



Liberty Utilities

News for Our Natural Gas Customers

Remains of the building destroyed New Year's Day at
the Four Winds Apartments in Fall River.



FEBRUARY/MARCH 2019

How to reach us

Gas Emergencies/Leaks

1-800-936-7000

Customer Service/Billing/Payments

1-800-544-4944

Safety and Savings Information

 [www.facebook.com/
LibertyUtilitiesMA](http://www.facebook.com/LibertyUtilitiesMA)

 www.twitter.com/LibertyUtil_MA

Customer Walk-In Center

36 Fifth Street (Hartwell Street entrance)
Fall River, MA 02720
8 a.m. - 4 p.m., M-F

Bill Payment Locations

Payments can be made at our walk-in center, most Walmart locations, and other authorized CheckFreePay® locations. To find a location near you, visit www.libertyutilities.com.

Income Eligible Assistance

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

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

Our business and residential customers are eligible for energy efficiency savings through Mass Save. There are no-cost home energy assessments, special programs for income eligible customers, small business programs, and more! Call Mass Save at 866-527-7283 or visit www.masssave.com today!

Assistance for Victims of Apartment Fire

The local news showed viewers the devastation when a car drove into a building at the Four Winds Apartments on New Year's Day. The collision killed the driver and passenger, and ignited a fire that consumed the entire building. Thankfully, no residents were injured or killed, but several pets perished when all 33 apartments were completely destroyed and over 80 residents lost everything.

The outpouring of community support has been absolutely amazing and we are proud to be part of this relief effort. As a company show of support, Liberty Utilities donated \$100 per person totaling \$8,200 to help those affected. Employees also individually contributed gift cards for the residents to use at local restaurants, grocery stores, and retailers on food, clothing, and other immediate needs.

There is still a call for help as the victims continue to try and find permanent housing and replace what they can. Here are some ways you can donate if you would like to help:

- Monetary donations can be made at all St. Anne's Credit Union locations. Tell them you wish to contribute to the Fall River Wives Association's fund to help those affected by the Four Winds Fire. You can also mail donations to: Firefighter Wives Association, Inc., P.O. Box 423, Somerset, MA 02726.
- Gift cards can be brought to the Fall River Fire Department headquarters at 140 Commerce Drive or dropped off at the Community Development Agency, 4th Floor, Government Center, Room 414.
- Pet food and supplies can be dropped off at Pet Smart in Fall River and/or Swansea.
- You can also visit redcross.org/MA, call 1-800-564-1234, or text REDCROSS to 90999 to make a \$10 donation American Red Cross Disaster Relief.
- A fundraiser is in the works for Saturday, February 2nd at Boneheads Live on Water Street in Fall River. The Firefighter Wives are looking for bands, volunteers, raffle items, food, etc.



Do Not Use Your Oven to Heat Your Home!

This is one of the most common warnings fire departments issue when colder 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. CO is colorless, odorless, and tasteless, so you may be unaware of potential dangers. Heating equipment or appliances that consume fuel of any kind can emit CO as a byproduct of combustion. Examples of equipment that can produce CO are water heaters, furnaces, fireplaces, pellet stoves, natural gas dryers, and gas cooking stoves. Always make sure to follow the manufacturers' guidelines for the use and safety of equipment in and around your home.

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 the piping is the responsibility of the customer or property owner. Some of this piping may be underground. Unmaintained piping may cause a potential safety hazard. Piping should be inspected periodically for leaks and, if metal, also inspected for corrosion.

Protect Yourself from Carbon Monoxide

Carbon Monoxide is created by the incomplete combustion of any fossil fuel, including natural gas or oil. It is a colorless and odorless substance that is difficult to detect. Here are some ways you can protect yourself against carbon monoxide:

- o Keep snow away from boiler, furnace or water heater vents on the side of your home or business. Neglecting to do so could cause the airflow to be blocked, and could result in deadly gas migrating back into the building.
- o Don't try to do it yourself! Always use a licensed plumbing and/or heating contractor when installing fuel-burning devices.
- o Have a qualified professional inspect your fuel-burning devices annually to make sure they continue to operate properly.
- o Make sure you have enough carbon monoxide alarms installed, based on the size and layout of your home. There should be one on every level, including the basement, near every bedroom and in other locations required by any applicable laws/building codes.

Avoid Scams

There has been an increase in telephone calls during which a scammer claims they are from a utility company and attempts to get payment over the phone or tries to get other information (like your account number) so they can steal your identity. Don't be fooled! When you call us, we need to ask certain questions to make sure we are talking to the real you and protect the security of your account, but we will not call you and ask for personal information. We will also never call you and demand payment immediately over the phone; we will direct you where you can make payments if you are past due.

There have also been incidents of utility worker impersonation - when a criminal shows up at a customer's door and pretends to work for a utility. They could ask to come inside and check equipment or try to get personal information to "verify" your account. Anyone working on behalf of Liberty Utilities is required to carry an identification badge at all times. To verify an individual's status as an authorized representative, call Customer Care during normal business hours. If you are concerned for your safety, you can also call the local police or 911 if you feel you are in immediate danger.

We want our customers safe, so always be cautious and aware of who is contacting you and what information they are requesting.

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 of the law.

To report a possible theft of gas, you can call Customer Care. All calls will be treated with discretion. You may also notify your local police department to report the possible theft of gas.

