



Liberty®

# News for our Water Customers

Winter 2024



## How to Reach Us

### Emergencies

1-877-426-6999

### Customer Service/Billing/Payments

1-877-426-6999 TDD: 711

[www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

### Safety and Savings Information

[www.facebook.com/LibertyNewYorkWater](https://www.facebook.com/LibertyNewYorkWater)

[www.twitter.com/Liberty\\_NYWater](https://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](http://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.

## We care about - Conservation



We care about the environment, and water conservation is a big part of that. From finding and correcting leaks to using less water to care for your lawn, every drop makes a difference.

You can start by using our leak detection checklist, requesting a free leak detection kit and ensuring that your home or business is not using excessive water because of leaks.

The average household leak wastes approximately 10,000 gallons of water – that's the amount of water in a typical home swimming pool. You can also install WaterSense labeled showerheads and faucets and energy efficient washing machines and dishwashers to reduce your use.

You can learn more about all of these water conservation tools at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## We care about - Helping those struggling

If you are struggling to pay your bill, please contact us. Liberty has programs available that may help make water bills more manageable. We are here to help. Reach us at 1-877-426-6999 TDD: 711, Monday - Friday between 8 am and 4:30 pm.





## We care about - Protecting your pipes

There are different opinions on winter weather, but one thing we can all agree on is that frozen pipes can ruin a perfectly good day. Follow these tips to protect your pipes and help keep your home warm, dry, and safe.



### Indoor tips:

- Keep the temperature in your home or business 55 degrees or warmer.
- Wrap your pipes with insulation.
- If pipes run through cabinets, leave the cabinet doors open to let warmer air in.
- During periods of an extended freeze, let a slow drip of water flow to keep the water running through the pipes.

### Outdoor tips:

- Ensure sprinkler systems are turned off and drained.
- Know the location of your main water valve and how to turn it off.
- Disconnect all hoses and drain water remaining in faucets.
- Cover or insulate outdoor faucets.
- Check any water lines leading to unheated structures.
- Insulate or wrap heat tape around any exposed pipes.

If your pipes do freeze, shut off the water immediately and thaw pipes with a hair dryer or space heater. Do not leave space heaters unattended and do not use open flames. Once pipes are thawed, slowly turn water on and check pipes and joints for any cracks.

## We care about - Our communities

Baby dolls, tiny trikes, and stuffed animals were just some of the new toys that employees donated in December to the John Theissen Children's Foundation to brighten the holidays for sick and underprivileged children.



The non-profit is in its 32nd year of holding a toy drive for the children of Long Island, and Liberty employees are honored to be part of this beautiful holiday tradition once again.

## We care about - Your counters

Why clutter your counter with paper bills when you don't need to? Make room for the things that really matter by switching to **Paperless Billing**.

With Paperless, you can choose to receive an email or text letting you know your bill is available to view and pay online.

Paperless billing customers can also pay their bill electronically with their checking account without a fee.

Visit My Account today to sign up for Paperless Billing or scan the QR code below.

