

SAFETY TIP!

Dig Safe

With the arrival of warmer temperatures and milder weather, thoughts are naturally turning towards working outdoors. Liberty Utilities is urging everyone to use caution when performing excavation work. Prior to beginning any outdoor construction or home improvement project that involves digging, excavating, trenching, grading, or similar activities, Liberty Utilities would like to remind homeowners, excavators, landscapers, contractors, and all others to call Dig Safe® at 811. State law requires advance notice of at least seventy-two (72) hours in Massachusetts (excluding weekends and holidays) before excavation can begin. Additionally, the area to be excavated must be marked before the utility companies will identify the location of their underground facilities. From planting a tree to putting up a fence, remember to call 811!

Keep You and Your Family Healthy

As the warmer weather arrives, here are a number of tips to help keep you and your family safe:

- Remember to use sunscreen and insect repellent as needed – and always follow directions on the label.
- Sparklers, often thought to be safe, can burn users and bystanders. (They reach over 1000° Fahrenheit!)
- Keep grills 10 feet from buildings and coverings and always keep them in sight.
- Make sure children wear appropriate safety equipment, such as helmets and pads, when on scooters, bikes, or skateboards.
- When using a lawnmower, wear appropriate shoes, pants, safety glasses, and hearing protection.
- Remember to stay hydrated as temperatures rise outdoors or when performing activities.

COMMUNITY NEWS:



On Saturday, March 14th, Liberty Utilities participated in the Bristol County Home & Garden Show at Diman Regional Vocational Technical High School in Fall River. At the booth, information was available that included:

- conversion from oil to natural gas
 - energy efficiency programs
 - rebates and incentives
 - special protections and other program information for income eligible customers
 - natural gas safety information for all ages (from pipeline safety brochures to pamphlets on safety in the home for adults to coloring books for kids)
 - carbon monoxide safety information
 - Dig Safe® information
- It Is OK to Ask for ID (cover)
 - Carbon Monoxide: The Silent Killer
 - CO Detectors Can Save Lives
 - 2015 Construction Activities
 - Payments at Pay Stations
 - Important Telephone Numbers
 - Safety Information and Tips
 - Dig Safe
 - Warm Weather Warnings
 - Community News

Despite the rain, the event was very well attended and a lot of great information was exchanged.



Liberty Utilities®

www.libertyutilities.com



Liberty Utilities®

Community Newsletter

Spring 2015

Welcome to the Spring 2015 edition of the Liberty Utilities Community Newsletter!

What's Inside:

If you have any questions, suggestions, or concerns with information included in this or any future newsletter, please contact Jeanne Cherry at jeanne.cherry@libertyutilities.com.

Thank you for your attention to the information included in this brochure. We hope that you find this helpful and informative.

It Is OK to Ask for ID!

Anyone working on behalf of Liberty Utilities is required to carry an identification badge at all times. To verify an individual's status as our authorized representative, please feel free to call our Administrative Offices to speak with Human Resources at (508) 324-7811. If you are concerned with your safety, you can also call the local police or 911 if you feel you are in immediate danger.

Carbon Monoxide: The “Silent Killer”

Carbon monoxide (CO) is called the “silent killer”. Colorless, odorless, and tasteless, it can invade your home without warning. As you breathe it in, the CO displaces the oxygen you need to survive. Even in small quantities, it can cause headaches, nausea, dizziness, irregular breathing, sleepiness, and confusion. In larger quantities, it leads to unconsciousness and death. Important things to keep in mind about carbon monoxide safety are:

- Whether you heat your home with natural gas, oil, propane, coal, or wood, your heating system can produce toxic CO if it is not working properly or not vented correctly.
- Signs of CO include stuffy, stale or smelly air, very high humidity, or soot coming from a fireplace or heating system.
- Reduce the risk of CO poisoning by having your heating equipment “tuned up” each year by a licensed technician, preferably before the heating season begins.
- A plugged or blocked chimney could cause the products of combustion to back up and filter through your home and that is very dangerous to your health. Have your chimney or vent pipes checked for blockage at the same time.
- High efficiency furnaces, water heaters, and other energy-saving appliances may have exhaust vents (which exit your building through an exterior wall rather than through a chimney) that can become blocked by debris, foliage, or, in the winter months, even snow and ice. Please ensure that all obstacles are removed from your venting systems.
- Also, make sure your home is adequately ventilated, particularly if you have added insulation to your home, had major renovations done, or have enclosed the heating system to increase living space.

CO Detectors Can Save Lives

Effective March 2006, “Nicole’s Law” (MGL c.148, s.26F 1/2) requires Massachusetts homes to have properly installed CO detectors to alert you to the presence of this dangerous gas. **If the alarm sounds on your detector, leave your home immediately, then call the fire department from another location and ask them to check your home for the presence of CO.**

* Remember to change the batteries in your CO detectors when you change them in your smoke detectors. Doing this when Daylight Savings Time changes is a great way to remember this important step.

* Also, keep in mind that the life expectancy of a carbon monoxide detector is 5-7 years, depending on the alarm manufacturer. Replace aging CO detectors to ensure everyone’s safety.

**SEEK MEDICAL ATTENTION
IMMEDIATELY IF CO IS DETECTED.**

2015 Construction Activities

Liberty Utilities Massachusetts continues to replace its aging infrastructure as part of the Company’s initiative to maintain the integrity of its distribution system. For 2015, the “Main Replacement Program” encompasses the replacement of 9 miles of distribution main and 350 services.

Fall River: Projects have begun and will continue until the middle of summertime in the Grove Street and the Covell/Doyle Street areas. Also, the main replacement of facilities in the areas of Highland Avenue/Purchase/Cherry Streets and Elm/Green Street areas will be performed starting in the beginning of summer.

Somerset: Construction is set to begin at the beginning of summer and carry into late fall in the following areas: Ivanhoe/Irving Avenues, Wood/Orchard Streets, Roosevelt Avenue, and the Grove Avenue areas.

Swansea: Construction is set to begin in early fall in the following areas: Pearse Road/Dyer Street and the Clinton/Rounds Avenues.

Construction Activities (continued)

North Attleboro: The replacement projects are slated to begin soon in the following areas: Elmwood/Spruce Street, Hawthorne/Cross Street, Arnold/Sumner Street, and the Chestnut/Elm Street.

Plainville: Construction has begun and will continue until early summertime in the East Bacon/Spring Street area, East Bacon Street/Potter Avenue area, and the Bugbee/Washington Street area.

Payments at Pay Stations

Please use caution when paying your bill in person at a third-party payment center. Some local stores may accept utility payments as a courtesy to their customers, but we cannot guarantee that payments made at unauthorized locations will be posted to your account on time or even received. Authorized pay stations for Liberty Utilities are listed on our website – www.libertyutilities.com. Also, it is a good idea to always keep your receipt in case you must verify a payment.

Gas Leak Emergency: (800) 936-7000

Customer Service: (800) 544-4944

Call: Monday through Friday, 8:00am to 4:30pm

Walk-In: Monday through Friday, 8:00am to 4:00pm

Administrative Offices: (508) 324-7811

Dig Safe®: 811

Income Eligible Assistance:

- for Fall River, Westport, Somerset, and Swansea:

Citizens for Citizens (508) 679-0041

- for North Attleboro and Plainville:

Self Help, Inc. (508) 226-4192

*Aviso importante. Faça favor de traduzir imediatamente.
Avis important. Veuillez traduire immédiatement.
Aviso importante: por favor traduzcalo inmediatamente.*