


**Liberty Utilities®**

## News for our Natural Gas Customers

Liberty employees volunteering at the Manchester Boys and Girls Club summer camp.



SEPTEMBER/OCTOBER 2019

## How to reach us

### Gas Emergencies/Leaks

1-855-327-7758

### Customer Service/Billing/Payments

1-800-833-4200 or [www.libertyutilities.com](http://www.libertyutilities.com)

### For Storm Updates and Info

[www.twitter.com/LibertyUtil\\_NH](https://twitter.com/LibertyUtil_NH)

[www.facebook.com/LibertyUtilitiesNH](https://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

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

116 North Main Street  
Concord, NH 03301  
9AM - 4PM M-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](http://www.libertyutilities.com).

## Granite Bridge Open House & Science Fair



Granite Bridge is a local natural gas pipeline project proposed by Liberty Utilities to bring additional natural gas supply to southern and central New Hampshire. To help decrease natural gas costs, Granite Bridge would also feature a liquefied natural gas (LNG) storage facility which would be located in the town of Epping, NH.



In order to educate residents and business owners on the properties of LNG, we hosted an open house at the Epping Middle School on July 31st. The event featured a hands-on demonstration of the scientific properties and safety profile of LNG from Erik Neandross, a former firefighter and expert on LNG safety. Many local residents and town officials attended the event and learned LNG is not flammable, not pressurized and not explosive.

To see more photos from this event, please visit Granite Bridge's Facebook page. [www.facebook.com/GraniteBridgeNH/](https://www.facebook.com/GraniteBridgeNH/)

## We're Moving!



Our walk-in center located at 9 Lowell Rd in Salem is closing **SEPTEMBER 1<sup>ST</sup>**. Our new walk-in center will open on **OCTOBER 1<sup>ST</sup>** at **130 MAIN STREET, SALEM**. The hours will be 9am-4pm. While the office is closed, payments can be made online, through authorized payment agents (list is available at [www.libertyutilities.com](http://www.libertyutilities.com)) or by calling 1-800-375-7413. The payment drop box at 9 Lowell Rd will remain available until **SEPTEMBER 15<sup>TH</sup>**.

## Time For A Tune-Up?

At the start of every heating season, it is good practice to have a qualified professional perform a tune-up on your furnace or boiler. This will help ensure your equipment is safe and working as efficiently as possible.

## Authorized Payment Agents

If you use a third party bill payment agent either online or in person, please be sure they are authorized to accept payments on our behalf. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly.

Liberty Utilities has authorized several agencies to collect payments on our behalf. For a list of authorized payment agents, visit [www.libertyutilities.com](http://www.libertyutilities.com) or call Customer Service at 1-800-833-4200.



## We Scare Pets

Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If you know it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for company representatives to arrive. This will keep your pets happy and our employees safe.



## FREE Energy Savings Measures

Calling all residential gas customers! Did you know that by participating in our Visual Audit Program, you can get **FREE LED light bulbs** on fixtures in your home that are used for three or more hours per day? In addition to the LED bulbs, a technician will come to your home and install other energy-saving equipment, such as Wi-Fi thermostats and flow control showerheads.



All residential, natural gas heating customers who have at least one thermostat in their home that can be upgraded to a smart thermostat are eligible to participate in this limited time offer. For more information, call Horizon, an approved contractor for Liberty Utilities, at **1-603-369-4834** or email [NHSaves@horizon-res.com](mailto:NHSaves@horizon-res.com).



## What's On My Gas Meter?

Does your natural gas meter riser have a small wire sticking out? Don't worry - that is supposed to be there! It's called a "Tracer Wire" and it's a safety feature that's installed next to underground piping to help us locate the path of a plastic pipe. This wire could either be yellow or white. Questions? Call us to talk to the experts at **1-800-833-4200 option 8**.

## Protect Yourself Against Carbon Monoxide

Carbon monoxide is a colorless, odorless and potentially deadly by-product of any fuel combustion. If your carbon monoxide alarm goes off, **always call 911 or Liberty Utilities at 1-855-327-7758**. We want you to be safe. While false CO readings are not uncommon with changing seasons and high humidity, never assume it is a false alarm when your detector goes off. First responders and Liberty Utilities technicians are trained to make sure the situation is safe. Here are some other precautions you can take to protect yourself against carbon monoxide:

- Have your chimney and heating system inspected regularly
- NEVER use your gas range to heat your house
- Install carbon monoxide detectors in your home and check the batteries regularly

## Fall Cleanup Safety

Thinking of doing some fall cleanup? If you will be doing any digging, **make sure to call 811** at least 72 hours in advance. The 811 operator will contact all the utility companies in your area. Utility companies will mark where their underground services are located so you can avoid them when digging.

