

2020 Outreach & Education Plan with 2019 Results

Initial Customer Outreach

New/Continuing Program:

New.

2019 Results (evaluation and feedback):

See the letter below announcing the acquisition of Enbridge St. Lawrence Gas by Liberty Utilities Co. and the Welcome letter send out by Liberty Utilities.

Goals for 2020:

Liberty Utilities understands the importance of informative, timely communication with customers to ensure a positive and seamless transition. Ideally, the Company's proactive, initial customer outreach to describe the Company's acquisition of SLG will minimize post-acquisition customer inquiries and result in zero PSC complaints.

How Priority Was Set:

This priority was set in accordance with the Joint Proposal entered into to resolve all open issues in Case 18-G-0140: *Joint Petition of Liberty Utilities Co. and St. Lawrence Gas Company, Inc. for Approval, Pursuant to Section 70 of the PSL, of the Acquisition of St. Lawrence Gas Company, Inc. by Liberty Utilities Co. and for Approval, Pursuant to Section 69 of the PSL, of the Issuance of Long-term Indebtedness.*

Additionally, Liberty Utilities recognizes the value of providing customer service that not only meets the on-going needs of the customers but will also effectively communicate and develop lasting relationships with its customers. To that end we will begin several new customer service initiatives that will enhance and improve the current high standard of customer service already provided by SLG.

Description of 2020 Program: (see guidance document regarding program elements to include)

On the day the acquisition closes (Day 1), a letter will be mailed to all customers announcing the sale, SLG's new name, and any additional, pertinent information regarding the transition.

Measures to Evaluate the 2020 Program:

This report will include the types of training programs and events held (i.e., Energy and Eggs Breakfasts or Liberty Dinners, including the number of customers who participated), key account contacts made during the relevant quarter, and contacts with local community leaders (including topics of discussion and issues raised).

Additionally, the volume of incoming customer calls and the PSC Complaint Rate will be indicators of the program's success.



«Date»

Dear «First_Name»,

We are pleased to announce that **Enbridge St. Lawrence Gas** will soon become **Liberty Utilities**. Liberty Utilities is very excited to be in New York, and is working with Enbridge to ensure the transition is as smooth as possible.

The NYS Department of Public Service has approved the sale. The official transfer of ownership is set for November 1, 2019. When the change in ownership occurs, customers will continue to experience the same great service from the same great people here in Massena.

Not much will change other than our name! So you will see new Liberty Utilities communications, bills, signage, uniforms and vehicles, but the same great staff will continue to provide you with quality service.

Our phone number, office locations, hours and services are staying the same. Your billing account information and payment options will remain the same for a period of time as well.

We will keep you informed of any changes that are upcoming. If you have any questions, please contact us at 1-800-454-2201.

To reach us online after November 1st, 2019, you can visit us on our updated website at **www.libertyutilities.com** (by simply selecting "New York" from the drop-down menu) and mingle with us via social media. If you're not following us already on social media, you can like/follow us on Facebook, by searching "**@LibertyUtil_NY.**"

To learn more about Liberty Utilities and its regulated water, wastewater, natural gas and electric utility business across North America, visit **www.libertyutilities.com**.

Sincerely,

Ian Ross
Director- Eastern Region, Gazifere and St. Lawrence Gas

«First_Name» «Last_Name»
«Address»
«City», «State» «ZIP_Code»



News for our Natural Gas Customers



Jason Cobb
Operations Technician

NOVEMBER 2019

How to reach us

Gas Emergencies/Leaks

1-800-673-3301

Customer Service/Billing/Payments

1-800-454-2201

Safety and Savings Information

 LibertyUtilitiesNY  @LibertyUtil_NY

Customer Walk-In Center

33 Stearns Street
Massena, NY 13662
8 a.m. - 4:30 p.m., M-F (excluding holidays)

Drop Box Locations (After Hours)

MASSENA, NY	OGDENSBURG, NY
Left of Entrance	Mailbox near DeFelsko
33 Stearns Street	Ogdensburg Industrial Park

Massena Town Hall
60 Main Street (outside)

Bill Payment Locations

Payments can be made at our walk-in center, most Kinney Drug stores and other authorized Western Union® locations. To find a location near you, visit www.libertyutilities.com.

How to Report a Gas Leak

If you smell gas in your home, or suspect a gas leak, call us right away or call 911. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure that the situation is safe. Call Liberty Utilities at 1-800-673-3301 or dial 911.

Welcome to Liberty Utilities

Greetings,

I am pleased to announce that Enbridge St. Lawrence Gas is now Liberty Utilities. Liberty Utilities is very excited to be in New York serving customers with safe, reliable natural gas. We look forward to supporting the local communities of Franklin, St. Lawrence and Lewis counties.

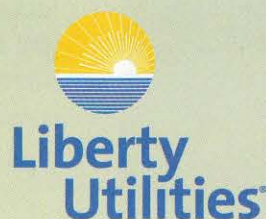
The NYS Department of Public Service approved the sale, and November 1, 2019 was the official transfer of ownership. You will see new Liberty Utilities communications, bills, signage and vehicles, but the same great staff will continue to provide you with quality service.

Our phone number, office locations, hours and services are staying the same. Your billing account information and payment options will remain the same for a period of time as well. We will keep you informed of any changes that are upcoming. If you have any questions, please contact us at 1-800-454-2201.

To learn more about Liberty Utilities and our regulated water, wastewater, natural gas and electric utility business across North America, visit www.libertyutilities.com or visit our Facebook page @LibertyUtilitiesNY.

I look forward to serving you.

Mark Saltzman
Vice President and General Manager, Liberty Utilities - NY





We Scare Pets

Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If you know it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for company representatives to arrive. This will help keep your pet happy and our employees safe.

Clogged Sewer Line? Use Caution.

A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through the sewer line. A cross bore is an unsafe intersection of two different utility lines. Do not try to clear a sewer line blockage yourself. It could result in a serious accident. The safest way to ensure there is no cross boring in your sewer line is to have a plumbing professional inspect the line with a video inspection system. Plumbers can also call Liberty Utilities at 1-800-454-2201 for assistance.

Protect Yourself from Carbon Monoxide

Carbon Monoxide is created by the incomplete combustion of any fossil fuel, including natural gas or oil. It is a colorless, odorless substance that is difficult to detect. Here are some ways you can protect against carbon monoxide:

- Keep snow away from boiler, furnace or water heater vents on the side of your home or business. Neglecting to do so could cause the airflow to be blocked, resulting in deadly gas migrating back into the building.
- Don't try to do it yourself! Always use a licensed plumbing and/or heating contractor when installing fuel-burning devices.
- Have a qualified professional inspect your fuel-burning devices annually to make sure they continue to operate properly.
- Make sure you have enough carbon monoxide alarms installed, based on the size and layout of your home. There should be one on every level, including the basement, near every bedroom and in other locations required by any applicable laws/building codes.

Smell Gas? Here's What to Do:

Most people are familiar with the distinctive "pungent" aroma added to natural gas. It is often compared to the smell of rotten eggs. We add this odor so it's easy to detect. If you smell gas in your home or suspect a gas leak, call us right away.

Smell gas outdoors? Call and tell us the exact street location and cross streets. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure the situation is safe.

If you smell gas, please follow these steps:

- Check to be sure your range and oven controls are turned off.
- Don't use electrical appliances or switches. Doing so can cause sparks.
- Don't smoke or light matches.
- Exit the building or area of the gas odor. Instruct others to leave as well.
- Don't use phones until you exit the area. Call Liberty Utilities from a safe location at 1-800-673-3301, or call 911.

Be prepared:

Take a moment now to program our emergency phone number into your cell phone. This will eliminate having to find the number during an emergency.

Prepare for the Heating Season

A contractor can tune up your furnace or boiler for optimum efficiency this heating season and also find and repair any issues with your equipment before it becomes a problem. There are a few things you can check on your own too. Change furnace filters, check that venting is intact and properly installed and seal any leaks in ductwork. Remove any combustibles away from gas appliances and check that CO detectors are in working order. Run your heating equipment through its startup and shutdown cycles to insure that it is ready when cold weather finally hits. This may take more than one attempt. If your heating system doesn't light up, contact an experienced contractor.