



Liberty®

News for our Water Customers

Spring 2024



Spring Into Savings



How to Reach Us

Emergencies

1-877-426-6999

Customer Service/Billing/Payments

1-877-426-6999 TDD: 711

www.libertyenergyandwater.com

Safety and Savings Information

www.facebook.com/LibertyNewYorkWater

www.twitter.com/Liberty_NYWater

Bill Payment Locations

Payments can be made multiple ways, including mailing your payment to us, online through the My Account portal, or by phone. To make a payment and to view a complete list of ways you can pay your bill, visit www.libertyenergyandwater.com.

Stay in Touch With Us, Too!

Don't forget to **sign up for our e-newsletters** for more important, timely information delivered right to your inbox! Savings tips, billing information, safety reminders, and more.

Sign up by visiting the "News and Events" drop-down menu of our website.

Saving You Water

Keep An Eye on Your Usage

This Spring, keep an eye on your water by putting water saving measures in place. If you have an AMI meter, or we are installing one for you soon, downloading the free EyeOnWater app can help you save water and money.

Here's what EyeOnWater can do for you:

- Shows you how much water you use and when you use it
- Notifies you if you have a leak so you can fix it before it causes major problems, like damage to your home
- Provides hourly, daily, weekly, and yearly usage data
- Identifies high water usage, allowing you to adjust your usage before your bill comes

If you already have an advanced water meter, sign up for EyeOnWater online or download the app to get the most out of your new water meter. Customers who do not yet have the advanced water meter will receive a letter with details on how to schedule an appointment.

EyeOnWater gives you the power to take control of your water bill. Scan the QR code for more information, or visit the "Sign Up For Eye on Water" page under the "Smart Water Use" drop-down menu at www.libertyenergyandwater.com.





Saving You Money Take control of your bills

We want to help you save. A few small steps could add up to big savings.



Weatherize your home

Sealing air leaks around windows, doors, and vents will help save energy and will make your home more comfortable.



Smart controllers

Smart thermostats, smart appliances, and smart irrigation controllers all use technology to help you save.



Look for EPA labels

When buying appliances, water heaters, electronics, light bulbs, shower heads, and more, look for ENERGY STAR® and WaterSense labels. Items with these labels are certified by the EPA to use less and can save you significant money on utility bills.

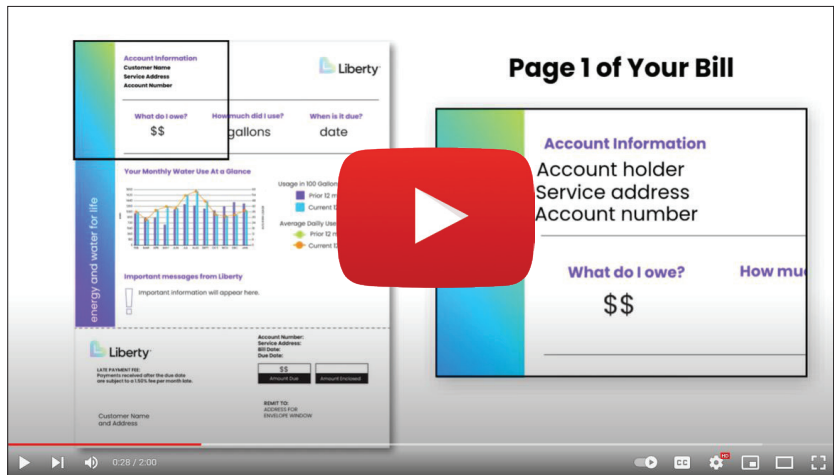


Saving You Time Your Bill Explained

Let's face it - utility bills can be confusing. To save you time and energy, we have created some tools to help you better understand your bill.

On our website, you can watch a short video walking you through the locations of your new account number, total amount due, usage chart, and more. There is also an infographic which breaks down your charges so you know what each is for, allowing you to better manage your usage.

To view these tools, go to www.libertyenergyandwater.com and select "Understanding My Bill" located on the "Customer Service" drop-down menu.



Saving You Research Your 2023 Water Quality Report is Available

Each year, Liberty produces a Water Quality Report to let customers know how our water quality stacks up against established federal and state drinking water standards. We encourage you to review this report, because it provides details about the source and quality of the drinking water delivered to your community.



Your water quality report can be viewed online in the "Safety" section of www.libertyenergyandwater.com. All water system reports will be posted before the end of May.

Attention landlords, businesses, schools, and other groups:

Please share this information with tenants, students, and other water users at your location who are not billed customers of Liberty.