Additional News

Low-Income Programs are Here to Help

As of October 2024, Liberty has a new Customer Assistance Program (CAP) that is designed to provide payment assistance to low-income customers. The program consists of two sub-programs: an Arrearage Management Program (AMP) and a Low-Income Bill Discount Program.

AMP provides eligible, low-income, residential water customers with arrearage forgiveness up to $1,200 per year as long as they are on this program. The **Low-Income Bill Discount Program** provides eligible customers with a credit equal to the monthly meter charge (not greater than the 1" monthly charge). To see if you qualify, visit www.libertyenergyandwater.com, select your location, and then select "Financial Assistance" under the "Customer Service" drop-down menu. You can also scan the QR code.

Incentives to Help You Save

To help our customers reduce their water usage and save money, we are now offering incentives on select irrigation equipment.

All Liberty New York Water customers are eligible to receive:

- **$50** for a Smart Irrigation Controller
- **$5** per drip irrigation kit
- **$1** per rotating sprinkler head (min. 10 nozzles)
- **$20** for rain barrels

Products must be purchased on or after April 1, 2024 to receive a rebate, and smart irrigation controllers and rotating sprinkler heads must be WaterSense labeled.

Visit www.libertyenergyandwater.com, enter your location, and visit the "Smart Water Use" section for tips to help you save and for more information about these incentives. You can also scan the QR code.

Emergency Reporting

What To Do If You Experience a Leak or Outage

If you experience a water leak or find that you do not have water at your property, please report it to us by calling 1-877-426-6999. You can report emergencies to us using this number 24 hours a day, 7 days a week. **Please do not report outages or leaks by using online forms or social media channels**. Doing so may delay the repair process, as these channels are not monitored around the clock.