



Spring
Into Savings



Massachusetts

News for our Natural Gas Customers

Spring 2023

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

Stay Connected with Us



@ LibertyMassachusettsGas



@ Liberty_MA_Gas

Bill Payment Locations

Payments can be made multiple ways, including 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

A Friendly Reminder Regarding Payments

You may have received a letter from us in April regarding a change in payment options. We would just like to remind our valued customers that **the customer payment drop box located at the Blackstone office is no longer in operation, and we are temporarily not accepting cash payments.**

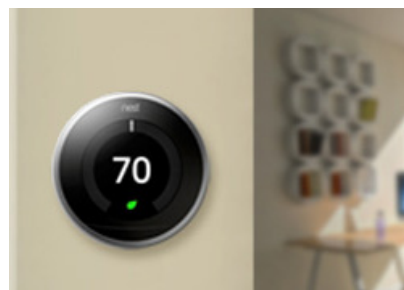
Why Were These Changes Made?

Over the coming months, you will notice some exciting changes happening within Liberty related to available billing/payment options, company contact information, customer account management tools, and more. As we prepare to move our customers in the Blackstone service territory to this new system, we need to make some changes ahead of time to ensure a smooth transition.

We apologize for any inconvenience this may cause, but we are excited to share the benefits of these changes this coming fall with the introduction of a new customer portal. This new system will also allow you to pay your bills using cash at authorized third-party payment vendors.

Stay tuned! More information will be available soon.

Follow Us on Social for Savings!



Did you know that throughout the year, we highlight promotional opportunities for energy-saving equipment (like smart thermostats) and other programs on our social media pages? Follow us to learn more.



Be the Boss of Your Bills

Taking control of your energy bills all starts with a no-cost energy assessment.

Whether you're a homeowner, renter or landlord, the Sponsors of Mass Save® offer no-cost virtual or in-person Home Energy Assessments to help you learn about your top energy-saving opportunities in an easy, convenient way.

An Energy Specialist will assess your current energy use, help you develop a plan to make your home more energy efficient, and educate you on rebates and incentives you may qualify for. **Schedule your no-cost Home Energy Assessment today by calling 866-527-SAVE.**

Scan the code for more savings tips.



Spruce Up Your Home for Spring

Those cold winter days and nights have been hard not only on you and your family, but on your home as well. Spring is the perfect time to tackle some maintenance and repair projects that will prepare your house for warm weather. By doing so, you'll make your home more comfortable and save energy.



Inside:

- **Maintain your HVAC.** Your heating system has been running all winter. If you haven't been changing your filters regularly, start now. A cooling system free of dust and dirt runs more efficiently.
- **Install window treatments.** Curtains and shades present an opportunity for savings in seconds during warmer months. Block out sunlight on hot summer days to keep rooms cooler. Closing the curtains takes just a few seconds and keeps rooms more comfortable while saving you energy.
- **Don't forget the fridge.** When vacuuming and dusting, remember to clean behind the refrigerator. Dust buildup causes the refrigerator to run less efficiently.

Outside:

- **Take a look at your roof.** Check for any areas where winter weather may have caused sagging or cracks.
- **Trim trees and bushes away from your house.** This will help to let additional light in, which can reduce the need to turn lights on in the early evening.

Have Your Voice Heard – Join the Liberty Listens Panel

You're invited to join Liberty Listens, our new online panel that allows customers to provide feedback about the service we deliver to you. By joining the panel and participating in occasional surveys, you can provide feedback to help us improve our services and better meet your needs. You must be 18 or older and have an active account with Liberty to join the panel. Visit www.libertyenergyandwater.com for more information.

