



News for Our Natural Gas Customers



The Skeleton in Armor Plaque
Returned to Fifth Street

JULY/AUGUST 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

As you get your yard ready for summer barbecues and family outings, remember to call 8-1-1 before any digging. It's free, it's the law, and it could help prevent costly damage and safety issues.

Also, now is a good time to check around your meter and make sure it is clear from any shrubbery that could hinder access as it grows.

The Skeleton in Armor Plaque: Back at Home

You may have heard that the "Skeleton in Armor" plaque had been stolen from our Fifth Street office building last November. Luckily, one of our employees noticed the plaque missing, contacted the Fall River police department, and followed their suggestion to alert scrap yards to the theft. The owner of a local scrap yard called that day and returned it to the company - free of charge.

We are now happy to report that this historical marker is back on the building, albeit around the corner and higher from the ground than its original position.



Do You Have Pipes Past Your Meter?

Yes! That is how the gas goes from the meter to the equipment where it is used. Do you know who is responsible for the piping past the meter? You! Liberty Utilities maintains the natural gas service lines up to and including the gas meter. Beyond the meter, the piping is the responsibility of the property owner - including any piping under the ground after the meter. If customers do not maintain their underground gas lines, the piping may corrode and leak, causing a safety hazard. Make sure to have gas piping periodically inspected for leaks and (if metal) also corrosion.





Annual Gas Service Line Inspections In Progress

Liberty Utilities conducts inspections for all gas service lines on a three-year cycle. This means that you may see authorized company personnel walking around your neighborhood with the equipment needed to inspect our system. Any authorized representative working on behalf of the Company is required to carry an identification badge at all times - including the contractors performing this work.

Our goal is to minimize the impact of these inspections on our customers. Inspections are performed all the way up to and including the meter - even meters inside buildings or behind fences. This means that one of our representatives may knock on your door to request access to our meter.

If you have questions about these inspections in your area, please call Customer Care at (800) 544-4944 during normal business hours. In addition, local police are notified in advance of who will be performing work in your area, so if you are unsure of the legitimacy of a representative and feel you are in immediate danger, you can also call the police or 911.

Avoid Construction Delays!

We routinely replace some of our older piping every year as part of our continuous effort to ensure safe and reliable natural gas service for our



customers. We work closely with cities and towns to coordinate our work with any street projects they have planned to try to minimize the impact on traffic. In 2019, the goal is to replace 16.5 miles of distribution main and replacement and/or transfer of 1,450 services. Some of the projects planned by city/town are as follows:

- o Fall River: Replacement projects are slated for the areas along President Avenue, Pitman Street, Robeson/Pine Street, and New Boston Road. Also, the main replacement of facilities in areas within the Industrial Park, along Bedford Street, and Middlesex Street will be performed in the beginning of spring.
- o North Attleboro: Projects are planned that will take place along a section of Commonwealth Avenue.
- o Somerset: Construction is set to start at the beginning of spring and carry into mid-summer in the areas of Brayton Point Road/Butler Street, Sycamore Terrace, Marble Street, Haute Drive, and the area of the Americana Terrace neighborhood.
- o Swansea: Similar to Somerset, construction is set to start at the beginning of spring and carry into mid-summer. The areas impacted will be Gardeners Neck Road, Burke/Louis Street, Bayside/Summit Avenue, and Seaview/Touisset Avenue.
- o Westport: Construction is set to begin this summer in the area around Osborn Street.

The timing of specific projects can change based on weather conditions and other factors that arise during the construction process. To help you plan your route, you can always go to the "Construction Notifications" section on our website (www.libertyutilities.com) and check to see the biggest projects that we have planned in your area for that week.

Does Your Meter Need Exchanging?

Have you received a letter, door hanger, or call regarding the exchange of your natural gas meter? Do you know why you have received a notice, but your neighbor may not have? All meters are periodically changed for scheduled maintenance to ensure maximum efficiency and safety.

Do you know the easiest way to make an appointment to have it done? Simply go to our website, enter your city and state, and click the "Meter Exchange Notice" link to access a form where you provide information for your preferred appointment days and times. Once you complete the form, a Customer Care representative will contact you within one to two business days to schedule the appointment.

