

Additional News

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We Dare You – Give Paperless Billing a Try

If you aren't already enrolled in Paperless Billing, what are you waiting for? See below for a preview of some of the benefits you'll experience when you sign up for Paperless Billing. After you try it, if it's not for you, simply toggle back to paper statements in My Account. Get started today by signing in to My Account or **scan the QR code** for more information.



Secure and timely – Receive a link through email or text when your bill is ready. Don't lose another bill in the mail or in a pile.



Convenient – Access and pay your bill anytime, anyplace. Combine paperless billing with notifications and automatic payment plan for ultimate peace of mind.



Eco-friendly – Help protect our natural resources by reducing one paper bill at a time.



Less is more – No clutter. No return postage.



Financial Assistance



Time is Running Out to Take Advantage of Energy Assistance Programs

Spring may be right around the corner, but there is still time to enroll in the Massachusetts Home Energy Assistance Program (HEAP) to get help with winter heating bills. Enrollment is only open while funds last, and winter heating benefits end April 30. Enroll today while funds are available.

For more information or to enroll, visit mass.gov/home-energy-assistance-programs or **scan the QR code**.

Safety

Keep Meters and Vents Clear of Snow and Ice

During winter months, it's important to keep your utility meter clear of snow and ice so it will operate properly. If snow does build up around your meter, clear it using a broom or a snow brush to prevent damage to the meter. If you have a boiler, furnace, or water heater that vents through the side of your property, be sure to keep snow away from vents. Neglecting to do so could cause airflow to be blocked, which could result in gas migrating back into the building.

Visit the "Safety" section of www.libertyenergyandwater.com for more information.

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How to Report a Gas Leak

Most people are familiar with the distinctive odor added to natural gas. It's often compared to sulfur or rotten eggs. **If you smell gas in your home or suspect a gas leak, call us right away at 1-800-936-7000 or dial 911.**

Detecting a leak:



Smell - A distinctive "rotten egg" odor added to make natural gas detectable.



Listen - A hissing sound near gas appliances or a blowing sound near gas lines.

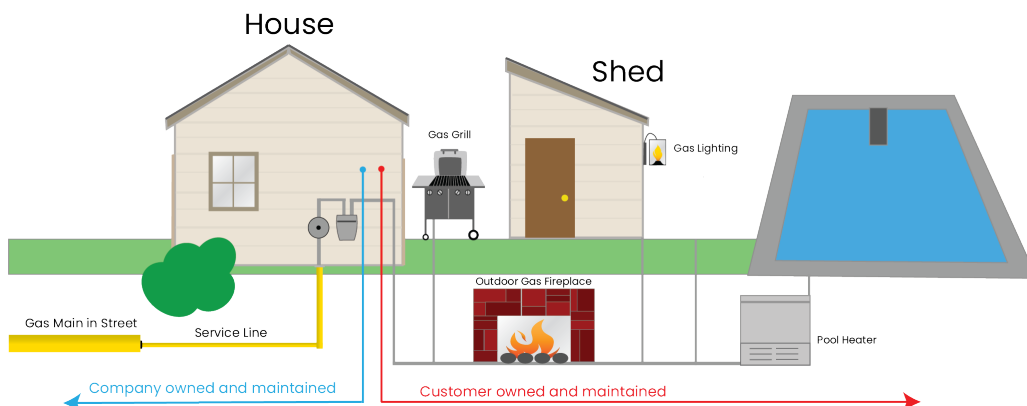


Look - Blowing dirt, bubbling water, dry spots in moist areas, or dead plants surrounded by green, live plants near gas lines.

If any of these signs are present, leave the area immediately. Do not reenter the property for any reason until Liberty personnel tell you it is safe to do so.

What's Yours, What's Ours

Liberty diligently maintains the pipes that bring gas to your property. However, the pipes that extend from the outlet of the gas meter to natural gas-burning appliances are the responsibility of the customer. These pipes should be inspected regularly.



If corrosion or other unsafe conditions are found, the pipes should be repaired immediately. Contact your local plumbing/heating contractor to have your gas lines checked or visit the safety page of our website for more information about customer-owned piping.

Protect Your Family from Carbon Monoxide

Carbon monoxide (CO) is a colorless, odorless substance that is created by the incomplete combustion of any fuel including propane, natural gas, oil, kerosene, and even wood.

If appliances that burn fuel are maintained and used properly, the amount of CO produced is usually not hazardous. However, if appliances are not working properly or are used incorrectly, dangerous levels of CO can result.

Carbon monoxide can be deadly. Symptoms of carbon monoxide exposure include headaches, nausea, dizziness, coughing, ringing in the ears, and spots before the eyes. If you suspect carbon monoxide exposure, get to fresh air and call 911 right away.

Protect yourself by installing carbon monoxide detectors in your home and testing them monthly.