



# News for our Natural Gas Customers

Fall 2023

## How to Reach Us

### Emergencies

Blackstone area and Legacy MA Liberty Customers

1-800-936-7000

### Customer Service/Billing/ Payments

Blackstone area and Legacy MA Liberty Customers

1-800-544-4944

[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/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

## Fall... We Only Have 'Pies' For You



Massachusetts

Follow us on social media for our favorite pie recipe!

## Fall For Kindness...

### Putting Our Heart Where It Matters



Liberty provides more than safe, reliable energy and water services. Our team cares about our communities and pitches in with helping hands and willing hearts.



Scan the code to learn how our teams give their time, energy, and service to put their heart where it matters for our customers and communities.

### And Paint on the Walls

When The Salvation Army contacted us for assistance with a project at their Fall River location, Liberty volunteers did not hesitate to break out their paint brushes and give the conference room for our community partner a much needed face lift. The staff at The Salvation Army were thrilled with the finished product and very grateful for the help we provided.





## Fall for Savings...

### Renters, This One is for You

Renters make up more than one third of all US households.<sup>1</sup> As a renter, the power to save energy is all yours. Whether you start your energy efficiency journey on your own or work with your landlord to pursue larger improvements, the sponsors of Mass Save®, like Liberty, are here to help you. To learn more visit, [MassSave.com/learn/renters](https://MassSave.com/learn/renters). To get started on your own:

- Schedule a no-cost home energy assessment by calling 866-527-SAVE (7283).
- Shop discounted energy-efficiency products from the online marketplace for instant rebates. Shop and save now at [MassSave.com/Store](https://MassSave.com/Store).

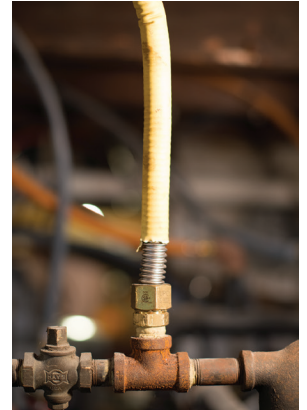
After a Home Energy Assessment, your Energy Specialist will work with your landlord to move forward with recommended upgrades and discuss offers available through your Mass Save sponsor.

<sup>1</sup> According to Joint Center for Housing Studies of Harvard University

## Fall For Safety...

### Caring for Stainless Steel Tubing

Corrugated stainless steel tubing (CSST) is a thin-walled metallic gas piping product that can be used as an alternative to conventional gas piping material. This flexible piping is commonly coated in a yellow plastic. If your home uses CSST, we recommend that it is inspected by a qualified plumber for proper installation and bonding. CSST that is not properly bonded could cause an accidental leak or fire if struck by lightning.



### Check Your Pipes (Gas Pipes, Not Muscles)

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.

### Snow, Shrubs, and Ice – Not So Nice

Fall cleanup calls for lots of raking and hedging. While preparing for cold weather, don't forget to ensure your natural gas meter is clear of any shrubbery. If a hand shovel or more is required to remove vegetation, be sure to always call 811 prior to digging.



And don't forget – snowy season is right around the corner. Gently remove snow from your meter with your hand or a soft brush. Never use a shovel or other hard tool.



### Don't Forget to Call Before You Dig

Planning a project that requires you to break out your shovel? **Call 811 before starting!** It's quick, it's the law, and it can prevent serious accidents and neighborhood-wide outages. You can also visit [www.digsafe.com](https://www.digsafe.com) to learn more about this free program or to submit a request for a mark out. No job is too small to notify Dig Safe first.