



News for our Natural Gas Customers



JANUARY/FEBRUARY 2016

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](https://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.

Save Energy and Water



You can save water and energy by installing low flow shower heads and faucet aerators.

Using less water means heating less water. Be sure to look for and repair any water leaks. According to the EPA 5 to 10 percent of homes

have leaks that waste 90 gallons of water per day or more. A hot water leak wastes energy as well.

Look for the EPA WaterSense Label. Products with this label are certified to be at least 20% more efficient than standard products without sacrificing performance.

Pay Your Bill in Person

Many of our customers like to pay their bills in person. We offer several options for customers who prefer the personal touch.



WESTERN UNION - over 50 locations in our service territory. Cash only. No Service Fees.

CHECKFREEPAY - Located inside most local Walmart and Kmart stores. Cash and debit cards are accepted. No Service Fees.

LIBERTY UTILITIES WALK-IN CENTER - Four locations (see list in left column). Cash, checks and credit cards are accepted. A fee of \$3.75 will be charged for credit card transactions.

For more information about these and other payment options, please visit our website at www.libertyutilities.com.

SCHEDULE EIC (Form 1040A or 1040)	Earned Income Credit Qualifying Child Information
Department of the Treasury Internal Revenue Service (IRS)	► Complete and attach to Form 1040A or 1040 only if you have a q Information about Schedule EIC (Form 1040A or 1040) and its instructions is s Name(s) shown on return
Before you begin:	<ul style="list-style-type: none"> • See the instructions for Form 1040A, lines 42 and 43 to be sure that (a) you can take the EIC, and (b) you can claim the credit. • Be sure the child's name on line 1 and social security number are correct. Otherwise, at the time we process your return, we will determine if the social security card is not correct, call the Social Security Administration.
CAUTION	<ul style="list-style-type: none"> • If you take the EIC even though you are not eligible, you may not be allowed to take it in a later year. • It will take us longer to process your return and issue your refund if you take the EIC when you are not eligible.
Qualifying Child Information	Child 1
1 Child's name If you have more than three qualifying children, use a separate schedule for each child.	First name Last name

TAX TIP: Earned Income Tax Credit

Soon it will be time to start thinking about filing your 2015 tax return. When filing taxes, often people are unaware of the Earned Income Tax Credit. This credit, available to low to moderate income wage earners and income qualified families with dependents, will reduce your federal income tax amount owed and could mean a tax refund.

Tax credits will range between several hundred and several thousand dollars depending on income and number of dependents.

For free information, visit the IRS web site at www.irs.gov. Select Credits and Deductions, then choose Earned Income Tax Credit. Or call 1-800-TAX FORM.

The wrong water temp can cost you

Your water heater is one of the largest users of energy in your home. Having the temperature set too high can waste energy. Often times water heaters will be set at 130 to 140 degrees. Setting your water heater at 120 degrees will save energy and in most cases deliver plenty of hot water.

After you adjust the temperature on the water heater, measure the temperature at the faucet or shower to confirm the temperature setting.



Portable Generator Safety



Here are a few tips to make using a generator a safe experience.

1. Never use a generator in an enclosed space such as a basement or garage. Operate the generator outdoors away from any air intakes that lead back into your home. This will prevent the collection of carbon monoxide gas that could be deadly.
2. Do not overfill the gas tank. Leave room for the gas to expand. Allow the engine to cool before re-filling the gas. Spilled gas on hot generator parts could cause a fire.
3. Do not connect your portable generator directly to your home's electrical service panel. And do not attempt to back feed power through an electrical outlet in your home. Either practice can feed power back into overhead electric lines and create a dangerous situation for electrical workers trying to restore your power. A generator should only be connected to a home's electrical system by a licensed electrician. The electrician will install a transfer switch that will prevent power from being fed back to the power lines.

Carbon Monoxide - Protect yourself from exposure

Carbon Monoxide is created by the incomplete combustion of any fossil fuel, including natural gas or oil. It is a colorless and odorless substance that is difficult to detect.

Symptoms of exposure include headaches, nausea, dizziness, coughing, ringing in the ears and spots before the eyes. If you suspect exposure, get to fresh air and call 911 right away.

Protect yourself by installing Carbon Monoxide detectors in your home and test them monthly.

Keep meters and vents clear

During the winter months, it's important to keep your utility meter clear of snow and ice so it will operate properly. If snow does build up around your meter, use care when clearing it. Use a broom or your car's snow brush to prevent damage to the meter.

If you have a boiler, furnace or water heater that vents through the side of your home or business, be sure to keep snow away from those vents. Neglecting to do so could cause the airflow to be blocked, and could result in deadly gas migrating back into the building.

