



# News for our Natural Gas Customers

Summer 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](http://www.libertyenergyandwater.com)

### Stay Connected with Us



@ LibertyMassachusettsGas



@ Liberty\_MA\_Gas

### Bill Payment Locations

We offer a variety of methods to pay your bill, including online or by phone.

Visit [www.libertyenergyandwater.com](http://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/Swanset:  
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

This Summer, It's All About

 **YOU**



Massachusetts

## Comm(YOU)nity Giving

On Saturday, June 24th, Liberty – Massachusetts employees upheld their longstanding tradition of supporting the Fall River Chapter of the American Cancer Society through participating in the annual Relay For Life event at the Bishop Connolly High School Athletic Field in Fall River.

While the “Liberty For All” team had nine walkers, other Liberty team members and their friends and family joined together to walk in honor of a former Liberty employee and longtime friend, Mark Nassiff, who passed just recently from cancer.

In addition to employees who volunteered their time to walk, other Liberty volunteers helped the Relay leadership committee set up before the event, aid with logistics during the event, and clean up after.

In addition to the Relay For Life event, Liberty employees work throughout the year to raise additional funds to support the American Cancer Society. To date, Liberty has raised more than \$17,950 for the American Cancer Society, a number that shattered the annual team goal of \$5,000.



Scan the QR code to learn more about the ways Liberty is making a difference in your community.



**Photo Caption:** Two Liberty retirees celebrate winning their battle with cancer by joining hands in the first lap around the track, known as the Survivors Lap.



## When Life Happens We're Here For YOU

Sometimes life happens, and not in the way you intended. If you find yourself with unexpected expenses and need help paying your utility bill, we're here for you.

### We offer...



Financial assistance



Budget billing

Scan code to learn more



## Helping YOU Save This Summer (A New Spin on Ceiling Fans)

Ceiling fans make you more comfortable and can help reduce your energy usage. Here are some things about ceiling fans that you may not know.



**Ceiling fans cool people, not the air** – Airflow from the fan doesn't lower the temperature of the room, but creates a wind chill effect that makes you feel cooler, reducing the need for A/C. Ceiling fans spinning in an empty room is a waste of energy, so turn them off when you leave.

**Set Spin Direction** – Most ceiling fans include a switch that changes the direction of the blades. Ceiling fans should be set counterclockwise in the summer to help create a downdraft, which creates a cooling breeze.

**PRO TIP:** Learn where all your cool air could be escaping with an energy audit! Liberty offers no cost Home Energy Assessments to help you learn about your top energy-saving opportunities. An Energy Specialist will assess your current energy use and develop a plan to make your home more energy efficient. Visit the "Smart Energy Use" section of our website for more information.

## BBQ Safely This Summer – We Want YOU Safe



Natural gas grills are a popular choice for homeowners. They're safe, convenient and cost less to operate than a charcoal grill. With natural gas, there is also no cumbersome tank to refill like with propane grills, and you avoid the messy cleanup after using charcoal.

As with any appliance, however, proper maintenance and safe operating practices are critical. Here are a few tips:

- Don't wear loose clothing when operating your gas grill
- Shut off the gas supply or disconnect before you clean or perform maintenance on your grill
- Always keep the lid open when lighting the grill to prevent gas from causing a sudden flare up

## Do YOU Know – About the Cost of Gas

We often get questions from customers about the cost of natural gas. Liberty purchases the natural gas we deliver to customers on the open natural gas market and passes that cost directly on to our customers. The cost is determined solely by market conditions – not Liberty – and is heavily regulated by the Massachusetts Department of Public Utilities. This is why you may see fluctuations throughout the year. For more information about the cost of natural gas, visit our website – [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).