



News for our Natural Gas Customers

Fall 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.

Fall... We Only Have 'Pies' For You



New York

Follow us on social media for our favorite pie recipe!

Fall For Kindness...

Putting Our Heart Where It Matters



Liberty provides more than safe, reliable energy and water services. Our team cares about our communities and pitches in with helping hands and willing hearts.



Scan the code to learn how our teams give their time, energy, and service to put their heart where it matters for our customers and communities.

And Food on the Table (Plus More!)



Liberty New York Gas recently made \$1,000 in donations to "Office of the Aging - Meals on Wheels." Four different locations in our service territory received \$250 each. Liberty volunteers also gave their time to help deliver meals to people in need.



Lime green hardhats with bright orange safety vests aside, Liberty employees were happy to donate their time on a recent Friday afternoon to clean up trash in the communities we serve.



Fall for Savings... Renters, This One is for You

Renters make up more than one third of all US households,¹ so we want to make sure you have the information needed to keep your residence affordable. Follow these tips to reduce energy usage without altering the property. The best part - all can come with you if you move!

- Replace incandescent light bulbs with ENERGY STAR® LEDs. These bulbs are at least 80% more efficient and last longer.
- Install water-efficient showerheads.
- Use curtains to keep heat in and out. In the colder months, open them during the day to let in the warmth of the sun and close them at night to retain heat.

Take energy-savings further!

Ask your landlord to visit www.libertyenergyandwater.com to learn about more ways they can reduce natural gas usage and save money.

¹ According to Joint Center for Housing Studies of Harvard University

Fall For Safety...

Check Your Pipes (Gas Pipes, Not Muscles)

Liberty diligently maintains the pipes that bring gas to your home or business. However, it's important to know that the pipes that extend from the outlet of the gas meter to natural gas-burning appliances are the responsibility of the customer. These pipes should be inspected regularly. Contact your local plumbing/heating contractor to have your gas lines checked. If corrosion or other unsafe conditions are found, the pipes should be repaired immediately. A fee for this service will be charged by the contractor.

Snow, Shrubs, and Ice - Not So Nice

Fall cleanup calls for lots of raking and hedging. While preparing for cold weather, don't forget to ensure your natural gas meter is clear of any shrubbery. If a hand shovel or more is required to remove vegetation, be sure to always call 811 prior to digging.



And don't forget - snowy season is right around the corner. Gently remove snow from your meter with your hand or a soft brush. Never use a shovel.



Don't Forget to Call Before You Dig

Planning a project that requires you to break out your shovel? **Call 811 before starting!** It's quick, it's the law, and it can prevent serious accidents and neighborhood-wide outages. You can also visit www.udigny.org to learn more about this free program or to submit a request for a mark out. No job is too small to notify UDig NY first.

Fall For Free...

Get Your Free Residential Methane Detector

We care about our customer's safety. That is why we have initiated a Residential Methane Detector (RMD) program.

As part of our newly launched Residential Methane Detector program, Liberty has a limited number of detectors to give away to customers at no cost. Customers interested in receiving a RMD² or learning more about this program can scan the QR code or visit the "Residential Methane Detector" page located under the "Safety" drop-down menu at www.libertyenergyandwater.com.

² Submitting a form to receive a detector does not guarantee you will get one, as supplies are limited.

Scan Me!

