



For our natural gas customers

At Your Service

Getting to know our
programs and services



31230-I-0025

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About Us



Liberty is a regulated water, natural gas and electric transmission and distribution utility, delivering responsive and reliable essential services to nearly 800,000 customers in 13 states across the United States and New Brunswick in Canada. With a local approach to management, service and support, Liberty delivers efficient, dependable services to meet customer needs.

In New York, Liberty has approximately 16,500 natural gas customers. Since inception in 1957, we have installed more than 734 miles of gas main and service lines within a NY service territory of approximately 785 miles. We measure our performance in terms of service reliability, an enjoyable customer experience and an unconditional dedication to public and workplace safety. We look forward to being your natural gas provider!

How To Contact Us

24/7 Emergencies/Leaks **1-800-673-3301 or 911**

Customer Service **1-800-454-2201**

Website - www.libertyenergyandwater.com

Social Media



LibertyUtilitiesNY

By Mail

Correspondence and Payments:

Liberty - New York

PO BOX 270

Massena, NY 13662

Safety

Gas Leaks

A distinctive odor is added to the natural gas delivered to your property. If you think you smell gas, it's important that you take the following precautions:

- Leave the building immediately, then call 1-800-673-3301 or 911.
- Don't strike a match.
- Don't switch lights or appliances on or off.
- Don't do anything that might create a spark.

TO REPORT THE SMELL OF GAS, 24/7 CALL 1-800-673-3301 OR 911

Carbon Monoxide

Natural gas appliances have an excellent safety record, but you should know what carbon monoxide (CO) is and how it may affect you. Carbon monoxide is a colorless, tasteless, odorless substance that is created by the incomplete combustion of any fossil fuel. The symptoms of CO exposure are similar to those of the flu including headaches, nausea, dizziness, coughing, ringing in the ears and spots before the eyes. If anyone in your family suffers from any of these symptoms, **GET OUTSIDE TO FRESH AIR IMMEDIATELY AND CALL 911 OR LIBERTY AT 1-800-673-3301.**

Keeping your gas appliances in good working order and being sure they are properly vented and clear of obstructions is the best way to stop carbon monoxide from accumulating. In addition, you should install one or more carbon monoxide detectors in your home.

Using Your Gas Range

Nothing cooks food better than a gas range, but never use your gas range to heat your home or apartment. This practice creates a serious fire hazard and puts you and your family at risk from dangerous carbon monoxide fumes.

Employee Identification

Liberty employees are seen each and every day throughout the state. For your safety, if anyone comes to your door claiming to be a Liberty employee, please ask for identification. The identification card will have a color picture of the employee along with their name. If you have any doubt in attempting to identify someone as a Liberty employee, please have the employee wait outside your door while you call our office for verification at 1-800-454-2201.

Call Before You Dig

If you are planning to dig on your property for any reason, state law requires you to place a location request with UDIG NY at least two (2) full working days, but no more than 10 working days, before any excavation or demolition starts, to ensure all underground utility lines are properly marked. You can place a location request by calling 811 or by visiting their web site at www.udignyny.org.

There is no charge for this service. Because the depth and placement of utility lines can vary for a number of reasons, including erosion, previous digging projects, and uneven surfaces, making assumptions about where the utility lines are under your property can be extremely dangerous.



Customer-Owned Gas Pipes

We diligently maintain company-owned pipelines to ensure safety and efficiency. It is important to remember, however, that as the customer of record, you or the property owner are responsible for customer-owned gas lines that begin at the outlet of the gas meter and extend — either above or below ground — to natural gas-burning appliances. Of such customer-owned gas lines, buried gas lines are notable because, if they are not properly maintained, they may corrode or leak. While most people do not own buried gas lines, the following are some examples where customer-owned buried piping may be involved:

- outside gas lighting
- natural gas barbecue
- gas heaters for pool/hot tub
- detached buildings w/ gas appliances

These examples are not all-inclusive. You must make your own determination of whether you have buried piping extending beyond your meter. To properly care for a buried pipe, it is recommended that the pipe be inspected periodically for leaks on your gas lines and corrosion, if lines are metallic.

If unsafe conditions are found, the pipeline should be repaired immediately. To have your gas lines checked, contact your local plumbing/heating contractor or a leak survey and corrosion expert. A fee is involved.

Excess Flow Valve

An excess flow valve (EFV) is a mechanical device installed inside a natural gas distribution service line between the street and the meter. EFVs are designed to shut-off the flow of natural gas automatically if the service line breaks. Effective April 14, 2017, customers may request an excess flow valve be installed on their service.

EFVs will not trip during general usage, including the normal cycling of appliances on and off. EFVs are not installed on large service lines with high flow rates, and certain other conditions may also prohibit their installation.

If an existing service line is not already equipped with an EFV, a customer may request one be installed on an eligible service, at an agreed upon price. To install an EFV, Liberty will excavate the service line at its connection to the gas main. Then, Liberty will turn off the gas service, install the EFV, backfill the excavation and relight the gas appliances. Under certain situations, Liberty may need to replace the entire service at no additional cost.

Since an EFV is sized to operate properly under current gas load conditions, any significant future volume consumption changes that might require a larger meter (i.e. installing an emergency generator or pool heater), may necessitate the replacement of the EFV at an additional charge. Call 1-800-454-2201 with inquiries about your existing EFV or to have an EFV installed on your gas service.

Energy Efficiency

We care about our customers and our communities. That is why we want to educate everyone about how taking a few simple steps at home can not only reduce natural gas usage and lower utility bills, but can also help keep our communities clean for generations to come.

Visit the “Smart Energy Use” section of www.libertyenergyandwater.com to view a checklist of steps you can take to save energy and money around your home and/or business. You can also find information on rebates offered by select manufacturers that Liberty partners with.

Payment Options and Programs

Paperless Billing

With Paperless Billing, instead of receiving a paper bill each month, you will receive an email notification that your bill is ready to view online. You can make a one-time payment or enroll in Automatic Payments.

Budget Billing

Monthly payment plans are available to spread the cost of your natural gas more evenly through-out the year, avoiding high and low fluctuations in your monthly bill. This free service is available to all Liberty customers.

Budget Billing is for both residential and commercial customers looking to pay the same amount each month, except for the months where your budget billing plan is reviewed. Your initial budget amount is based on your average monthly bill from the previous twelve (12) months. If your account has been open for less than twelve months, the budget amount will be estimated. Your budget billing plan will automatically be reviewed after seven (7) months. After review, your monthly bill amount may be adjusted to reflect changes in gas costs or your actual usage during those time frames. Please contact us for more information.

Payment Difficulties

If you have trouble paying a gas bill, please call us. Liberty provides a number of services designed to help you. We can either work out a payment arrangement or refer you to a number of agencies in your area that may be able to assist you.

Home Energy Assistance Program

The Home Energy Assistance Program (HEAP) helps low-income people pay the cost of heating their homes. Questions regarding the HEAP program should be directed to your local department of social services.

Department of Social Services

St. Lawrence County: 315-379-2111

Lewis County: 315-376-5400

Franklin County: 518-481-1808

211

Call 211 or visit www.211.org to learn about additional assistance programs in your area. This is a free, confidential referral service that connects callers with essential health and human services 24/7.

Customer Communications

Liberty includes inserts with your gas bill, keeping you informed about changes in rates, new and on-going programs, products and services. The inserts also provide safety tips and useful information to help you make your energy decisions. If you receive your bills electronically, you are encouraged to view bill inserts on our website at www.libertyenergyandwater.com.

Payment Locations

You can pay your bill online at www.libertyenergyandwater.com, by phone by calling 1-800-454-2201, or by mailing your payment to Liberty - NY, 75 Remittance Drive, Suite 1032, Chicago, IL 60675-1032. Bills can also be paid at our customer walk-in center located at 33 Stearns Street, Massena, NY 13662. Payments made in person after normal operating hours can be made at any of our drop box locations:

Massena

Liberty
33 Stearns Street
Massena, NY 13662

Massena

Massena Town Hall
60 Main Street
Massena, NY 13662

Ogdensburg

Mailbox near DeFelsko
Ogdensburg Industrial Park
Ogdensburg, NY 13669

Use Only Authorized Payment Agents



We have third-party payment agents authorized to accept payments on our behalf, such as Walmart. Always use caution when using unauthorized agents and always keep your receipts. If you use an unauthorized agent, we cannot guarantee that your

payments will be properly posted to your account. For more information about other payment agents, visit www.libertyenergyandwater.com.

Reading Your Gas Bill

If your name appears on your household's gas bill, you are responsible for payment. Please verify your billing name and address are correct and notify us if there are any changes.

Account Information

Customer Name: ROBERT SMITH
Service Address: 123 MAIN STREET, ANYTOWN NY US 12345
Account Number: 000000000000



What do I owe?

\$135.13

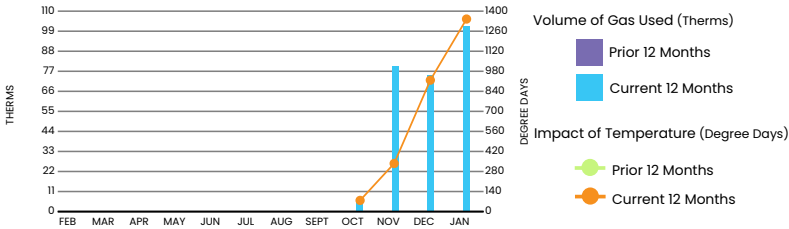
How much did I use?

102
Therms

When is it due?

Jan 27, 2022

Your Monthly Gas Use At A Glance



Important messages from Liberty

IF YOU SUSPECT A GAS LEAK: LEAVE the area immediately. DO NOT smoke, use a phone or cell phone, turn on/off any lights or appliances or operate any vehicle or equipment that could cause sparks. If you suspect a gas leak, don't wait! Leave the area and call our emergency number at 800-673-3301 or call 9-1-1.

Pay online at libertyenergyandwater.com, or return this portion with your payment. Please include your account number on your check and make payable to Liberty Utilities.



LATE PAYMENT FEE:
Payments received after the due date are subject to a 1.50% fee per month late.

Account Number: 000000000000
Service Address: 123 MAIN ST
Bill Date: 04-JAN-2022
Due Date: 27-JAN-2022

8	\$135.13	
	Amount Due	Amount Enclosed

REMIT TO:
LIBERTY UTILITIES NEW YORK
PO BOX 75463
CHICAGO IL 60675-5463

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energy and water for life

6 ROBERT SMITH
123 MAIN STREET
ANYTOWN, NY 12345

1. To avoid late charges, please pay your bill by the due date.
2. Here is where you'll find your account number. Use this number when you phone, write or email us with a question, or to make a payment.
3. This is the address of your gas service.
4. This chart shows your gas usage for current and previous months.
5. On occasion, we will use this area to convey important messages to you.
6. Your bill is mailed to this address each month. This may differ from the service address. Please indicate address changes on the reverse of this coupon.
7. Detach this payment coupon and include it with your payment. Make sure this address is visible through the payment envelope window.
8. Total amount due reflects current charges, previous charges and any additional taxes and fees.



Call us at **1-800-454-2201** for any additional questions you may have about your bill.

Meter Reading and Billing



How We Read Your Meter

Liberty will read your meter every other month throughout the year. In the months when your meter is not read, you will receive a bill based on an estimated reading, determined by a method approved by the New York State Public Service Commission.

The date you are due for an estimated reading will be stated on your bill. If you wish, you may read your own meter on that date and call the reading to our billing department or e-mail your reading to us. Visit the "Online Services" section of www.libertyenergyandwater.com for more information.

Billing Information

You will receive a monthly bill for gas used. Monthly bills are due and payable upon receipt. If the bill is not paid by the next meter read, a late charge of 1.5% per month may be assessed. The "Due Date" is shown on the front of your monthly bill. Amounts not paid prior to the due date, which is normally the next following meter reading date and a date not less than twenty-five (25) days from the date the bill is mailed, are subject to a late payment charge of one and one-half percent (1.5%) per month on the unpaid balance. This is equivalent to an eighteen percent (18%) annual rate. There is a \$15.00 charge per bad check tendered for payment.

We kindly request customers provide at least four (4) days' notice before discontinuance of service. The account holder is responsible for all charges through the end of the notice period.

Rates

The rates you pay for natural gas service consist of a monthly Minimum Charge, a Distribution Charge and a Gas Supply Charge. The Minimum Charge refers to the monthly charge associated with the metering and maintenance of natural gas service to your location. The Gas Supply Charge represents the cost to purchase, store and deliver natural gas to the Liberty distribution system.

About the Cost of 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.

The Distribution Charge represents the cost of delivering gas within the Liberty system. The Minimum Charge and the Distribution Charge are approved by the New York State Department of Public Service (NYSDPS).

The Gas Adjustment Clause is filed with the NYS DPS monthly. Annually, a reconciliation is filed with the NYS DPS which is followed by a full audit of the prior year's gas costs and gas revenues resulting in a surcharge or refund to customers. Because this surcharge/refund is a component of the monthly gas rate, customers will not see this as a line item on their bill.

Are You Being Billed The Right Rate?

The following are rate summaries that identify services offered by Liberty based on energy consumption. Although selection of the rate class is the responsibility of the customer, Liberty will gladly assist you in determining which rate is most advantageous to you.

Service Classification No. 1 – Residential Service:

Any use of gas for residential purposes in a single-family or a two-family dwelling; in separately metered apartments of a multiple dwelling; in two-family houses for use in appliances supplying water heating or space heating where such services are rendered in common to both families; for space heating or space heating and water heating in rooming houses and multi-family buildings where not more than 25% of the cubical content is occupied by nonresidential activities and such services are rendered in common to all families. Also, applicable to use of gas by any corporation or association organized and conducted in good faith for religious purposes, and to any post or hall owned or leased by a not-for-profit organization that is a veterans' organization.

Service Classification No. 2 – Small General Firm Service (Commercial):

Any gas use by any customer for gas service for nonresidential purposes which does not come directly under another Service Classification.

Service Classification No. 3 – Large General Firm Service (Industrial):

All purposes to customers whose use of gas is for industrial processing and related boiler fuel loads, and who contract for service in a written agreement that specifies a Contract Volume of not less than 200 Mcf per day to be made available at one location and through a meter capable of recording daily consumption and electronically transmitting such daily recording to the company. Annual minimum quantity of this Service Classification shall not be less than 365,000 therms.

Service Classification No. 4 – Interruptible Service:

All purposes on an interruptible basis to any customer having the ability to accommodate a complete discontinuance of service during periods of high demand for gas by customers with a higher service priority, and who will contract for service in a written agreement that specifies the maximum daily volume, of not less than 200 Mcf per day, of interruptible gas which customer desires to be made available to him. Annual minimum volume under this provision shall not be less than 250,000 therms.

Existing customers currently served under this schedule not meeting the demand and annual volume criteria will continue to be served.

NOTE: As of May 2023, Liberty New York Gas is undergoing a rate case. Once the pending rate case is completed, there will be an additional rate class available to customers; Service Classification SC2 Large. More information will be available once the rate case has concluded.

Service under all rates are subject to the rules and regulations as well as the published tariff and terms and conditions presently in effect, or as filed from time to time, with the New York Department of Public Service.

Typical Rate Change Dates:

Gas Supply Charge (Cost of Gas) – Gas costs change monthly and are effective starting the first day of the calendar month.

Your Rights

New York State Department of Public Service (NYSDPS)

When you have a question about your bill, contact us at Liberty. Many problems can be resolved in this manner. If after contacting us you have any problem, complaint or concern that you feel we have not handled adequately, the NYSDPS Consumer Affairs Division is available to help you. They can be reached Monday through Friday from 8:30 am to 4:00 pm, except holidays. Call toll-free, 1-800-342-3377.

