



For our natural gas customers

# At your service

Getting to know our  
programs and services



31230-I-0203

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## About us



Liberty is a regulated water, natural gas, and electric transmission and distribution utility, delivering responsive and reliable essential services to over one million customers in 13 states across the United States and New Brunswick in Canada. With a local approach to management, service, and support, Liberty delivers efficient, dependable services to meet customer needs.

In New Hampshire, Liberty has approximately 97,000 natural gas customers and 45,000 electric customers. We measure our performance in terms of service reliability, an enjoyable customer experience and an unconditional dedication to public and workplace safety. We look forward to being your natural gas provider!

# How to contact us

24/7 emergencies/leaks **1-855-327-7758 or 911**

Customer service **1-800-833-4200**

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

## Social Media



LibertyUtilitiesNH

## By mail

### Correspondence only:

Liberty - New Hampshire  
PO Box 1380  
Londonderry, NH 03053-1380

### Mail payments to:

Liberty - New Hampshire  
75 Remittance Drive Suite 1032  
Chicago, IL 60675-1032

### Need to discontinue service?

Please be aware when you move from your current location, we need **four business days' notice** to complete a service shut off request.

# Safety

## Gas leaks

A distinctive odor is added to the natural gas delivered to your home. If you think you smell gas in your home, take the following precautions:

- Leave the building immediately, then call **1-855-327-7758 or 911**.
- Don't strike a match.
- Don't switch lights or appliances on or off.
- Don't do anything that might create a spark.

**To report the smell of gas, 24/7 call 1-855-327-7758 or 911**

## Carbon monoxide

Natural gas appliances have an excellent safety record, but you should know what carbon monoxide (CO) is and how it may affect you. Carbon monoxide is a colorless, tasteless, odorless substance that is created by the incomplete combustion of any fossil fuel. The symptoms of CO exposure are similar to those of the flu including headaches, nausea, dizziness, coughing, ringing in the ears and spots before the eyes. If anyone in your family suffers from any of these symptoms, **get outside to fresh air immediately and call 911 or Liberty at 1-855-327-7758.**

Keeping your gas appliances in good working order and being sure they are properly vented and clear of obstructions is the best way to stop carbon monoxide from accumulating. In addition, you should install one or more carbon monoxide detectors in your home.

### **Using your gas range**

Nothing cooks food better than a gas range, but never use your gas range to heat your home or apartment. This could create a serious fire hazard and puts your family at risk from dangerous carbon monoxide fumes.

### **Employee identification**

Liberty employees are seen each and every day throughout the state. For your safety, if anyone comes to your door claiming to be a Liberty employee, please ask for identification. The identification card will have a color picture of the employee along with their name. If you have any doubt in attempting to identify someone as a Liberty employee, please have the employee wait outside your door while you call our office for verification at 1-800-833-4200.

### **Call before you dig**

If you are planning to dig on your property, notify Dig Safe® at least 72 hours (not including weekends and holidays) before the scheduled dig date. Dig Safe is a statewide program designed to help contractors safely locate all underground utility lines before they dig. Damage to underground telephone, gas, or electrical lines is potentially hazardous and disruptive. State law requires all underground lines to be located and marked before excavation can begin. Excavation near gas lines should be done with hand tools. Please call Dig Safe at **811** or **1-888-344-7233** or visit their web site at [www.digsafe.com](http://www.digsafe.com). This service is free of charge.

### **Customer-owned gas pipes**

Company-owned gas pipes are diligently maintained to ensure safety. However, the property owner is responsible for the customer-owned gas lines that begin at the outlet of the gas meter and extend either above or below ground to natural gas burning appliances. Of these customer-owned gas lines, buried gas lines are notable because if they are not maintained, they may corrode or leak. Some examples of customer-owned buried gas lines include outside gas lighting, gas heaters for pool/hot tub, and natural gas barbecues.

To properly care for a buried pipe, it is recommended that the pipe be inspected periodically for leaks and repaired if unsafe conditions are found. To have your gas lines checked, contact your local plumbing/heating contractor or a leak survey corrosion expert. A fee for this service will likely be charged by your contractor.

## Excess Flow Valve

Liberty is required to notify customers of their right to request installation of an Excess Flow Valve (EFV) on their gas service line. An EFV is a mechanical safety device installed inside a gas service line between the gas main in the street and the gas meter. The EFV is designed to minimize the flow of gas in the event of a service line break. A potential safety benefit is if an excavator accidentally digs up the gas service line, the valve would automatically minimize the flow of gas.

Many customers already have an EFV installed on their existing service line. EFVs do not operate on all gas service lines. To inquire if you already have an EFV installed at your property, or to determine if you are eligible to have one installed, call us at 1-800-833-4200.

# Energy efficiency

## Residential customers

Liberty offers a number of ways you can save on energy costs. Energy efficiency information and in-home energy assessments are available to all New Hampshire residential customers. Call 1-800-833-4200 or visit [www.nhsaves.com](http://www.nhsaves.com) to learn how you can qualify for rebates on additional energy saving measures, such as programmable & Wi-Fi Enabled Thermostats, High-Efficiency Heating & Water Heating Equipment, our Home Energy Performance (Weatherization) Program, the ENERGY STAR Homes Program for new construction, and the **free** Direct Install Program.

0% and 2% financing options are also available for certain energy efficiency improvements related to weatherization. Call 1-603-369-4834 or email [nhsaves@horizon-res.com](mailto:nhsaves@horizon-res.com) for more details.

If you are on Fuel Assistance, you may be entitled to receive up to \$15,000 of weatherization services for **free**. For more information about the Low Income Weatherization Program, contact your local Community Action Program agency using the phone numbers on the next page.

## Commercial customers

Commercial customers may be eligible to receive FREE on-site energy assessments and rebates for the installation of qualifying energy efficiency improvements. Commercial High Efficiency Heating Equipment rebates range from \$225-\$10,000, depending on the size of the equipment. Custom rebates are also available for other energy saving improvements. For more information, call RISE Engineering, a contractor for Liberty, at 603-595-2304, visit [www.NHSaves.com](http://www.NHSaves.com) or email [LibertyNH@TheRISEGroupInc.com](mailto:LibertyNH@TheRISEGroupInc.com).

# Payment options and programs

## My Account

Liberty offers customers a web portal and mobile phone app to better manage their account. The portal, called My Account, provides easy online access to account information and offers new self-service and payment options.

With My Account, you can:

- Choose your account notification preferences – email or text message – and when you want to receive them.
- Sign up for Paperless Billing, which allows you to view and pay your bills securely online.
- Set up automatic payments using your bank account.
- View your usage with easy-to-read graphs, helping you better manage your usage and save on your next bill.

Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) and click “Register” under the “My Account” drop-down menu to sign up.

## Levelized Budget Billing

We offer residential customers a plan to level out the cost of monthly gas bills over the entire year. The amount you pay each month is based on a rolling 12-month average of your past bills. If you have lived in your home less than 12 months, Liberty will calculate your monthly payment or gas usage based on the monthly average consumed at the premises in the last 12 months. This may include usage from a previous customer. This average is recalculated each billing cycle, which will cause the payment amount to fluctuate somewhat from month to month, but this program should help reduce the highest winter gas bills.

## Payment difficulties

If you have trouble paying a gas bill, please call us. We can either work out a payment arrangement or refer you to a number of agencies in your area that may be able to assist you.

## Fuel Assistance

This program provides benefits on a funds-available basis to income-eligible households in New Hampshire to help with their energy needs during the heating season. Please contact your local Community Action Program agency for eligibility information.

## **Neighbor Helping Neighbor**

If you are unable to pay your gas bill due to financial hardship, and you do not qualify for Fuel Assistance, you may be eligible to receive help from the Neighbor Helping Neighbor Fund. For details, contact your local Community Action Program agency.

### **Local Community Action Program Agencies:**

#### **Belknap & Merrimack County**

Community Action Program Belknap-Merrimack Counties: 1-603-225-3295

#### **Rockingham or Hillsborough County**

Southern New Hampshire Services: 1-800-322-1073

#### **Cheshire or Sullivan County**

Southwestern Community Services: 1-800-529-0005

#### **Coos, Carroll or Grafton County**

Tri-County Community Action: 1-888-842-3835

## **211**

Call 211 or visit [www.211.org](http://www.211.org) to learn about additional assistance programs in your area. This is a free, confidential referral service that connects callers with essential health and human services 24/7.

## **Customer communications**

Liberty includes information with your bill, keeping you informed about changes in rates, new and on-going programs, and services. The inserts also provide safety tips and useful information to help you make your energy decisions. If you receive your bills electronically, you can view these communications on our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com). We also communicate via Facebook.

## **Payment locations**

You can pay your bill through our online customer portal, My Account, online at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com), by phone by calling 1-800-833-4200, or by mailing your payment using the included payment coupon. Liberty has also authorized several vendors who are able to accept payments on our behalf.

## **Use only authorized payment agents**

We have several third-party payment agents that are authorized to accept payments on our behalf, such as Walmart. For a list of authorized agents, please visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com). If you use an unauthorized agent, we cannot guarantee that your payments will be properly posted to your account. Please use caution when using unauthorized agents and always keep your receipts.

# Reading your gas bill

If your name appears on your household's gas bill, you are responsible for payment. Please verify your billing name and address are correct and notify us of any changes. Payment can be made through My Account, by

energy and water for life

1

Account information

Customer Name: JOHN DOE  
Service Address: 123 MAIN ST, ANYTOWN NH US 00000  
Account Number: 000000000000

2

Liberty

3

What do I owe?

\$144.22

How much did I use?

27 CCF

When is it due?

Feb 10, 2022

4

Your Monthly Gas Use At a Glance

CCF

Prior 12 Months

Current 12 Months

Impact of Temperature (Degree Days)

Prior 12 Months

Current 12 Months

Month	Prior 12 Months (CCF)	Current 12 Months (CCF)	Prior 12 Months (Degree Days)	Current 12 Months (Degree Days)
FEB	48	48	188	188
MAR	36	54	141	141
APR	32	24	94	94
MAY	18	18	47	47
JUN	12	12	0	0
JUL	6	6	0	0
AUG	6	6	0	0
SEPT	6	6	0	0
OCT	6	6	0	0
NOV	6	6	0	0
DEC	6	6	0	0
JAN	32	423	188	188

5

Important messages from Liberty

IF YOU SUSPECT A GAS LEAK: LEAVE the area immediately. DO NOT smoke, use a phone or cell phone, turn on/off any lights or appliances or operate any vehicle or equipment that could cause sparks. If you suspect a gas leak, don't wait! Leave the area and call our emergency number at 1-855-327-7758 or call 9-1-1.

6

Account Number: 000000000000  
Service Address: 123 MAIN ST  
Bill Date: 21-JAN-2022  
Due Date: 10-FEB-2022

\$144.22

Amount Due

Amount Enclosed

7

REMIT TO:

LIBERTY UTILITIES NEW HAMPSHIRE  
75 REMITTANCE DRIVE, SUITE 1918  
CHICAGO, IL 60675-1918

8

JOHN DOE  
123 MAIN ST  
ANYTOWN, NH 00000

3166200001659263000014224

8



mail using the return envelope enclosed with your bill, or at an authorized payment agency. One-time payments can also be made through our website or by phone by calling 1-800-833-4200.

**1. Account number:**

Here is where you'll find your account number. Use this number when you phone, write, or email us with a question, or to make a payment.

**2. Service address:**

Here is the address of your gas service.

**3. Due date:**

To avoid late charges, please pay your bill by the due date.

**4. Usage chart:**

This chart shows your gas usage for current and previous months.

**5. Special message:**

On occasion, we will use this area to convey important messages to you.

**6. Total amount due:**

Total amount due reflects current charges, previous charges, and any additional taxes and fees.

**7. Payment coupon:**

Detach this payment coupon and include with your payment. Make sure this address is visible through the payment envelope window.

**8. Mailing address:**

Your bill is mailed to this address each month. This may differ from the service address. Please indicate address changes on the reverse of this coupon.

# Meter reading and billing



Meters are scheduled to be read each month and customers are billed for approximately 30 days of usage. The billing period is indicated under “**Service Dates**” on your bill. The next time your meter will be read is shown in the “**Next Meter Read**” box on your bill.

## How we read most meters

Most of our meters contain a transmitting device called an ERT that sends out a signal containing the meter read. The meter read, sent by radio frequency, is collected by a device located on our company vehicles. Meter reads are collected by simply driving in the vicinity of the meter. The meter reads are then downloaded to our billing system. What this means for you is no estimated readings and accurate and timely gas bills.

If your gas meter does not have an ERT, a Liberty employee will read the meter manually. In the event a meter reader is unable to obtain a meter reading, an estimated bill will be rendered to the customer. For more information about meters, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## Billing information

You will receive a monthly bill for gas used. Monthly bills are due and payable upon receipt. If the bill is not paid by the next meter read, a late charge of 1.5% per month may be assessed. The “**Due Date**” is shown on the front of your monthly bill. Amounts not paid prior to the due date, which is normally the next following meter reading date and a date not less than twenty-five (25) days from the date the bill is mailed, are subject to a late payment charge of one and one-half percent (1.5%) per month on the unpaid balance. This is equivalent to an eighteen percent (18%) annual rate. There is a \$15.00 charge per bad check tendered for payment. A customer must give at least four days’ notice before discontinuance of service and is responsible for all charges through the end of the notice period.

## Rates

The rates you pay for natural gas service consist of a monthly Minimum Charge, a Distribution Charge and a Gas Supply Charge. The Minimum Charge refers to the monthly charge associated with the metering and maintenance of natural gas service to your location. It is based on a 30-day billing cycle, and will fluctuate if a bill covers more or less than 30 days. The Gas Supply Charge represents the cost to purchase, store and deliver natural gas to the Liberty distribution system. The Distribution Charge represents the cost of delivering gas within the Liberty system.

The Minimum Charge and the Distribution Charge are approved by the New Hampshire Public Utilities Commission (NHPUC). The Gas Supply Charge is generally approved by the NHPUC twice per year – once for the winter period (November through April) and once for the summer period (May through October). The approved Gas Supply Charge may be adjusted up or down monthly based on changing market prices for natural gas supply. The rate may not increase more than 25% during a rate period without approval from the NHPUC.

### **Are you being billed the right rate?**

Please check your rate code, which can be found on your bill. If you are being billed incorrectly, please contact us at 1-800-833-4200.

### **Residential customer rates**

**40-GR1 (R-1): Non Heating** – All residential customers who do not have natural gas space heating equipment, who consume less than 80% of their normal usage in the six winter months of November through April and whose usage does not exceed 100 therms in any winter month.

**40-GR3 (R-3): Heating** – All residential use for those domestic customers who use natural gas as the principal household heating fuel.

**40-GR4 (R-4): Low Income** – For those domestic customers who use natural gas as the principal household heating fuel and if any member of the household qualifies for a benefit through one of the qualified programs.

### **Commercial/industrial customer rates**

**40-GC41 (G-41): Low Annual Use and High Winter Use** – Annual usage less than or equal to 10,000 therms and a Winter Period usage greater than or equal to 67% of annual usage.

**40-GC42 (G-42): Medium Annual Use and High Winter Use** – Annual usage greater than 10,000 therms and less than or equal to 100,000 therms and a Winter Period usage greater than or equal to 67% of annual usage.

**40-GC43 (G-43): High Annual Use and High Winter Use** – Annual usage greater than 100,000 therms and a Winter Period usage greater than or equal to 67% of annual usage.

**40-GC51 (G-51): Low Annual Use and Low Winter Use** – Annual usage less than or equal to 10,000 therms and a Winter Period usage less than 67% of annual usage.

**40-GC52 (G-52): Medium Annual Use and Low Winter Use** – Annual usage greater than 10,000 therms and less than or equal to 100,000 therms and a Winter Period usage less than 67% of annual usage.

**40-GC53 (G-53): High Annual Use and Load Factor Less Than 90%** – Annual usage greater than 100,000 therms, a Winter Period usage less than 67% of annual usage and a 12 month average usage less than 90% of the average usage of December, January and February.

**40-GC54 (G-54): High Annual Use and Load Factor Greater Than 90%** –

Annual usage greater than 100,000 therms, a Winter Period usage less than 67% of annual usage and a 12 month average usage greater than or equal to 90% of the average usage of December, January and February.

**Low annual use** – Less than or equal to 10,000 therms

**Medium annual use** – From 10,001 to 100,000 therms

**High annual use** – More than 100,000 therms

**Low winter use** – You used less than 67% of your 12 month gas consumption between November–April.

**High winter use** – You used greater than or equal to 67% of your 12 month gas consumption between November–April.

Service under all rates are subject to the rules and regulations as well as the published tariff and terms and conditions presently in effect, or as filed from time to time, with the New Hampshire Public Utilities Commission.

**Typical rate change dates:**

Distribution Adjustment (LDAC) – November 1

Gas Supply Charge (Cost of Gas) – May 1 and November 1

## Your rights

### New Hampshire Department of Energy (NHDOE)

When you have a question about your bill, contact us at Liberty immediately. Many problems can be resolved in this manner. If after contacting us you have any problem, complaint or concern that you feel we have not handled adequately, the NH Department of Energy Consumer Affairs Division is available to help you. They can be reached Monday through Friday from 8:00 am to 4:30 pm, except holidays. Call toll-free, 1-800-852-3793.

