

News for our Natural Gas Customers

January/February 2022

MA



How to Reach Us

Emergencies

1-800-936-7000

Customer Service/Billing/Payments

1-800-544-4944 or

www.libertyenergyandwater.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

Bill Payment Locations

Payments can be made at our walk-in center once it reopens, most Walmart locations and other authorized CheckFreePay® locations. To find one near you, visit www.libertyenergyandwater.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

Cost of Gas Price Increase

The price of natural gas in the United States has more than doubled since this time last year. In fact, prices for all forms of energy have increased, including electricity and propane.



Liberty buys the gas we deliver to our customers on the open market. The cost of gas is driven by market prices and is passed through to customers without a profit.

The best way to combat the increase in energy prices is by being aware of the energy you are consuming. Liberty has robust energy efficiency programs that can help customers reduce their usage. We also offer budget billing and payment plans for customers who fall behind on their bills.

In addition to Liberty's programs, the state of Massachusetts has programs available for customers who are struggling financially, such as the Emergency Rental Assistance Program and Heating Assistance.

For more information about the price increase, visit our website at www.libertyenergyandwater.com.

Spreading Holiday Cheer



This past Christmas, employees 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 50 children in our community are a little bit warmer.



Snow and Meter Safety

During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly.

After it snows, gently wipe snow off your meter with a soft brush or your hand – never a hard tool. If the snow is deep, we also ask that you shovel a path to the meter. This will ensure our technicians have access to it in the event of an emergency.

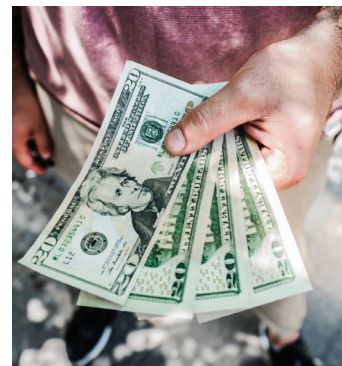
When snow and ice accumulate on your roof, there can often be an unexpected avalanche which can be dangerous to items and persons underneath. This also applies to customers with solar panels. If your natural gas meter is located under solar panels, please contact us at 1-800-544-4944 to let us know.

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



Keep More of What You Earned

Soon it will be time to start thinking about filing your 2021 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 website at www.irs.gov. Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.

Smell Gas? Here's What to Do

The smell of leaking natural gas is often compared to sulfur or rotten eggs. If you smell something resembling this, exit your property immediately. When you arrive at a safe location, call us at 1-800-936-7000 or call 911. Other important things to remember if you smell gas include:

- DO NOT use electrical switches, telephones, appliances, garage door openers, etc. This can cause sparks.
- DO NOT use lighters or matches and do not smoke.
- DO NOT open doors or windows in an attempt to ventilate.
- Instruct others to leave and evacuate the premises immediately.
- DO NOT turn off your gas meter. This valve should only be operated by a qualified technician.

For more important safety information regarding natural gas and ways to identify a gas leak, visit www.libertyenergyandwater.com.



Financial Assistance is Available

The Massachusetts Good Neighbor Energy Fund is available to qualified residential customers in Massachusetts. Administered by The Salvation Army, the fund helps customers in temporary financial crisis pay their energy bill. The Massachusetts Good Neighbor Energy Fund is funded by utilities and utility customers across Massachusetts, including Liberty 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/.