



News for our Natural Gas Customers



MAY/JUNE 2015

How to reach us

Gas Emergencies/Leaks

1-855-327-7758

Customer Service/Billing/Payments

1-800-833-4200 or www.libertyutilities.com

For Storm Updates and Info

www.twitter.com/LibertyUtil_NHwww.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

Talk to a Liberty customer service rep face to face. Visit our local offices Monday through Friday, 9:00 A.M. to 5:00 P.M.

9 Lowell Road
Salem, NH 03079

15 Buttrick Road
Londonderry, NH 03053

30 Tilton Road
Tilton, NH 03276

407 Miracle Mile
Lebanon, NH 03766

Bill Payment Locations

Payments can be made at our walk-in centers, most Wal-Mart locations, as well as other authorized CheckFreePay® locations. To find one near you, visit www.libertyutilities.com.

Looking for ways to save energy?

We have energy efficiency programs for homes and businesses that can save you significant money on your energy bills. You'll not only enjoy the energy savings but our programs offer rebates while funding is available. Visit www.libertyutilities.com/efficiency.

Summer Gas Supply Rates in Effect

Prices expected to decrease

May 1st is the start of our summer rate period. We are pleased to announce that summer Gas Supply rates will decrease compared to our winter rates. The summer period runs from May 1st through October 31st.

What is the Gas Supply charge?

The Gas Supply charge reflects the cost of the natural gas that we purchase on the energy market. We don't profit on this part of your bill. The cost of gas is passed onto our customers without marking up the price.

Approved rates available at www.libertyutilities.com

We filed our proposed Gas Supply rates with New Hampshire Public Utilities Commission on March 17, 2015. Approval of the rates had not yet been granted at the time this newsletter was printed. Please visit our website for the approved rates.



Liberty Donates to Hallsville School

\$2000 for artist-in-residence program in Manchester

We are pleased to support the artist-in-residence program at Hallsville Elementary School in Manchester. This year award winning author and illustrator, Matt Tavares, was the featured guest.



Customer Questions

LEVELIZED BUDGET BILLING

Q. My gas bill is high in winter and low in summer, is there a way to smooth out payments over the year?

A. Yes. Consider enrolling in Levelized Budget Billing. Under this program your monthly payment is based on a rolling average of your previous 12 monthly bills.

This program will not provide a fixed payment each month but it will help to level out steep increases that typically happen in the winter.

Please visit our website for more information.

ENERGY SUPPLY CHARGE

Q. Why is the Energy Supply rate on my bill different than the rate published on your website?

A. The Energy Supply charge may change during your billing period. If that happens one blended rate will appear on your bill.

Liberty records each customer's usage and sends bills throughout each month. All customers are billed for approximately 30 days of usage but the billing period does not necessarily follow a calendar month. Rather, it is based on the dates meters are read.

For example: A customer may be billed for usage from October 15th through November 14th. There was a gas supply rate change on November 1st. This customer had usage for 16 days on the October rate and 14 days on the November rate. The two rates are weighted by the usage during the days that the rate was in effect and blended to generate one rate for the total usage that appears on the customer's bill. Visit our website for full details.

Natural Gas Safety



Natural Gas has an excellent safety record, but like all forms of energy it must be handled properly. It is important for everyone to be familiar with the characteristics of natural gas and be prepared to react properly to ensure your safety and the safety of others.

What to do if you Suspect a Gas Leak

1. LEAVE THE PREMISES: Exit the building or area and tell others to leave as well. Don't operate electric switches or do anything that would cause a spark such as light a cigarette.

2. CALL OUR EMERGENCY NUMBER: Once you are away from the area of the leak, call **1-855-327-7758**. Program this number into your cell phone so you'll have it handy when you leave the premises. Otherwise dial 911.



Be prepared to give the exact street address and nearby cross streets. We are here 24 hours a day, seven days a week to serve you. We will respond as quickly as possible to address the situation.

3. DO NOT RE-ENTER: Don't re-enter the area or building until you have been given the okay by a Liberty Utilities employee or a fire official.

How to Identify a Natural Gas Leak

1. SMELL: Natural Gas is a colorless, odorless substance but an odor similar to rotten eggs is added to natural gas so it is easy to detect. If you think you smell natural gas, follow the steps above.

2. SIGHT: You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. Vegetation that appears to be dead or dying for no apparent reason could be another sign.

3. SOUND: You may hear an unusual noise like a roaring, hissing or whistling.



CAUTION: Keep Gas Appliances Clear

Basements often get used for storage, workshops and even living space. It's often a catch-all for all types of items. When storing things in your basement, please remember to keep gas furnaces, boilers and water heaters clear. Don't store things on top of the appliance and never store gasoline, oil, newspapers, solvents or other flammable materials near a gas fired appliance.