



News for our Natural Gas Customers

March/April 2021

NH



How to Reach Us

Power Outages/Emergencies

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

www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

Currently closed due to COVID-19 restrictions

130 Main Street
Salem, NH 03079

15 Buttrick Road
Londonderry, NH 03053

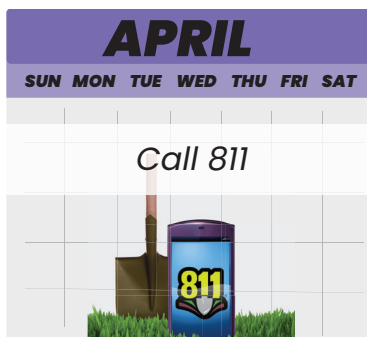
407 Miracle Mile
Lebanon, NH 03766

116 North Main Street
Concord, NH 03301

Bill Payment Locations

Payments can be made using the drop boxes at one of our walk-in centers, Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. To find one near you, visit www.libertyutilities.com.

April is National Safe Digging Month



Planting a tree? Installing a fence? Planning a home improvement? Call 811.

Did you know it's the law to make this call? Electric power lines, natural gas pipelines, water pipes, communications lines and other utility services can be within a few feet of the

ground's surface. Not knowing where these lines are can result in personal injury, property damage and neighborhood service interruptions. Even a small dent or scrape can cause damage, resulting in a leak or service-wide disruptions.

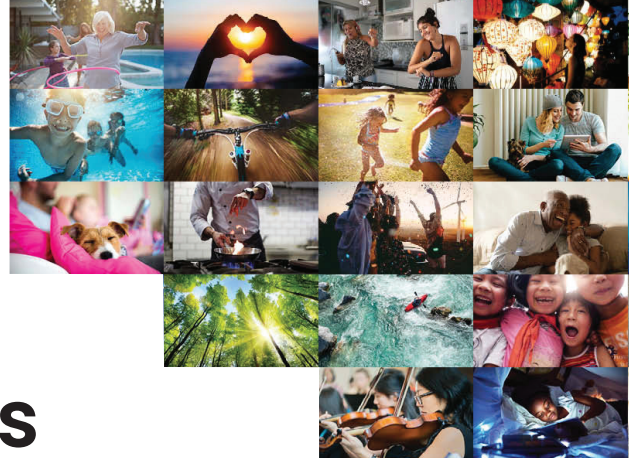
COVID-19 Update

This March marks one year that most of our employees have been working under modified conditions. Although it took some adapting, both our employees and customers settled into the new way of doing things.



We wanted to thank you, our valued customers, for your patience. Although closing our walk-in centers was not ideal, it truly did help keep you and our employees safe. We also wanted to thank our field personnel for remaining out on the front lines to ensure gas services remain safe and reliable.

As of the writing of this newsletter, no concrete plans have been made to reopen our walk-in centers, but we do plan to evaluate our options in the spring. Stay safe and stay well!





Set It & Forget It!

Programmable thermostats automatically adjust your home's temperature to save energy during your sleeping and working hours. Plus, you can earn rebates when you purchase select programmable or Wi-Fi enabled thermostats!

- \$100 for each Wi-Fi enabled thermostat
- Up to \$25 for each 7-day programmable thermostat

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

To make things even easier, you can now shop on our online marketplace and get instant rebates. Skip the paperwork and start saving!

For more information, visit the "Smart Energy Use" section of www.libertyutilities.com.



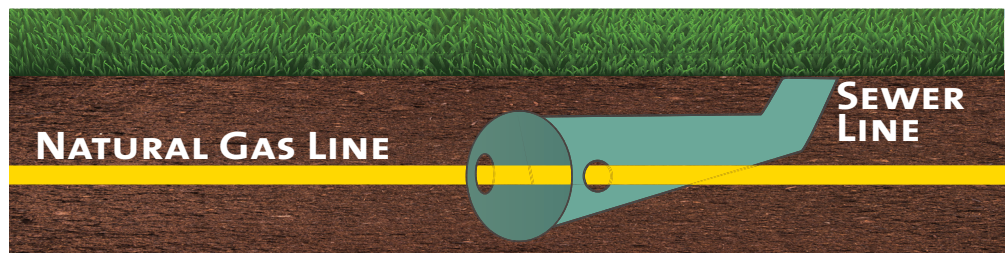
Stand United Against Scams

Scammers are getting increasingly sophisticated in their attempts to get your money or personal details. The best way to protect yourself is to be educated. Follow these tips below to help protect yourself from scams:



1. Always ask for a photo ID from anyone knocking at your door.
2. Ask anyone claiming to be a representative of Liberty to verify these options:
 - What is my service address?
 - What is my billing address?
 - What is my utility account number?
 - What is the phone number associated with my account?
3. Unless you have enrolled in secure Paperless Billing, Liberty will never request payment by e-mail.
4. During any phone or online survey, Liberty and our approved partners will never ask for your full Social Security number.

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 professional inspect the line with a video inspection system.

Pay It Safe!

Only Use Authorized Payment Agents

If you use a third party bill payment agent, either online or in person, please be sure it is 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. For a list of authorized payment agents near you, please visit our website at www.libertyutilities.com.