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
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.
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.