


Liberty Utilities®

News for our Natural Gas Customers



Members from Gas Operations at Sky Meadows in Nashua, NH

MAY/JUNE 2018

How to reach us

Gas Emergencies/Leaks

1-855-327-7758

Customer Service/Billing/Payments

1-800-833-4200 or www.libertyutilities.com

For Storm Updates and Info

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

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.

Keep Appliances Clear

When storing things in your basement, please remember to keep gas furnaces, boilers and water heaters clear. Don't store things next to or on top of appliances.

Planning a Project that Requires Digging?

Before you dig, call 811 at least 72 hours in advance. The 811 operator will contact all the utility companies in your area. Each utility will mark where their underground services are located so you can avoid them when digging. Hand digging is required when working within 18" of a utility marking.

Coming in contact with an underground utility service is not only dangerous but it may cause outages. For more information, please call **811** or visit www.digsafe.com. It's free and it's the law.



Granite Bridge Open Houses

Over the next few months, we will be holding open houses to provide a forum for the public to ask questions and get more information about the proposed Granite Bridge project. For more information about Granite Bridge, please visit www.granitebridgenh.com. As open houses are scheduled we will post the dates and times on the project website.



What to do if you Smell Gas

Most people are familiar with the distinctive “pungent” 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.

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.

Construction Notice



Now that the weather has warmed up, our construction season has started. Every year, we invest money in replacing parts of our distribution system to provide continuous improvements and keep the natural gas delivery system safe and reliable.

Liberty Utilities and/or a qualified contractor will perform the work. The contractors we work with are **R.H. White Companies, Mears Group, Midway Utility Contractors, and the Middlesex Corporation.**

While roads will remain open to the public, parking may be limited in some locations. When necessary, a police detail will be provided. After the work has been completed, we will restore the area. However, there may be a lag between temporary and permanent restoration of the street and sidewalk.

We apologize for any inconvenience and thank everyone for their patience.

Free: Salon Valves Installed



As part of our Energy Efficiency Program, (www.nhsaves.com), Liberty Utilities offers qualifying businesses **FREE** Ecohead Salon Valves with **FREE** installation. Salons who switch to Ecohead Salon Valves can save water and energy, up to 103 gallons per basin each day. Ecohead Salon Valves also increase water pressure and pre-condition the water. For more information, please visit <https://ecoheads.com>.

To schedule an installation please call **1-603-595-2304** or email LibertyNH@RISEngineering.com.