

## SAFETY TIP!

### Maintaining Gas Lines

Liberty Utilities is required under federal and state regulations to maintain natural gas service lines up to and including the gas meter. Beyond the meter, the maintenance of any piping is the responsibility of the customer or property owner. Sometimes piping may be underground. If customers do not maintain their underground gas lines, the piping may corrode and leak, causing a potential safety hazard. This gas piping should be periodically inspected for leaks and, if metal, also be inspected for corrosion.

### 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 with you (including pets), and leave all doors and windows open behind you. Do not re-enter the home to open doors and windows or to retrieve personal items.
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 other 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 gas leak emergency number for Liberty Utilities at (800) 936-7000.

## COMMUNITY NEWS:



Liberty Utilities celebrated the grand opening of the Customer Care Center at 36 Fifth Street in Fall River on Tuesday, November 18th.

“We are very happy to offer our customers a place where they can transact business with us face-to-face,” said Robert Hines, Director of Customer Care. “Customers can pay their bill, request a new service, or inquire about numerous programs – including energy efficiency. Whether you call or walk in to our office, you’ll be speaking with people right here in Massachusetts. We are very proud to be part of the local community.”



# Liberty Utilities®

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



# Liberty Utilities®

Community Newsletter

Winter 2015

***Welcome to the Winter 2015 edition  
of the Liberty Utilities Community  
Newsletter!***

### What's Inside:

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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.

## **The Theft of Gas Puts Everyone at Risk!**

Liberty Utilities is committed to providing natural gas to our customers in a safe and reliable manner. Stealing natural gas is a dangerous act which puts everyone at risk. Tampering with or bypassing a natural gas meter in order to obtain free natural gas is illegal and can be harmful to the perpetrator as well as others. The theft of gas is a serious crime and Liberty Utilities will make every effort to ensure that anyone caught stealing gas is prosecuted to the fullest extent under the law.

To report a possible theft of gas, you may call Liberty Utilities at (800) 544-4944. All calls will be treated with discretion. You may also notify your local police department to report a possible theft of gas.

## **Do Not Heat with Your Oven!**

This is among the warnings fire departments issue when cold weather arrives. Ovens are not designed for that purpose; they can cook food all day long, but are not supposed to be operated with the oven door open or left on continuously for days at a time. Carbon monoxide (CO) poisoning is a real danger when an appliance is used incorrectly. Carbon monoxide is colorless, odorless, and tasteless, so you may be unaware of potential dangers. Fossil fuel burning equipment or appliances that consume fuel of any kind can emit CO as a by-product of combustion. Examples of fossil fuel burning equipment include: water heaters, oil or gas furnaces, wood or gas fireplaces, wood pellet stoves, gas clothes dryers, or gas cooking stoves. Always make sure to follow manufacturers' guidelines for the use and safety of equipment in and around your home.

## **Liberty Utilities' AMR Initiative**

In order to provide our customers with more accurate bills, Liberty Utilities has undertaken an initiative to install Automatic Meter Reader (AMR) devices on all applicable meters. This device allows for actual reads to be sent remotely to our meter readers. You may receive a phone call, mailed notice, or hang-tag on your door if your meter is one that will benefit from this device.

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.

Even if there is an AMR device, Liberty Utilities must periodically check our meter to ensure that it is running properly. Whether inside or outside, the customer is required to provide clear and safe access to the meter.

For 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.

For 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.

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 you, our customer, 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.

## **Adding or Upgrading Equipment**

Remember to call Liberty Utilities before you add or upgrade any natural gas equipment to ensure that the meter size and demands on the system can be met. For example, even if a new generator or high-efficiency water heater is the best option for you, if the meter is not sized right, the equipment may fail or not work at all.

## **Mass Save® Home Energy Assessments**

Liberty Utilities is proud to be a part of Mass Save® – a statewide initiative where residents in Massachusetts can get a free Home Energy Assessment. Energy efficiency improvements can be available at a reduced cost to customers and possibly financed by 0% loans. Please visit [www.libertyutilities.com](http://www.libertyutilities.com) or [masssave.com](http://masssave.com) for more information.

**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**

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