



News for our Natural Gas Customers

January/February 2021

MA



How to Reach Us

Power Outages/Emergencies

1-800-936-7000

Customer Service/Billing/Payments

1-800-544-4944 or www.libertyutilities.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

8AM - 4PM M-F

Bill Payment Locations

Payments can be made at our walk-in center, Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. To find one 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

Liberty's Commitment to Kindness



At Christmastime we partner with local organizations to make sure less fortunate children in our communities have presents to open on Christmas morning. Because of the ongoing

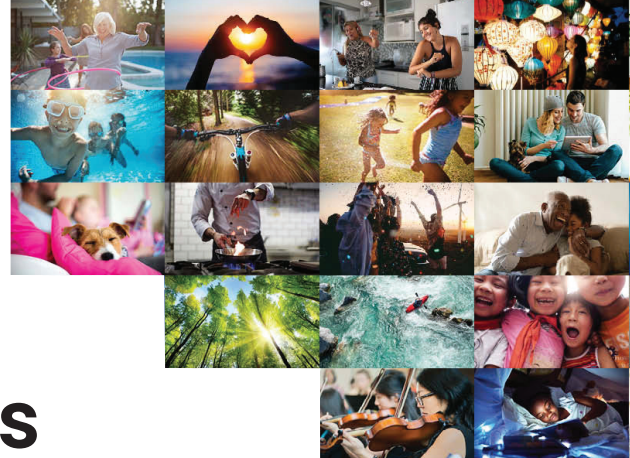
pandemic, these children needed us more than ever.

Our employees pooled together and collected toys for Citizens for Citizens. This program, known as Operation Christmas, raises money and collects donations to buy and distribute toys and clothing to in-need families in the Fall River and Taunton areas to help provide a traditional Christmas experience for children aged 12 and younger.

Employees also participated in The Salvation Army's Clothe-a-Child program. Gift tags were available with a child's gender and size, allowing our employees to purchase them a winter jacket. Through these efforts, about 40 children in our community are a little bit warmer.

Space Heater Safety

In an effort to reduce heating costs, some customers may try zone heating with the use of space heaters. For your safety, select a heater which has been certified by a nationally recognized testing laboratory such as UL. Choose a heater of the correct size and which has guard around the heating element. Keep heaters at least 3 feet away from furniture, bedding, drapes and other flammables. Never leave a space heater on when you go to sleep or leave the area for extended times and never operate a defective heater. We want you to be safe.





Keep More of What You Earned

Soon it will be time to start thinking about filing your 2020 tax return. When filing taxes, people are often unaware of the Earned Income Tax Credit (EITC). This credit, available to low-to-moderate income wage earners and income-qualified families with dependents, will reduce your tax amount owed and could mean a refund. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file.

For more information, or to see if you qualify, visit the IRS web site at www.irs.gov. Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.



Reporting a Gas Leak

If you smell gas in your home, or suspect a gas leak, call us right away or call 911. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure that the situation is safe. Call Liberty Utilities at 1-800-936-7000 or dial 911.



Do You Need Help Paying Your Energy Bills?



The Massachusetts Good Neighbor Energy Fund is available to qualified residential customers in Massachusetts. Administered by The Salvation Army, the Fund helps customers pay their energy bill — especially those in temporary financial crisis who may not qualify for other means of fuel assistance. The Massachusetts Good Neighbor Energy Fund is funded by utilities and utility customers across Massachusetts,

including Liberty Utilities and its customers. If you would like to know how to apply for this program, or wish to donate, please call the Massachusetts Salvation Army at 1-800-334-3047 or visit www.magoodneighbor.org/.

Look Out Below! Rooftop Snow/Ice Buildup

During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly. When snow and ice accumulate on your roof, there can often be an unexpected avalanche which can be dangerous to items and persons underneath. This also applies to customers with solar panels. If your natural gas meter is located under solar panels, please contact us at 1-800-544-4944 to let us know.



We will send someone out to assess the situation and work with you to determine alternative ways to protect your meter.

Slim Down Your Heating Bill This Season

This time of year, heating costs can really add up. Did you know that Mass Save has programs designed to help reduce energy usage? Insulation and air sealing decreases your energy use, saves you money, and increases your home comfort year-round. Take advantage of 75% to 100% off approved insulation improvements in addition to having air leaks sealed in drafty areas of your home at no cost. Visit www.masssave.com to learn more and see what other energy-saving programs are available to you.