

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 www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

See us in person

9 Lowell Road 15 E Salem, NH 03079 Lon 9AM - 4PM M-F 9A/

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



Your 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.

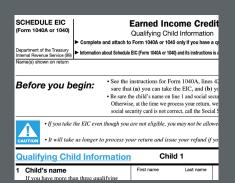


WESTERN UNION - over 50 locations in our service territory. Cash only. No Service Fees.

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.



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.

