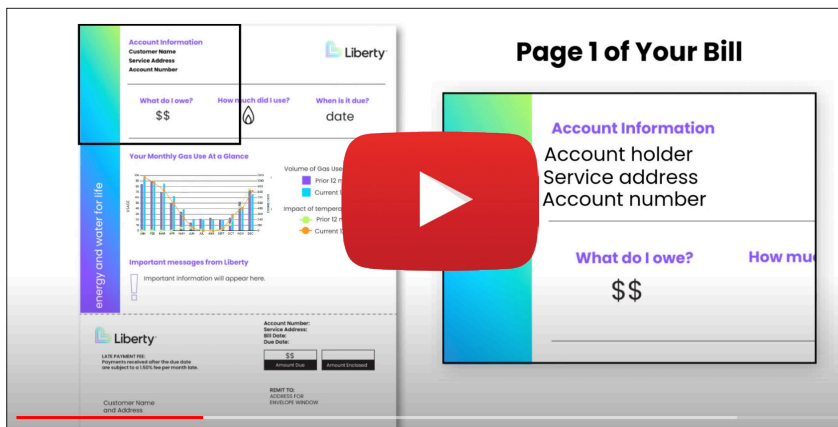
New York

## Saving You Time and Energy Your Bill Explained

Even though we rolled out our new bill design some time ago, we want to make sure our valued customers know where key information is located.

On our website, you can watch a short video walking you through the locations of your new account number, total amount due, usage chart, and more. There is also an infographic which breaks down your charges so you know what each is for, allowing you to better manage your usage.

To view these tools, go to [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) and select "Understanding My Bill" located on the "Customer Service" drop down menu.



## Liberty Employees Go Green

In addition to company-set sustainability goals, Liberty employees are jumping on the sustainability train. Liberty recently installed a bike rack at our Massena office for those who want to bike to work. Healthier employees and a cleaner, greener New York; a true win-win.



## Be the Boss of Your Bills

Get started with these saving tips:

**Weatherize your home** – Sealing air leaks around windows, doors and vents will help save energy and increase comfort.

**Invest in Smart Tools** – Smart thermostats, smart appliances and smart irrigation controllers all use technology to help you save.

**Look for labels** – When buying appliances, water heaters, electronics, light bulbs, toilets, shower heads, and more, look for ENERGY STAR® and WaterSense labels. Items with these labels are certified by the EPA to use less and can save you significant money on your utility bills.

Scan the code for more savings tips.



## Spruce Up Your Home for Spring

Those cold winter days and nights have been hard not only on you and your family, but on your home as well. Spring is the perfect time to tackle some maintenance and repair projects that will prepare your house for warm weather. By doing so, you'll make your home more comfortable and save on energy bills.



### Inside:

- **Maintain your HVAC.** Your heating system has been running all winter. If you haven't been changing your filters regularly, start now. A cooling system free of dust and dirt runs more efficiently, saving you money.
- **Install window treatments.** Curtains and shades present an opportunity for savings in seconds during warmer months. Block out sunlight on hot summer days to keep rooms cooler. Closing the curtains takes just a few seconds and keeps rooms more comfortable while saving you money.
- **Don't forget the fridge.** When vacuuming and dusting, remember to clean behind the refrigerator. Dust buildup causes the refrigerator to run less efficiently.

### Outside:

- **Take a look at your roof.** Check for any areas where winter weather may have caused sagging or cracks.
- **Trim trees and bushes away from your house.** This will help to let additional light in, which can reduce the need to turn lights on in the early evening.

### Time Savers

## Quick & Easy Payment Options

Liberty offers many convenient ways for you to pay your bill.

**Automatic Payments** – Sign up for automatic payments and your monthly payment will be automatically deducted from your account. Never worry about missing a bill deadline again!

**Paperless Billing** – With Paperless, you can choose to receive an email or text letting you know your bill is available to view and pay online.

**One-Time Payments** – Make a one-time payment using a credit card online or over the phone at 1-800-454-2201. There is a \$1.75 processing fee charged by our vendor for this service. Note: credit, ATM debit, and checking account transactions have a \$1 minimum and \$600 maximum.

To view all available payment options, visit [libertyenergyandwater.com](http://libertyenergyandwater.com).

