



# News for our Natural Gas Customers

May/June 2021



## How to Reach Us

### Emergencies

1-800-936-7000

### Customer Service/Billing/Payments

1-800-544-4944 or [www.libertyutilities.com](http://www.libertyutilities.com)

### Safety and Savings Information

[www.twitter.com/LibertyUtil\\_MA](https://www.twitter.com/LibertyUtil_MA)  
[www.facebook.com/LibertyUtilitiesMA](https://www.facebook.com/LibertyUtilitiesMA)

### Customer Walk-In Centers

Currently closed due to COVID-19 restrictions

36 Fifth Street (Hartwell Street entrance)  
Fall River, MA 02720

### Bill Payment Locations

Payments can be made at our walk-in center, most Walmart locations and other authorized CheckFreePay® locations. To find one near you, visit [www.libertyutilities.com](http://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

## Showing the Local Love

Over the last decade, Liberty has been partnering with the United Way to help the communities where we work and live. Through the United Way, we help support a variety of local organizations.



Despite not being able to hold in-person events due to COVID restrictions, we saw our biggest fundraising year yet for our 2020 United Way workplace campaign. Nationwide, our employees raised over \$200,000 to be distributed among our communities. This is an amazing effort and we are so proud of our employees for pulling together and helping others in need.



## Energy Saving Tip

Did you know that domestic hot water usage can account for up to 30% of your home's energy consumption? Fortunately, there are ways you can use less hot water and save energy.

- Install low flow shower heads and faucet aerators.
- Make sure the dishwasher is full when using it.
- Wash your clothes in cold water.
- Reduce water heater temperature to 120°F to save energy.

## Smell Gas? Here's What to Do.

Smell gas in your home or outdoors? From a safe location, call and tell us your street location. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure the situation is safe. Call Liberty at **1-800-936-7000** or **call 911**. Visit our website for more information. [www.libertyutilities.com](http://www.libertyutilities.com)



## COVID -19 Relief

Liberty and Citizens for Citizens, Inc. (CFC) have partnered together to bring awareness to the resources and programs available to our customers. Although customers are protected from termination of service now, we are able to resume disconnections activity after July 1, 2021.

Liberty offers a specialized budget program called "AMP" if you have a balance of \$300 or greater on your account. If you qualify for this program, a portion of your bill will be forgiven as you make affordable monthly payments. You will also be eligible for energy efficiency services which may include an energy audit, weatherization and/or heating system repair or replacement, **all free of charge.**

For more information, visit the "Fuel Assistance" page under the "Energy Programs" tab on the CFC website at [www.cfcinc.org](http://www.cfcinc.org), or call the office at 508-679-0041.



## Keep Meters Clear From Vegetation

Did you know that shrubbery growing near your natural gas meter can interfere with our technicians' ability to read it or access it in an emergency? Be sure to check your natural gas meter often throughout the spring and summer months. When necessary, carefully remove anything such as shrubbery or items that may impede our technicians' ability to access it.



If a hand shovel or more is required to remove vegetation, be sure to always call 811 prior to digging. We will come and mark out where your natural gas line is so you can avoid it.

Help us keep you safe and clear those meters.



## Did You Know...?

When cooled to -260°F, natural gas becomes a liquid. LNG, or liquefied natural gas, is used when natural gas pipelines are not available. Liquefying natural gas is a way to move it from one area to another.

## Construction Up Ahead!

Over the next several years, Liberty is embarking on an ambitious plan to replace certain segments of our aging distribution system. In 2021, we expect to complete 25 miles of main replacement, with 18 of those miles in the City of Fall River. The goal of this undertaking is to make our system more reliable, safer and reduce methane emissions which will help to decrease greenhouse gasses escaping into the atmosphere.



Because of the nature of our business, the majority of our infrastructure is found underground, which means our customers and other residents/businesses in the area could be affected by construction related traffic delays. While work is ongoing, please bear with us! The upgrades we are making will help us provide safe and reliable service.

Liberty and/or a qualified contractor will perform the work. While most roads will remain open to the public, some may be closed and parking may be limited. For a list of streets where our scheduled work will be taking place, please visit [www.libertyutilities.com](http://www.libertyutilities.com).