

# News for our Natural Gas Customers

MA

March/April 2022

## 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)

### Safety and Savings Information

f @ LibertyMassachusettsGas

t @ Liberty\_MA\_Gas

### Customer Walk-In Centers

Currently closed due to COVID-19.

- 36 Fifth Street, Fall River, MA 02720
- 61 Main Street, Blackstone, MA 01504  
(former Blackstone customers only)

### Bill Payment Locations

Payments can be made multiple ways, including using the drop boxes located at our walk in centers, 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

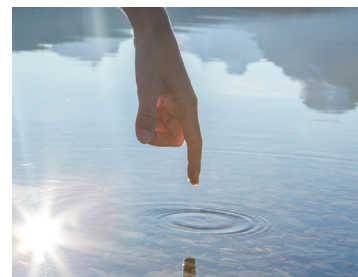
Fall River/Westport/Somerset/Swansea:  
Citizens for Citizens: 1-508-679-0041

North Attleboro/Plainville:  
Self Help, Inc.: 1-508-226-4192

Blackstone/South Bellingham/Wrentham:  
Southern Middlesex Opportunity Council:  
1-800-286-6776

## Sustainability Across Liberty

As an energy and water company, we have a responsibility to lead the way on sustainability. We have demonstrated our prioritization of sustainability through the rollout of important initiatives, such as our enterprise-wide goal to achieve net-zero by 2050. Below are some of the initiatives Liberty is pursuing to make sustainability an attainable goal.



In New Hampshire, Liberty has spearheaded a battery storage pilot program, introduced a special rate for customers who charge electric vehicles at home, and partnered with a local landfill to turn decaying matter into renewable natural gas. Our New York territory has executed contracts to build a renewable natural gas decompression facility and purchase renewable natural gas from local dairy farmers.

In Missouri, Liberty constructed its first solar facility which allows customers to lock in an affordable rate without the cost and maintenance of a private rooftop solar system. The wastewater treatment plant in Avondale, AZ produces A+ affluent water which is used for irrigation of food crops and landscape irrigation, thereby reducing the need for potable water.

In addition to the initiatives listed above, the majority of our operating areas across the United States use alternative fuel vehicles, such as electric cars and trucks powered by compressed natural gas. Utilizing alternative fuel vehicles is not only cost effective, it helps to eliminate the amount of pollution released into the atmosphere.

For more information about the ways Liberty is working to increase sustainability, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).



## Protect Yourself From Scams

Utility customers are frequent targets of fraud. Scammers can use emails, phone calls or text messages to trick you into giving them your personal information. If any of the following occur, end contact immediately and report the occurrence to Liberty or your local police department.

- Requests for payment over the phone by prepaid credit card
- Calls on the weekend demanding immediate payment
- Individuals requesting payment or offering services that are not in a Liberty vehicle, do not have a company identification card, and are not wearing a Liberty logo/uniform
- Emails requesting personal or financial information

For more information and a list of frequently asked questions, please visit the "Safety" drop down menu on our website.

Note: Blackstone legacy customers can access this information by selecting "Fall River" as the community before entering the website.



## Planning a Project That Requires Digging? Call 811



Did you know April is national Safe Digging Month? Before doing anything that involves putting a shovel in the ground, call 811. Making this call is not only the law, but it can protect you from a dangerous situation.

Electric power lines, natural gas pipelines, water pipes, communications lines and other utility services can be within a few feet of the ground's surface. Not knowing where these lines are can result in personal injury, property damage and neighborhood service interruptions. Even a small dent or scrape can cause damage.

**Call 811. It's free, it's easy and it's the law.**

## Be Cautious When Using Third Party Payment Agents

If you use a third party bill payment agent, either online or in person, please be sure it is authorized to accept payments on our behalf. You can pay your bill at Walmart without paying a fee. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly. For a list of authorized payment agents near you, please visit our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).



Please note: Blackstone legacy customers are not able to pay their bills using third party payment agents. Please visit the website to find out what payment options are available to you.

## Clogged Sewer Line? Use Caution

A blocked sewer line may be the result of another utility line (gas, electric, etc.) accidentally cross boring through the sewer line. A cross bore is an unsafe intersection of two different utility lines. Do not try to clear a sewer line blockage yourself. It could result in a serious accident. The safest way to ensure there is no cross boring in your sewer line is to have a professional inspect the line with a video inspection system.

