



## What Do Our Customers Say?

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- Dave, Manchester NH



Tired of dealing with the hassle and expense of managing an oil heating system, Dave made the decision to convert his 5 family property located in Manchester NH over to natural gas. “The winter of 2015 was horrendous, and my fuel oil prices were very high. I ran out of oil a couple of times, which was embarrassing, and after researching it, I found that natural gas was a lot less expensive, a lot more reliable, and Liberty Utilities had some great incentives to switch, so I went with that.”

Before converting to natural gas, the home had one oil heating system that was used to heat all 5 apartments. Dave expressed an interest in having each apartment on a separate system, but was not sure it was financially feasible. Working with a Liberty Utilities Account Manager, he learned that selecting energy efficient appliances would qualify him for 2% low interest financing on the equipment he purchased. “This program allowed me to buy all the equipment up front that I needed. Without that I wouldn’t have been able to complete the conversion.”



Looking back on the conversion process, Dave goes on to describe his experience. “My experience working with Liberty Utilities was wonderful. They made sure that I was getting things done in a timely manner, or gently reminded me when I wasn’t. They were very patient and followed through with everything they needed to do on their side.” Although it has only been 5 months since Dave completed the conversion, he has already seen a significant reduction in heating costs. “In terms of cost savings, I was paying \$800 per month for fuel oil at the height of the 2015 nasty winter, and that has dropped significantly, probably by half.”