



# News for our Natural Gas Customers

September/October 2021

NH



## How to Reach Us

### Emergencies

1-855-327-7758

### Customer Service/Billing/Payments

1-800-833-4200 or

[www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

### For Storm Updates and Info

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

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

### Customer Walk-In Centers

Check our website for up-to-date information about which walk in centers are currently open and safety protocols still in place.

130 Main Street  
Salem, NH 03079

15 Buttrick Road  
Londonderry, NH 03053

407 Miracle Mile  
Lebanon, NH 03766

116 North Main Street  
Concord, NH 03301

80 Pearl Street  
Keene, NH 03431

### Bill Payment Locations

Payments can be made using the drop boxes at our walk-in centers, Western Union locations, most Walmarts and other authorized CheckFreePay® locations. Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) to find a location near you.

### Keene Customers:

The phrase "natural gas" is used throughout this newsletter. However, the majority of Keene customers use a mixture of propane/air, which (for the purposes of this newsletter) is very similar to natural gas.



## Pay it Safe With Authorized Payment Agents

If you use a third-party bill payment agent either online or in person, please be sure it is 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 has authorized

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

## Restrain Your Pets During Service Calls

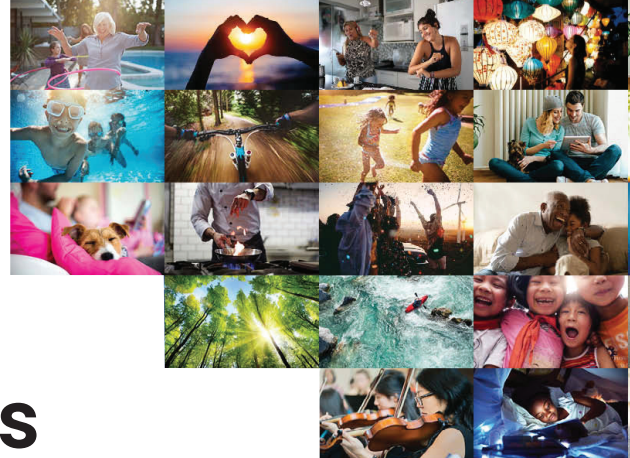
Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If you know it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for company representatives to arrive.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



## 2021 ENERGY STAR Partner of the Year



Liberty and the joint NH utilities received the U.S. Environmental Protection Agency's (EPA) ENERGY STAR Partner of the Year 'Sustained Excellence' Award in April. This is the 7th consecutive year Liberty and the NH utilities have been recognized by the EPA for outstanding leadership in reducing American energy bills and tackling climate change.





## Fall into Energy Savings

Soon, the weather will turn cooler and nights will be longer. Take action now to make sure your home is ready to keep you comfortable when the cold weather comes.

### Door and Windows:

- Replace old weather stripping around doors and windows
- Caulk around gaps in windows and doors
- Install storm doors
- Consider replacing older windows with newer, more energy-efficient models

### Insulation and Air Sealing:

- Hire a contractor to ensure that your home is insulated according to recommended levels for your area

### Heating System:

- Hire a qualified professional to clean/inspect your furnace
- Clean vents and other heating system components
- Replace your furnace filter regularly
- Install a Wi-Fi enabled programmable thermostat, which can save energy by automatically adjusting temperatures according to your schedule



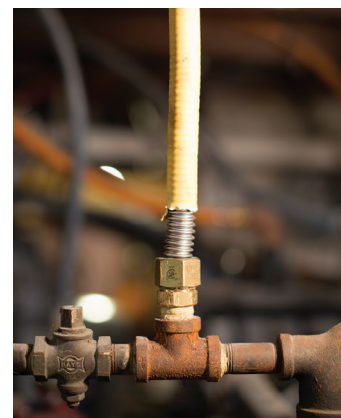
## Corrugated Stainless Steel Tubing (CSST)

CSST is a flexible, stainless steel pipe used to supply natural gas and propane in residential, commercial and industrial structures. Coated with a yellow or, in some cases, a black exterior plastic coating, CSST is usually routed beneath, through, and alongside floor joists in your basement, inside interior wall cavities, and on top of ceiling joists in attic spaces.

While this type of pipe is safe, it is strongly recommended that you determine if the CSST system is properly bonded and grounded.

If you are unsure as to whether your property has CSST or whether it has been properly bonded and grounded, contact a licensed electrician to arrange for a professional inspection.

Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) for more information about CSST piping.



## Protect Your Family From Carbon Monoxide



Carbon monoxide (CO) is an odorless, colorless and toxic gas. CO is produced whenever any fuel — such as gas, oil, kerosene, wood or charcoal — is burned. If appliances that burn fuel are maintained and used properly, the amount of CO produced is usually not hazardous. However, if appliances are not working properly or are used incorrectly, dangerous levels of CO can result.

### Reducing Your Risk

Install at least one CO detector in the sleeping areas of your home. Purchase a model that has been tested and certified by Underwriter's Laboratories, Inc (UL). Check the unit periodically to ensure that it's functioning correctly.

Operate all fuel-burning equipment and appliances in accordance with the manufacturer's instructions and safety recommendations.

Have a qualified professional check all fuel-burning appliances, furnaces, venting and chimney systems at least once a year.

### Take Action

If your CO alarm goes off or someone is experiencing symptoms such as headaches, nausea, dizziness, coughing, ringing in the ears, spots before the eyes or reddened skin color, **get to fresh air immediately and call 911 and Liberty at 1-855-327-7758.**

Visit our website for more important information on CO safety.

[www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)