



# News for our Natural Gas Customers

March/April 2021

MA



## How to Reach Us

### Emergencies

1-800-936-7000

### Customer Service/Billing/Payments

1-800-544-4944 or [www.libertyutilities.com](http://www.libertyutilities.com)

### Safety and Savings Information

[www.twitter.com/LibertyUtil\\_MA](https://twitter.com/LibertyUtil_MA)

[www.facebook.com/LibertyUtilitiesMA](https://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

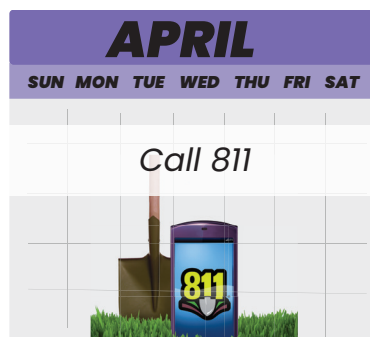
Payments can be made at our walk-in center, most Walmart locations and other authorized CheckFreePay® locations. To find one near you, visit [www.libertyutilities.com](http://www.libertyutilities.com).

### 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

## April is National Safe Digging Month



Planting a tree? Installing a fence? Planning a home improvement? Call 811.

Did you know it's the law to make this call? 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 a scrape can cause damage, resulting in a leak or service-wide disruptions.

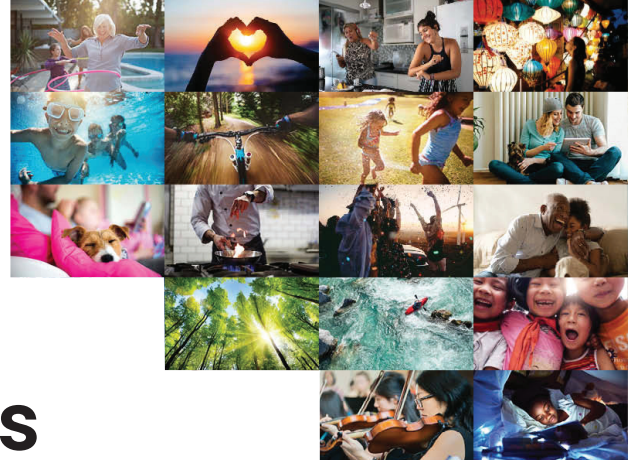
## COVID-19 Update

This March marks one year that most of our employees have been working under modified conditions. Although it took some adapting, both our employees and customers settled into the new way of doing things.



We wanted to thank you, our valued customers, for your patience. Although closing our walk-in centers was not ideal, it truly did help keep you and our employees safe. We also wanted to thank our field personnel for remaining out on the front lines to ensure gas services remain safe and reliable.

As of the writing of this newsletter, no concrete plans have been made to reopen our walk-in centers, but we do plan to evaluate our options in the spring. Stay safe and stay well!





## Go Green, Get Green! \$\$\$

By partnering with Mass Save®, we are able to offer rebates and incentives to our customers when they choose certain high efficiency space heating systems, water heaters, programmable thermostats and boiler reset controls.

You can get **\$2,750** back when you purchase and install a natural gas hot water boiler with an AFUE rating greater than or equal to 95%.

For more information or to see what other rebates are available, please visit [www.masssave.com](http://www.masssave.com).



## Stand United Against Scams

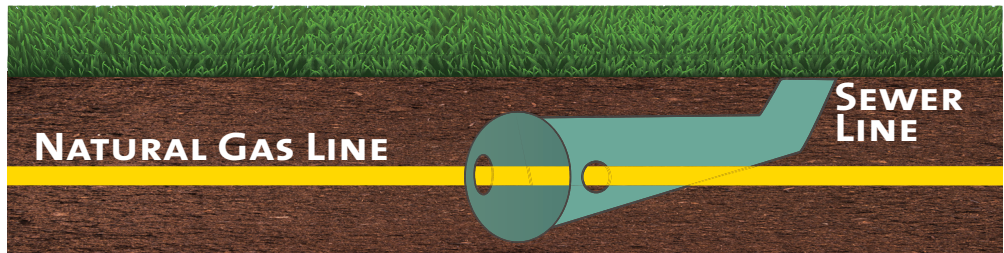
Scammers are getting increasingly sophisticated in their attempts to get your money or personal details. The best way to protect yourself is to be educated. Follow the tips below to help protect yourself from scams:

1. Always ask for a photo ID from anyone knocking at your door.
2. Unless you have enrolled in secure Paperless Billing, Liberty will never request payment by e-mail.
3. During any phone or online survey, Liberty and our approved partners will never ask for your full Social Security number.

If we ever call you and you are unsure if you are speaking with a Liberty representative, please call our customer care line at 1-800-544-4944 before providing any information to verify it was us who called you.



## Clogged Sewer Line? Use Caution



A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) 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 plumbing professional inspect the line with a video inspection system.

## Pay It Safe!

### Only Use Authorized 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. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly.

Walmart is authorized to accept payments on our behalf. You can pay your bill there without paying a fee. For a list of authorized payment agents near you, please visit our website at [www.libertyutilities.com](http://www.libertyutilities.com).