



News for our Natural Gas Customers

Spring 2023

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

Stay Connected with Us



@ LibertyMassachusettsGas

@ Liberty_MA_Gas

Drop Box Payment Location

36 Fifth Street, Fall River, MA 02720

(Payments from Blackstone legacy customers not accepted at this location)

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

Spring Into Savings

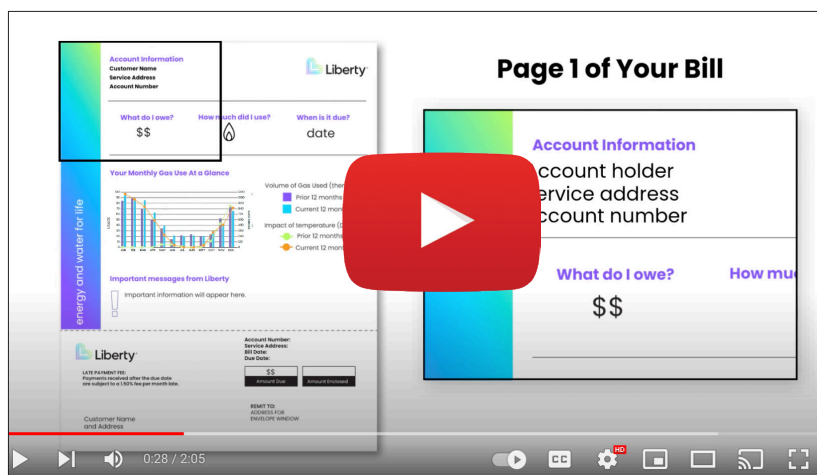
Massachusetts

Saving You Time and Energy Your Bill Explained

Even though we rolled out our new bill design some time ago, we want to make sure our valued customers know where key information is located.

On our website, you can watch a short video walking you through the locations of your new account number, total amount due, usage chart, and more. There is also an infographic which breaks down your charges so you know what each is for, allowing you to better manage your usage.

To view these tools, go to www.libertyenergyandwater.com and select "Understanding My Bill" located on the "Customer Service" drop down menu.



Promotional Opportunities



Did you know that throughout the year, we highlight promotional opportunities for energy-saving equipment and other programs on our social media pages? Follow us to learn more.



Be the Boss of Your Bills

Taking control of your energy bills all starts with a no-cost energy assessment.

Whether you're a homeowner, renter or landlord, the Sponsors of Mass Save® offer no-cost virtual or in-person Home Energy Assessments to help you learn about your top energy-saving opportunities in an easy, convenient way.

An Energy Specialist will assess your current energy use, help you develop a plan to make your home more energy efficient, and educate you on rebates and incentives you may qualify for. **Schedule your no-cost Home Energy Assessment today by calling 866-527-SAVE.**

Scan the code for more savings tips.



Spruce Up Your Home for Spring

Those cold winter days and nights have been hard not only on you and your family, but on your home as well. Spring is the perfect time to tackle some maintenance and repair projects that will prepare your house for warm weather. By doing so, you'll make your home more comfortable and save energy.



Inside:

- **Maintain your HVAC.** Your heating system has been running all winter. If you haven't been changing your filters regularly, start now. A cooling system free of dust and dirt runs more efficiently.
- **Install window treatments.** Curtains and shades present an opportunity for savings in seconds during warmer months. Block out sunlight on hot summer days to keep rooms cooler. Closing the curtains takes just a few seconds and keeps rooms more comfortable while saving you energy.
- **Don't forget the fridge.** When vacuuming and dusting, remember to clean behind the refrigerator. Dust buildup causes the refrigerator to run less efficiently.

Outside:

- **Take a look at your roof.** Check for any areas where winter weather may have caused sagging or cracks.
- **Trim trees and bushes away from your house.** This will help to let additional light in, which can reduce the need to turn lights on in the early evening.

Time Savers

Quick & Easy Payment Options

Liberty offers many convenient ways for you to pay your bill.

Automatic Payments - Sign up for automatic payments and your monthly payment will be automatically deducted from the account of your choice. Never worry about missing a bill deadline again!

Paperless Billing - With Paperless, you can choose to receive an email or text letting you know your bill is available to view and pay online.

One-Time Payments - Make a one-time payment using a credit card online or over the phone at 1-800-544-4944. There is a \$1.75 processing fee charged by our vendor for this service.

To view all available payment options, visit libertyenergyandwater.com.

