



# Liberty Utilities<sup>®</sup>

## News for our Natural Gas Customers



MARCH/APRIL 2018

### 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://www.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

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<sup>®</sup> locations. To find one near you, visit [www.libertyutilities.com](http://www.libertyutilities.com).

### Did You Know...?

The United States has 3 million miles of natural gas pipelines. That's enough to wrap around planet Earth 375 times!



Source : U.S. Energy Information Administration

### Reach Us Faster By Phone

We know your time is valuable. That is why we want to make calling us as quick and easy as possible so you can get on your way. Below is a list of our menu options and the services that can be performed in each. When you call [1-800-833-4200](tel:1-800-833-4200), you can bypass the recording by pressing one of the numbers below. Please have your account number ready.

- 1: Report a gas emergency
- 2: Make a payment - Account info - Billing info
- 3: Inquire about a past due notification
- 4: Turn on/off your service due to moving in/out of a premises
- 5: Request a new gas service line or add new gas equipment
- 6: Address and fax information for local Liberty Utilities offices
- 7: Report or listen to a gas service outage
- 8: Questions about your gas meter or other inquires/questions

**If you have an emergency or suspect you have a gas leak, you can also reach us 24 hours a day at 1-855-327-7758.**

### Understanding Your Bill

#### Current Charges:

Minimum Charge \$0.7367 per day for 29 days	21.36
Distribution Chg 96.6670 units @ 0.34950	33.79
Distribution Chg 66.3330 units @ 0.28920	19.18
Distribution Adj 163.0000 units @ 0.06400	10.43
Gas Supply Chg 163.0000 units @ 0.72761	118.60

**Gas Supply Charge** - The cost to purchase, store, and move gas through interstate pipelines. This charge can fluctuate monthly based on market price. It is passed directly to customers without a markup.



## Programmable Thermostats

Programmable thermostats automatically adjust your home's temperature to save energy during your sleeping and working hours.

We offer up to \$100 for each Wi-Fi enabled thermostat and up to \$25 for each 7-day programmable thermostat installed in your home (limit two (2) rebates per natural gas account).

Thermostats can be installed by energy conservation auditors or heating and cooling contractors, or you can do it yourself.



## Clogged Sewer Line? Use Caution

A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through the sewer line. A cross bore is an unsafe intersection of two different utility lines.

Do not try to clear a sewer line blockage yourself. It could result in a serious accident. The safest way to ensure there is no cross boring in your sewer line is to have a plumbing professional inspect the line with a video inspection system.

## How Does Your Home Perform?



An in-home energy audit is the first step in making your home more efficient. An audit will evaluate your home's characteristics and energy usage and provide recommendations on ways you can improve efficiency and save money. There is a \$100 fee for this service, which includes diagnostic testing for air and duct leakage (\$100 audit fee is reimbursed if you move forward with weatherization recommendations).

You can receive a 50% rebate on up to \$4,000 in services for qualified energy efficiency improvements. Incentives are available to replace inefficient lighting and refrigerators and to add insulation and air sealing while funding is available. Homes heated with oil, propane, wood, natural gas, kerosene, or electricity may qualify. To complete the Home Heating Index application visit [www.NHSaves.com/homeheating](http://www.NHSaves.com/homeheating).



## PAY IT SAFE - Stick with Authorized Payment Agents

If you use a 3rd party bill payment agent either online or in person, please be sure they are 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.

Western Union and Walmart are both authorized to accept payments on our behalf. You can pay your bill using either service without paying a fee.

**Please note that Hannaford is no longer one of our Authorized Payment Agents.** For a list of authorized payment agents near you, please visit our website at [www.libertyutilities.com](http://www.libertyutilities.com).

## Spring Safety Tips



Spring is right around the corner! Here are some safety tips to help get your home ready for the new season:

- Move newspapers, rags, and other combustible material away from fireplaces, dryers, and other heating elements to prevent a fire.
- Make sure the batteries work in your smoke and carbon monoxide detectors.
- Inspect ladders for loose rungs before climbing and keep them secure and level when in use.
- Help purify the air in your home by changing filters in furnaces.