



Liberty Utilities®

News for our Natural Gas Customers



NOVEMBER/DECEMBER 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_NH

www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

See us in person

9 Lowell Road
Salem, NH 03079
9AM - 4PM M-F

15 Buttrick Road
Londonderry, NH 03053
9AM - 4PM M-F

30 Tilton Road
Tilton, NH 03276
9AM - 4PM T, TH

407 Miracle Mile
Lebanon, NH 03766
9AM - 4PM T, TH, F

Bill Payment Locations

Payments can be made at our walk-in centers, Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. To find one near you, visit www.libertyutilities.com.

Energy Saving Emails



Sign up for our e-Newsletter to receive saving tips and rebate information. Visit our website at www.libertyutilities.com and scroll to bottom for our residential and business e-Newsletters.

residential and business e-Newsletters.

Winter Rates In Effect November 1st

Significant decrease expected compared to last winter.

In September we asked the New Hampshire Public Utilities Commission to approve our winter Residential Heating Gas Supply charge of \$0.75/therm effective November 1st. As of the printing of this newsletter the PUC had not ruled on our filing.

Last year the Gas Supply Charge was \$1.16/ therm in November. The new rate, if approved, would be a 35% decrease compared to last November. Please visit www.libertyutilities.com to see our current rates now in effect.

Agreement to Purchase Natural Gas on Proposed Pipeline is Approved

In November of 2014 Liberty Utilities signed an agreement with Tennessee Gas Pipeline Company to purchase natural gas from the proposed Northeast Energy Direct pipeline. We are confident that this agreement will lower the cost of gas for our customers. Currently we purchase gas at one of the most expensive purchase locations in the country. The new pipeline, if built, would allow us to potentially purchase at one of the least expensive locations.

After careful review, the New Hampshire Public Utilities Commission has approved our agreement. The Gas Supply charge is passed directly on to our customers without marking up the price. When the price of gas goes down, our customers will benefit from 100% of the savings.

The pipeline is expected to be in service by November 2018. For more information about the proposed pipeline visit www.kindermorgan.com.



Customer Questions

When to report a gas leak

Q. A few weeks ago I was walking my dog when I thought I smelled gas. I couldn't tell where it was coming from and I wasn't even sure it was gas. Should I have reported this?

A. ABSOLUTELY.

If you suspect a gas leak inside or outside, anytime or anywhere, you should always report it. We have crews available 24/7 to respond to leaks and emergencies. We won't be upset if turns out to be a false alarm. In fact, we'll be happy that there isn't a problem and everyone is safe.

Program our emergency phone number into your phone so you won't have to search for it. Our emergency number is 1-855-327-7758. If you don't have our number available or if you are in an area outside of our service territory, you can report gas odors by calling 911.

IF YOU SUSPECT A LEAK:

1. Leave the area immediately
2. Don't smoke, operate electrical switches or do anything that may cause a spark.
3. Call our emergency number at 1-855-327-7758 or dial 911.
4. Keep others out of the area until a representative from Liberty or the fire department has determined the area is safe.



New President

We are pleased to announce that David Swain has been named president of Liberty Utilities - NH. David has served as regional president of Liberty Utilities in Missouri, Illinois and Iowa since 2013. He is very excited to serve customers in NH. David takes over for Dan Saad who has retired from the company.

Assistance Programs

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

Liberty Utilities has partnered with New Hampshire's Weatherization Assistance Network to offer our customers the Home Energy Assistance Program (HEAP). This statewide program provides up to \$5,000 in energy efficiency improvements to income-qualified households that may be especially vulnerable to increasing energy costs. All products and services provided by HEAP are provided to participants free of charge. Please contact your local community action agency for more information:

<http://www.nh.gov/oep/energy/programs/fuel-assistance/agencies.htm>



FUEL ASSISTANCE

Fuel Assistance is a federally funded program for low-income households that need assistance paying energy bills and who also meet income eligibility requirements. Visit www.libertyutilities.com for more information.

DISCOUNT RATE

We offer a discount rate to households that heat with natural gas and in which any family member is currently enrolled in at least one eligible program (such as Fuel Assistance, Supplemental Security Income, WIC, and more). The discount can save you up to \$200 on the Gas Delivery Charge. For more information and a full list of qualifying programs, visit our website or call 1-800-833-4200.

Visit the Liberty Utilities website at www.libertyutilities.com for more information about these programs, and other energy- and money-saving tips!

Call Before You Dig



Before you dig for any reason, call 811. The 811 operator will contact all the utility companies in your area. Each utility will mark where their underground services are located so you can avoid them when digging. Coming in contact with an underground utility service is not only dangerous but it may cause outages for you and your neighbors. Call 811. **It's free and it's the law.**