



## News for our Natural Gas Customers



Concord to Tilton Hi-Line pipe sections being welded together and prepped for installation.  
Loudon, NH

MAY/JUNE 2017

### 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
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407 Miracle Mile Lebanon, NH 03766 9AM - 4PM M-F	116 North Main St. Concord, NH 03301 9AM - 4PM M-F
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**OPENING  
IN MAY**

#### 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).

#### Smell Gas? Leave, then Call.

If you think you smell natural gas, leave the premises then call 1-855-327-7758 or 911 immediately. Our technicians are ready 24/7 to respond to all possible gas leaks.

### Concord to Tilton Hi-Line Project Update

Liberty Utilities and its construction partner, R.H. White Construction of Bow, NH, recently completed installation of approximately 30,000 linear feet of 12" welded steel gas pipe in Loudon, NH, known as the "Hi-Line." This project will bring additional gas capacity to Liberty's northern region.

The project replaced an much smaller capacity distribution pipeline that serves customers north of Concord. R.H. White had four excavating crews installing pipe at a combined rate of about 1 mile per month. DBU Construction, utilized directional drilling at seven locations throughout the project. This horizontal drilling eliminated the disruption of typical open cut excavation across wetlands, busy roads, and difficult terrain. *(continued on back)*

### Natural Gas Coming to Windham and Pelham



In February 2017, Liberty Utilities received approval from the NH Public Utilities Commission (NHPUC) to expand natural gas service into Windham and Pelham, NH. Planning is underway in both towns. The initial plan is to start construction of the new system in summer 2017 and continue to build out the infrastructure and add customers over the next 4-5 years.

Visit our website for more information. [www.libertyutilities.com](http://www.libertyutilities.com)

## What to do if you Smell Gas

Most people are familiar with the distinctive “pungent odor” aroma added to natural gas. We add this odor so that it’s easy to detect. If you smell gas in your home, or suspect a gas leak, call us right away.

Smell gas outdoors? Call and tell us the exact street location and cross streets. We’re here 365 days a year to serve you. We’ll be there as soon as possible to make sure that the situation is safe.

### IF YOU SMELL GAS, PLEASE FOLLOW THESE STEPS:

- Check to be sure your range and oven controls are turned off.
- Don’t operate electrical appliances or switches. Doing so can cause sparks.
- Don’t smoke or light matches.
- Exit the building or area of the gas odor. Instruct others to leave as well.
- Call Liberty Utilities at 1-855-327-7758.

### BE PREPARED

Take a moment now to program our emergency phone number into your cell phone. This will eliminate having to hunt for the phone number during an emergency.

Install smoke and carbon monoxide detectors in your home and test them monthly.

## Concord to Tilton Hi-Line Project (continued from front)

The project began in August of 2016 and the pipeline was completed in December. At the height of the project, seventy five employees and subcontractors were working hard to meet the construction deadline while keeping traffic flowing without disruption, installing loam and seed as the project was progressing allowing for immediate growth, and concentrating on the safety of all the crew members.

A few statistics regarding the project:

- 75 personnel working on the site:
- 8 specialized welders—traveling from as far away as Texas and North Dakota
- 10 excavators working for trench excavation
- 5 loaders for backfilling of the trenches
- 8 Dump Trucks
- 15 miscellaneous pieces of equipment to support the operation
- Two Directional Drilling machines
- More than 700 welds were done. All welds were x-ray inspected

The new distribution pipeline will have the capacity to transport approximately 30X the current capacity. This upgrade will satisfy new demand from local businesses as well as future growth in Loudon.

## Summer Rates Begin May 1st

Our summer rate period for Gas Supply begins on May 1st and continues until October 31st. The Gas Supply charge on your bill represents what we pay for the gas that we deliver to our customers. The price, based on projected demand, market conditions and historical trends is calculated then reviewed by the New Hampshire Public Utilities Commission.



The price that we pay for gas is passed along to customers without a markup. Liberty Utilities does not profit on this charge. To view the current Gas Supply rate and a summary of all the rates on your bill, please visit [www.libertyutilities.com](http://www.libertyutilities.com).

## Keep Natural Gas Appliances Clear



Basements often get used for storage, workshops and even living space. It’s often a catch-all for all types of items. When storing things in your basement, please remember to keep gas furnaces, boilers and water heaters clear. Don’t store things on top of the appliance and never store gasoline, oil, newspapers, solvents or other flammable materials near a gas-fired appliance.