



News for our Natural Gas Customers

Summer 2023



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 Center

33 Stearns Street, Massena, NY 13662

Bill Payment Locations

We offer a variety of methods to pay your bill, including online or by phone. Payments can also 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.

Comm(YOU)nity Giving

Liberty prides itself on our involvement in local communities. Throughout the year, we look for opportunities to lend a hand to anyone who may need a little bit of help. Check out a couple of the great opportunities our employees have had the pleasure of participating in so far this year.



pediatric cancer diagnosis.

In May, a group of Liberty employees planted flowers at The Lodge at Dreaming Tree Ranch in Potsdam, NY. The Lodge is an establishment that aims to enrich the lives of families who have received the dreaded news of a



always look forward to a much needed snack break from their long day of festivities. This year, 429 bags of popcorn were popped fresh and handed out to smiling faces.

To kick off summer vacation, Liberty employees volunteered at Jefferson Elementary School's J-Day. This event goes back decades as a school tradition, and this is Liberty's third year sponsoring the popcorn stand. The kids

Scan the QR code to learn more about the ways Liberty is making a difference in your community.





When Life Happens We're Here For YOU

Sometimes life happens, and not in the way you intended. If you find yourself with unexpected expenses and need help paying your utility bill, we're here for you.

We offer...



Financial assistance



Budget billing

Scan code to learn more



Helping YOU Save This Summer (A New Spin on Ceiling Fans)

Ceiling fans make you more comfortable and help you save on energy bills. Here are some things about ceiling fans that you may not know.

Ceiling fans cool people, not the air - Airflow from the fan doesn't lower the temperature of the room, but creates a wind chill effect that makes you feel cooler, reducing the need for A/C. Ceiling fans spinning in an empty room is a waste of energy, so turn them off when you leave.



Set spin direction - Most ceiling fans include a switch that changes the direction of the blades. Ceiling fans should be set counterclockwise in the summer to help create a downdraft, which creates a cooling breeze.

Location matters - Thinking of installing a ceiling fan? For optimal performance, ceiling fans should be seven to nine feet above the floor and 10 to 12 inches from the ceiling. Locate ceiling fans as close to the center of the room as possible.

BBQ Safely This Summer - We Want YOU Safe



Natural gas grills are a popular choice for homeowners. They're safe, convenient and cost less to operate than a charcoal grill. With natural gas, there is also no cumbersome tank to refill like with propane grills, and you avoid the messy cleanup after using charcoal.

As with any appliance, however, proper maintenance and safe operating practices are critical. Here are a few tips:

- Don't wear loose clothing when operating your gas grill
- Shut off the gas supply or disconnect before you clean or perform maintenance on your grill
- Always keep the lid open when lighting the grill to prevent gas from causing a sudden flare up
- Clean your grill after each use to remove grease that can start a fire

Do YOU Know - About the Cost of Gas

We often get questions from customers about the cost of natural gas. Liberty purchases the gas we deliver to our customers on the open natural gas market. The actual cost customers pay for natural gas is what Liberty pays and is regulated by the New York Public Service Commission. Liberty does not earn a profit from it. This is why you may see fluctuations throughout the year. For more information about the cost of natural gas, visit our website - www.libertyenergyandwater.com.