

News for the new year



A 'bright idea' for the new year

Start the year off right with a simple change that makes life easier. **Sign up for Liberty's My Account and enroll in Paperless Billing today to enjoy:**

- More convenience – access your bills anytime, anywhere with the app. Pro tip: combine Paperless Billing with automatic payments for even more peace of mind.
- Secure and timely account information – get alerted when your bill is ready and pay it easily (and safely) through My Account.
- Less clutter – no more stacks of paper.

Make 2026 the year of simplicity. Start with My Account and **switch to Paperless Billing** now. It's one resolution you won't regret!

Visit www.libertyenergyandwater.com or **scan the QR code** to get started with My Account and Paperless Billing.



Looking for more ways to start 2026 off on the right foot? **Keep reading to learn some simple energy (and money) saving tips.**



New year, new habits, new ways to save

The New Year is a great time to start forming new habits, especially those that may help you save on your utility bills. Here are some simple steps you can take to form lasting habits that can help you save throughout the year.

Switch to LED light bulbs rather than incandescent.

LEDs are more efficient, and those that are ENERGY STAR certified use about 75% less energy than incandescent bulbs.

Turn off lights and appliances when you're not using them. One way to do so is by using a timer, which is low cost and easy-to-install.

Lower your water heater to 120°F. This can help save energy as well as prevent serious burns.

Check for air leaks regularly and properly insulate against them.

Install a programmable thermostat to adjust the times you turn on your air conditioning or heating based on a pre-set schedule.

The tips don't stop here. **Scan the QR code** or visit the "Smart Energy Use" section of www.libertyenergyandwater.com for more ways you can kick your energy-saving game up a notch or two in the new year.



Energy efficiency



Save up to 20% on your natural gas bill

The Home Energy Performance (HEP) Program takes a holistic approach to saving energy in your home.

Sign up for the HEP program and an energy expert will come to your home and perform an energy audit that includes diagnostic testing for air and duct leakage. If you move forward with weatherization recommendations provided, you will be eligible to receive:

- **A rebate of 100% of the installed cost of air sealing in your home** and 75% of the installed cost of insulation (up to \$6,000)
- 2% financing through select local financial institutions
- **0% on-bill financing** available through Liberty

For more information, visit

nhsaves.com/residential/weatherization/ or scan the QR code below.



Cut your energy bills without lifting a finger

Liberty natural gas customers are eligible to have **free energy-saving measures** installed at their home. A technician will come to your home and install/set up the following at **zero cost** to you:

- Wi-Fi thermostats, including the Google NEST Learning model (retail price \$249)
- Flow control showerheads and/or aerators
- Domestic hot water turn down
- Domestic hot water pipe insulation

Wondering if you qualify? As long as you meet the following criteria, you qualify!

- You must be a Liberty natural gas heating customer and own the property
- Your home must be Wi-Fi compatible
- We need to be able to upgrade at least one thermostat in your home to a Wi-Fi thermostat*

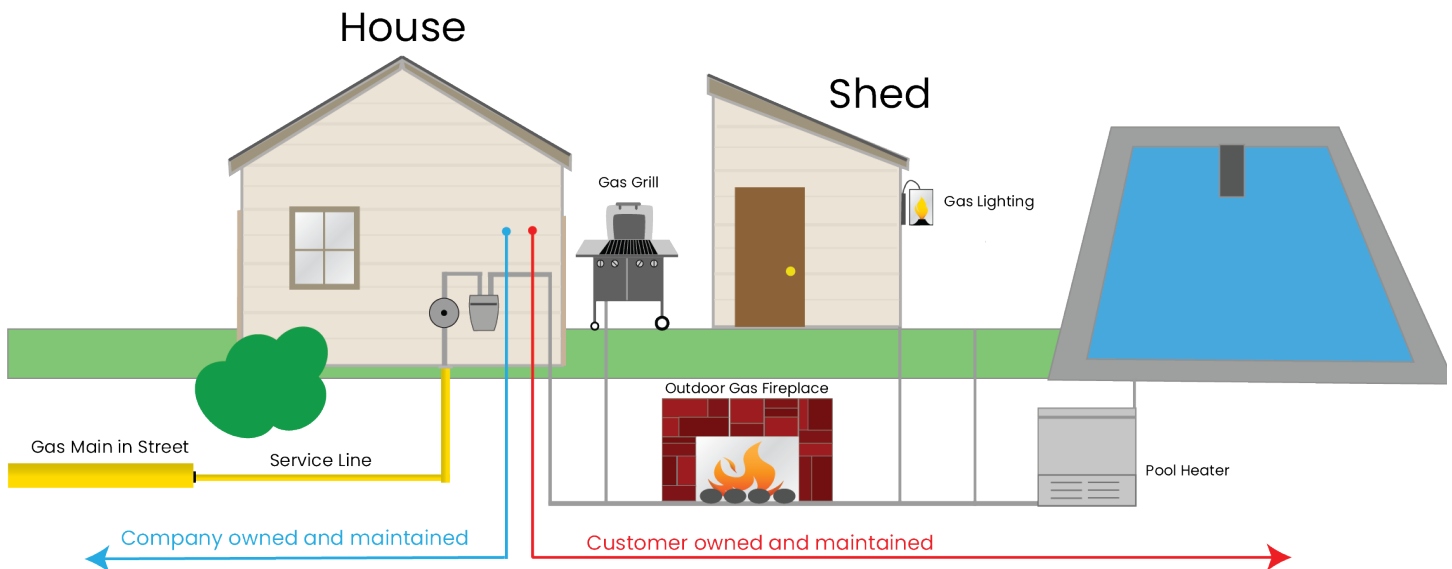
To set up a time to have your energy-saving measures installed, Contact Horizon, a contractor for Liberty, at NHSaves@horizon-res.com. If you are not the property owner, **please share this newsletter with your landlord!**



Scan the QR code to **hear what a customer from Manchester, NH had to say** about his experience with the Direct Install program.

What's yours, what's ours

Liberty diligently maintains company-owned pipelines to ensure safety and efficiency. It is important to remember, however, that as the customer of record, you or the property owner are responsible for customer-owned gas lines that begin at the outlet of the gas meter and extend (either above or below ground) to natural gas-burning appliances. Of such customer-owned gas lines, buried gas lines are notable because, if they are not properly maintained, they may corrode or leak. While most people do not own buried gas lines, the following are some examples where customer-owned buried piping may be involved:



These examples are not all-inclusive. You must make your own determination of whether you have buried piping extending beyond your meter. To properly care for a buried pipe, it is recommended that the pipe be inspected periodically for leaks and corrosion if lines are metallic.

If unsafe conditions are found, the pipeline should be repaired immediately. To have your gas lines checked, contact your local plumbing/heating contractor or a leak survey and corrosion expert.