



News for our Natural Gas Customers

January/February 2022

NH



How to Reach Us

Emergencies

1-855-327-7758

Customer Service/Billing/Payments

1-800-833-4200 or

www.libertyenergyandwater.com

For Storm Updates and Info

www.twitter.com/LibertyUtil_NH

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 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.

Cost of Gas Price Increase

The price of natural gas in the United States has more than doubled since this time last year. In fact, prices for all forms of energy have increased, including electricity and propane.



Liberty buys the gas we deliver to our customers on the open market. The cost of gas is driven by market price and is passed through to customers without a profit. There are multiple factors contributing to the market price increase, including severe weather, increased demand and limited supply.

The state of New Hampshire has programs available for customers who are struggling financially, such as the Emergency Rental Assistance Program, Neighbor Helping Neighbor and Fuel Assistance. Liberty also offers payment arrangements to help those customers with a past due balance. We also offer Budget Billing, a program that spreads out payments over the year, avoiding seasonal fluctuations in monthly gas bills.

For more information about the price increase and measures you can take to reduce your energy usage, visit our website at www.libertyenergyandwater.com.

Spreading Holiday Cheer



For the 10th year in a row, Liberty employees partnered with local organizations to make sure less fortunate children in our communities had presents to open on Christmas morning. Employees pulled together and collected money, gifts and winter jackets for over 100 children.



Snow and Meter Safety

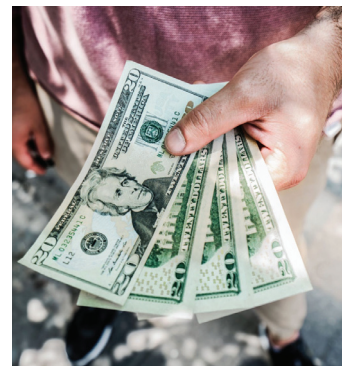
During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly. When snow and ice accumulate on your roof, there can often be an unexpected avalanche which can be dangerous to items underneath.

This also applies to customers with solar panels. If your natural gas meter is located under solar panels, please contact us at 1-800-833-4200 to let us know. We will send someone out to assess the situation and work with you to determine alternative ways to protect your gas meter.



Keep More of What You Earned

Soon it will be time to start thinking about filing your 2021 tax return. When filing taxes, people are often unaware of the Earned Income Tax Credit (EITC). This credit, available to low-to-moderate income wage earners and income-qualified families with dependents, will reduce your tax amount owed and could mean a refund. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file.



For more information, or to see if you qualify, visit the IRS website at www.irs.gov. Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.

Smell Gas? Here's What to Do

The smell of leaking natural gas is often compared to sulfur or rotten eggs. If you smell something resembling this, exit your property immediately. When you arrive at a safe location, call us at 1-855-327-7758 or call 911. Other important things to remember if you smell gas include:

- DO NOT use electrical switches, telephones, appliances, garage door openers, etc. This can cause sparks.
- DO NOT use lighters or matches and do not smoke.
- DO NOT open doors or windows in an attempt to ventilate.
- Instruct others to leave and evacuate the premises immediately. Close the door behind you.
- DO NOT turn off your gas meter. This valve should only be operated by a qualified technician.

For more important safety information regarding natural gas and ways to identify a gas leak, visit www.libertyenergyandwater.com.



Do You Need Help Paying Your Gas Bills?

If you need assistance paying your natural gas bills, contact your local Community Action Agency to find out if you qualify for a discounted rate or to see if you are eligible for Neighbor Helping Neighbor or Fuel Assistance.

Contact information for Community Action Agencies can be found by visiting www.libertyenergyandwater.com and selecting "Natural Gas Financial Programs" under the "My Account" drop down.