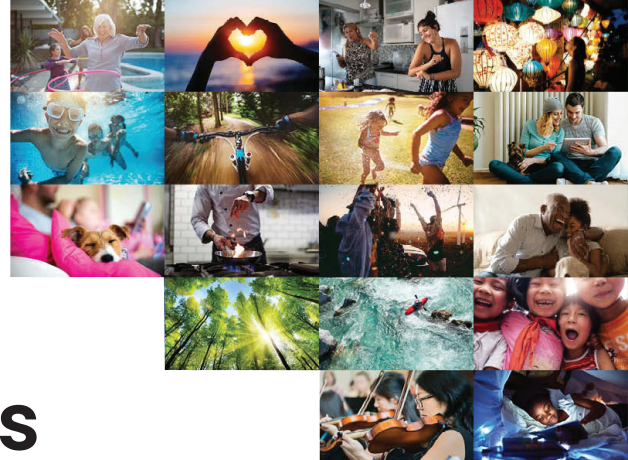




News for our Natural Gas Customers



MA

May/June 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

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 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

Liberty Provides \$48,000 in Rebates to Durfee High School

The new state-of-the-art Durfee High School in Fall River will provide students with an educational experience that will position them for success.

Liberty was involved throughout the project beginning with running a new gas service to the building. By working with Liberty's Energy Efficiency group, school officials were able to utilize cost-saving natural gas measures, including a heat recovery system, high efficiency boilers/water heaters, and high efficiency fryers/rack ovens for the kitchen. Selecting high-efficiency products also allowed Durfee High School to receive over \$48,000 in rebates from Liberty and will reduce their natural gas usage by 38,000 therms annually.



System Improvements Ahead!

Over the next several years, Liberty will be replacing our older underground pipes to ensure reliability and reduce methane emissions. In 2022, Liberty expects to complete approximately 21 miles of pipe replacement, with 18.5 miles of pipe being replaced in the City of Fall River.



Because the majority of our infrastructure is underground, customers and other residents/businesses in the area could be affected by construction related traffic delays. Please bear with us! The upgrades we are making will help us provide safe and reliable service for years to come. For more information, and for a list of streets where our scheduled work will be taking place, please visit www.libertyenergyandwater.com.



Preventing Accidental Fires

Protect your family and home from accidental fires by keeping all flammable materials away from natural gas appliances. Never use or store flammable materials where a spark or open flame could ignite them. Flammable items include:

- Gasoline
- Lighter fluid
- Acetone
- Camp stove fuel
- Propane tanks
- Solvents
- Adhesives
- Paints and thinners

When working with these materials, make sure you are in an open, well ventilated space. Store all flammable products in approved, nonbreakable containers that are tightly closed. Use them away from any natural gas appliances or other potential sources or fire.

We want you to be safe.



Get the Liberty Mobile App

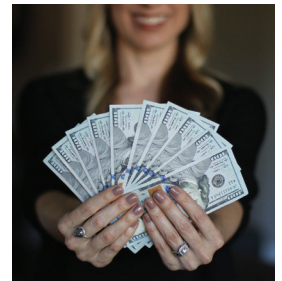
Did you know Liberty has an online platform that allows customers to access their account information and make payments? With My Account, you can:

- View and pay your bill online or with our mobile app
- Sign up for eBill and automatic payments
- View your usage with easy-to-read graphs

As part of the My Account platform, Liberty also now has a mobile app. Find the mobile app by visiting either the Android Google Play Store or the iOS App Store (iphone/ipad) and searching for "Liberty My Account."

Get Rebates for High Efficiency Equipment!

By selecting certain high-efficiency natural gas equipment, you can enjoy the benefits of energy-saving products and take advantage of generous rebates and incentives. Residential customers can earn up to \$700 for select natural gas water heaters, \$100 on smart thermostats, and more! To view all available rebates and incentives, visit www.masssave.com/rebates.



Smell Gas? Here's What to Do.



Smell gas in your home or outdoors? From a safe location, call and tell us your street location. We're here to serve you 24/7, 365 days a year. We'll respond as soon as possible to make sure the situation is safe. Call Liberty at **1-800-936-7000 or call 911**. Customers in the Blackstone service area should call 508-883-9516 if they smell gas. Visit www.libertyenergyandwater.com for more information.

Keep Meters Clear From Vegetation

Did you know that shrubbery growing near your natural gas meter can interfere with our technicians' ability to read it or access it in an emergency? Be sure to check your natural gas meter often throughout the spring and summer months. When necessary, carefully remove anything such as shrubbery or items that may impede our technicians' ability to access it.

