

## **SAFETY TIP!**

### **If You Smell Gas...**

Natural gas is colorless and odorless in nature. To help ensure your safety, natural gas companies add an odorant called “mercaptan” so that people can tell if there is a leak. The smell is similar to sulfur or rotten eggs. If you smell gas, please:

1. Leave the building (home or business) immediately, taking everyone (including pets) with you. Do not retrieve personal items. Leave all doors and windows open behind you, but do not re-enter the building to open them.
2. **DO NOT:**
  - use phones, computers, appliances, elevators, or garage door openers
  - touch electrical outlets, switches, or doorbells
  - smoke or use a lighter, match, or open flame
  - position or operate vehicles or powered equipment where leaking gas may be present
3. From a neighbor's home or nearby business, call the Liberty Utilities' gas leak emergency number at (800) 936-7000.

### **Have a Healthy Summer**

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.

## **COMMUNITY NEWS:**

### **Community Activities**

**Liberty Utilities is proud to be a part of the Relay for Life event happening on June 27<sup>th</sup> at Bishop Connolly High School in Fall River.**

We have already had several fundraising events, including a yard sale at the end of May (shown below) and an ongoing calendar raffle for prizes to be awarded in the month of July.



**Come see the “Liberty for All” team on the track the day of the event and stop by our booth to say “Hi!”**

### **Call Center Relocation**

As part of the company's commitment to the community and to being more local and responsive, the call center for Liberty Utilities will be relocated from Pennsylvania to in-house at our 36 Fifth Street facility. Here are some of the friendly faces you will see when the new area opens in the fall.



**Liberty Utilities**<sup>SM</sup>

[www.libertyutilities.com](http://www.libertyutilities.com)



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**Community Newsletter Spring/Summer 2014**

***Welcome to the Spring/Summer 2014  
edition of the Liberty Utilities  
Community Newsletter!***

### **What's Inside:**

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**WATCH FOR A CHANGE IN THE LOOK  
OF THE NEXT NEWSLETTER!!**

If you have any questions, suggestions, or concerns with information included in this or any future newsletter, please contact Jeanne Cherry in our Marketing Department at [jeanne.cherry@libertyutilities.com](mailto: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.

## **Meter Accessibility**

Liberty Utilities reminds our customers that it is YOUR responsibility to provide safe and clear access to our meter. Some meters are located inside of basements and buildings and others are outside your homes or businesses. In all cases, clear and safe access is required.

### Inside Meters:

- Please be sure that basements and stairways are well lit.
- The stairs and meter location must be free of hazards, clutter, and debris.
- Loose steps, railings, and floorboards should be repaired as soon as they are noticed – for your own safety as well as that of our employees.

### Outside Meters:

- Please be sure that bushes and other shrubbery are not overgrown or hindering access and that these areas are clear of ice and snow during the winter.

### For Both:

- If you know it is time for your meter to be read, or if there is work being done, please restrain or relocate your pet when it is time for Company representatives to perform any work in or near your home.

Liberty Utilities works hard to be responsive to our customers and we care deeply about the safety of our customers and our employees. Please take a moment to make sure that our employees have the safe access they deserve as they perform their work to meet your needs.

## **Construction Activities in 2014**

Liberty Utilities Massachusetts continues to replace its aging infrastructure as a part of the Company's initiative to maintain the integrity of its distribution system. For 2014, the "Main Replacement Program" encompasses the replacement of approximately 8 miles of distribution main and 385 services.

**Fall River:** Projects have begun and will continue until the end of the summertime in the Cambridge/Smith Street and Jefferson/McGee Street areas. Also, the main replacement of facilities in the Cherry/Grove Street neighborhood will be performed beginning in late-summer.

**Somerset:** The work on the remainder of the Caroline/Summerfield Avenue neighborhood has been completed. Additionally, work on the mains on Centre and Gay Street has been completed in conjunction with the town's road restoration program. Other construction is set to begin early summer and carry on into early fall in the following areas: Marigold/Lilac Avenues, the eastern portion of Longhill/Newhill Avenues, Rice/Jackson Avenues, Palmer Street, Bower/Aetna Streets, and the Almy Road area.

**North Attleboro:** Jobs that have already been completed in this area include Richards Avenue, Westside Avenue, and Brandon/Ralph Streets. New projects are slated to begin early summer at Columbia Street, North Avenue, and East Washington Street.

**Swansea:** In the fall, the Company will focus on replacing the remainder of the mains between the Anthony/Ocean Grove/Bayview Avenues.

## **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.

## **Thinking About Adding or Upgrading Your Equipment?**

The natural gas service line to your home or business was engineered to meet the initial load requirements when the service was installed. When deciding to add additional gas equipment or load, please contact Liberty Utilities as early as possible to determine if the Company's facilities, including the gas service and meter, have the capacity to handle the new gas load. This analysis is especially important when installing natural gas appliances such as pool heaters, on-demand water heaters, back-up generators, or any natural gas equipment that requires gas pressures above the standard operating pressures to operate.

Please contact our Sales Department at (774) 627-2890 for more information.

**Gas Leak Emergency:** (800) 936-7000

**Customer Service:** (800) 544-4944  
Monday through Friday, 8:00am to 4:30pm

**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

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Avis important. Veuillez traduire immédiatement.  
Aviso importante: por favor tradúzcalo inmediatamente.*