



## Budget Billing Sign Up

A Budget Billing Plan with Liberty Utilities can make it easier to plan your monthly budget and avoid large fluctuations in your gas bill from summer to winter months. It helps you manage costs from months with the biggest heating bills – usually the ones right after the holidays when gas use is typically at its highest. With our Budget Billing Plan, you pay the same amount each month, with periodic adjustments as needed. We will project your gas bill based on historical usage. At the end of the budget year in August, we reconcile your account. Both residential and commercial heating customers are eligible for the Plan. To sign-up, the only requirement is that your account must not be overdue.

Complete this form to process your billing plan request.

Your Name (required)

Your Email (required)

Street Address (required)

Account Number (required)

Daytime Phone (required)

### Appliances Used

- ☐ Furnace ☐ Water Heater ☐ Gas Range  
☐ Other Appliances

When we establish your budget amount, we are estimating your use of gas. Please let us know if you have added any new gas appliances (e.g. gas water heater, gas insert or fireplace, etc.). It would be helpful to know if you anticipate any life style changes compared to last year. For example, if you are using wood as a supplemental heat source this year and you did not last year. Use the box below to indicate any information we should be aware of.

### Additional Comments

What is 3+8? (required)

SEND

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### News & Alerts

Changes Are Coming 13th  
April 2022

Low Gas Pressure – Village of  
Potsdam 22nd January 2022

Cost of Gas Price Increase  
12th November 2021





# Payment Options

As of February 19, 2021 Liberty has switched one-time payment vendors, please note that you may need to update bookmarks or favorites to our new vendor portal. If you have any questions please reach out to our Customer Care Representatives for help.

Liberty Utilities offers several different ways to pay your bill:

## Pay Via Electronic Funds Transfer (EFT)

Sign up for electronic funds transfer and your monthly natural gas bill amount will be deducted automatically, on the due date of your bill, from your checking or savings account of your choice. You may fill out the form [Here](#).

## Pay Through Your Bank

You may be able to pay your bill through your financial institution in one of the following ways:

Online Banking\*

Telephone Banking\*

*\* You will need to add Liberty Utilities as a payee. Consult your bill for your account number.*

## Pay By Mail

Liberty Utilities – New York  
75 Remittance Drive Suite 1032  
Chicago, IL 60675-1032

## Pay Online

Once you receive your new bill with your new account number, you will have access to the following online features available from our web site:

1. Go Paperless: If you sign up for Paperless Billing, instead of receiving a paper bill each month, you will receive an email notification that your bill is ready to view online. You can make a one-time payment or enroll in Automatic Payments online. There is no fee associated with our Paperless Billing service. Credit card payments are not available through this option. Click [here](#) to access Paperless Billing.
2. One-Time Payment Option: With our one-time payment option, you can make a payment using a credit/debit card or checking account for a fee of \$1.75 without enrolling in our Paperless Billing program. Click [here](#) to be directed to our third party online payment service.

## Pay Over the Phone

If you prefer to make your credit card, debit card, or check payment over the phone, please dial 1-855-748-3071. For technical assistance making your online payment, please call 1-800-420-1663. All payments over the phone incur a fee of \$1.75.

## Pay In Person

- Liberty Walk-In Center

You can pay your bill at our Massena office, located at 33 Stearns Street. Please note masks and social distancing are still required when entering our facility.

- Walmart

Your gas bill can now be paid at Walmart. Please be aware that only cash is accepted at this agent. In order to utilize Walmart to pay your bill, you will need your new account number.

- Western Union

Another convenient payment option is through Western Union located at Kinney Drugs stores in Gouverneur and Canton.

- Drop Box Locations (after-hours):

MASSENA  
Left of Entrance  
33 Stearns Street  
Massena, NY 13662

MASSENA  
Massena Town Hall  
60 Main Street  
Massena, NY 13662

OGDENSBURG  
Mailbox near DeFelsko  
Ogdensburg Industrial Park  
Ogdensburg, NY 13669

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