



News for our Natural Gas Customers

July/August 2022

MA

How to Reach Us

Emergencies

1-800-936-7000

1-508-883-9516 (Blackstone Legacy Customers)

Customer Service/Billing/ Payments

1-800-544-4944

1-508-883-9516 (Blackstone Legacy Customers)

www.libertyenergyandwater.com

Safety and Savings Information

f @ LibertyMassachusettsGas

t @ Liberty_MA_Gas

Customer Walk-In Centers

Currently closed due to COVID-19.

- 36 Fifth Street, Fall River, MA 02720
- 61 Main Street, Blackstone, MA 01504
(former Blackstone customers only)

Bill Payment Locations

Payments can be made multiple ways, including using the drop boxes located at our walk in centers, online or by phone. Visit www.libertyenergyandwater.com to make a payment and to view a complete list of ways you can pay your bill.

Income Eligible Assistance

Fall River/Westport/Somerset/Swansea:
Citizens for Citizens: 1-508-679-0041

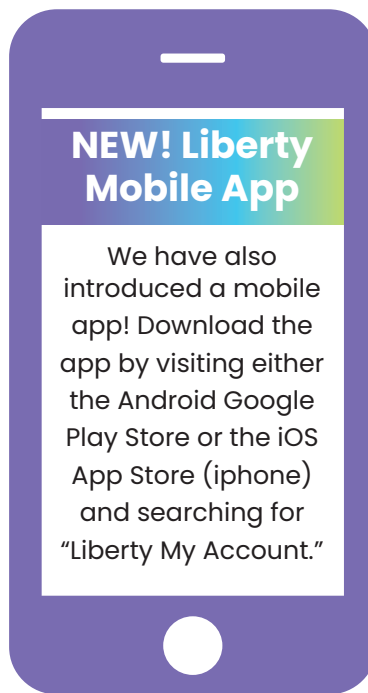
North Attleboro/Plainville:
Self Help, Inc.: 1-508-226-4192

Blackstone/South Bellingham/Wrentham:
Southern Middlesex Opportunity Council:
1-800-286-6776

Introducing Liberty My Account

You spoke up and we listened!

Our valued customers told us they wanted a better way to pay their bills and manage their energy usage. As a result, we have introduced My Account, an online platform that gives you different options on how you interact with us and provides you access to your account 24/7.



With the new My Account, you can:

View and pay your bill from the device of your choice

Choose your account notification preferences – email or text message – and when you want to receive them.

Sign up for Paperless Billing, which allows you to view and pay your bills securely online.

Set up and manage automatic payments so you'll never miss a payment.

View your usage with easy-to-read graphs, helping you better control your usage.

Ready to Register? Visit the "My Account" drop down menu at www.libertyenergyandwater.com.

NOTE: Blackstone legacy customers are not currently able to utilize My Account. We are working to provide these options



Liberty Awarded for Outstanding Safety Record

On May 4th, Liberty received the American Gas Association's (AGA) Safety Achievement Award in the medium sized combination utility category. This prestigious award recognizes Liberty and all our employees for their safety performance in our natural gas, electric and water operations.

Safety is our number one priority at Liberty. We have faced many challenges over the last few years, but one thing that has remained consistent is our laser focus on safety. This safety driven mentality not only protects our employees, but it also ensures our customers are receiving safe and reliable energy and water services.

As a company, we have worked over 12 million hours without a single lost-time injury across our whole North American business. This number is especially impressive considering how much work we do each day throughout thousands of communities for our more than 3 million customers.



Protect Yourself from Carbon Monoxide

Carbon monoxide, otherwise known as CO, is a normal by-product of any fuel combustion, but high levels of it indoors can cause serious illness and can even be fatal. Typical heating fuels (oil, propane, wood, natural gas, etc.) can create carbon monoxide. The best way to protect yourself from CO buildup is to install CO detectors in your home and have your chimney, heating system and water heater flue vent piping inspected regularly. For more important safety information regarding carbon monoxide, visit www.libertyenergyandwater.com.



Do You Have Customer Owned Gas Piping?

Liberty diligently maintains the pipes that bring gas to your home or business. However, any pipes that extend from the outlet of the gas meter to natural gas-burning appliances are the responsibility of the customer. Some examples where customer-owned piping may be involved includes outside gas lighting, gas heaters for pools/hot tubs, natural gas barbecue and detached buildings with gas appliances.

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. For more information on customer owned piping, please visit the safety page of www.libertyenergyandwater.com.



Natural Gas BBQ Safety

Nothing says summer like grilling up some grub on your natural gas grill. When using your grill, it is important to make sure you are using it safely.

- Never smoke or light a match while checking connections.
- Turn off the natural gas supply valve when checking connections.
- Never use a barbecue inside – it should be outdoors, on level ground, out of the wind and away from combustible materials.
- A natural gas supplied barbecue should have a shut off valve in addition to any control valves in the barbecue itself. This shut off valve must be turned off after each use of the barbecue.