

News for our Natural Gas Customers

July/August 2021

How to Reach Us

Emergencies

1-800-936-7000

Customer Service/Billing/ Payments

1-800-544-4944 or

www.libertyenergyandwater.com

Safety and Savings Information

www.twitter.com/LibertyUtil_MA

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.libertyenergyandwater.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

New Website Address – Coming Soon!

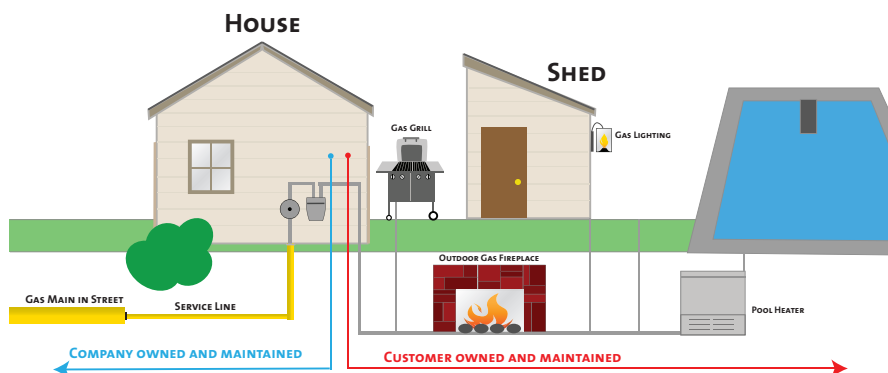
Our logo isn't the only thing getting updated! As part of our new brand, the URL to our website will also be changing. You can now access our website by visiting www.libertyenergyandwater.com.

Protect Yourself from Carbon Monoxide

Carbon monoxide, or CO, is a normal by-product of any fuel combustion, but high levels of it indoors can cause serious illness and can even be fatal. Typical heating fuels (oil, propane, wood, natural gas, etc.) can create carbon monoxide. The best way to protect yourself from CO buildup is to install CO detectors in your home and have your chimney, heating system and water heater flue vent piping inspected regularly. For more important safety information regarding carbon monoxide, visit www.libertyenergyandwater.com.

What's Yours - What's Ours

Liberty diligently maintains the pipes that bring gas to your home or business. However, it's important to know that 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. Contact your local plumbing/heating contractor to have your gas lines checked. If corrosion or other unsafe conditions are found, the pipes should be repaired immediately. A fee for this service will be charged by the contractor. For more information on customer owned piping, please visit the safety page of www.libertyenergyandwater.com.



31230-1-0006



Cleaning Up Swansea

As part of our commitment to support the communities where we live and serve, a group of Liberty employees got together to clean up the home field for the Swansea Little League at Swansea Veterans' Memorial Park (a.k.a. Covel Estates). Liberty employees, along with some of their family members, did some light maintenance, including raking leaves, picking up trash and scraping old paint off of the dugout walls to help with the final preparations for the season.

Great job keeping our communities clean and keep up the great work.



A New and Improved Customer Experience



Over the past few months, you may have noticed some changes on your Liberty bill. The changes you see are the result of us switching to a new customer information system in preparation for new features that will soon be available to you, including the ability log in to view your account usage, make payments and set up notifications.

Here are some of the changes you are already seeing:

- **New bill** – Your new bill is simplified and easy to read. It features a new usage chart that provides detailed information.
- **Your account number has changed** – Your new bill has your new account number at the top. If you used your bank's online bill payment service to pay your Liberty bill, you need to edit the information to include your new account number.
- **Our payment address has changed** – Your new bill has our new payment address on the payment coupon.

Please note that our phone numbers have NOT changed. You can continue reaching us at the numbers listed below:

Customer Service: 1-800-544-4944

Emergency: 1-800-936-7000

Outdoor Living Powered By Natural Gas

Bring all the comforts of indoor rooms to your backyard, deck or patio by creating a beautiful outdoor living space with natural gas appliances.

- **Natural Gas Barbecue** – Never again will you run out of gas while your dinner is cooking or be inconvenienced with having to refill your tank.
- **Natural Gas Patio Space Heater** – The fun doesn't have to stop when the temperature drops. Enjoy your patio on those colder days and nights from spring to fall.
- **Natural Gas Pool Heater** – Swim in the warmest of waters all through the season.
- **Natural Gas Outdoor Fireplace** – There is nothing better than cozying up to a warm fire on a cool evening.

Extend your summer days and nights into fall with natural gas appliances. For more information on natural gas home appliances, visit www.libertyenergyandwater.com.