



# News for our Natural Gas Customers



Emergency Dispatch, Londonderry, NH

JULY/AUGUST 2015

## 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

Talk to a Liberty customer service rep face to face. Visit our local offices Monday through Friday, 9:00 A.M. to 5:00 P.M.

9 Lowell Road  
Salem, NH 03079

15 Buttrick Road  
Londonderry, NH 03053

30 Tilton Road  
Tilton, NH 03276

407 Miracle Mile  
Lebanon, NH 03766

### Bill Payment Locations

Payments can be made at our walk-in centers, most Wal-Mart locations, as well as other authorized CheckFreePay® locations. To find one near you, visit [www.libertyutilities.com](http://www.libertyutilities.com).

## Energy Saving Emails



Sign up for our e-Newsletter to receive saving tips and rebate information. Visit our website at [www.libertyutilities.com](http://www.libertyutilities.com) and scroll to bottom for our residential and business e-Newsletters.

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## Get the most from your natural gas

Clean burning natural gas is less expensive than other fuels and it never runs out. Why not expand natural gas use in your home?

**HEAT:** If you already have natural gas for cooking, or another use, you most likely already have the pipes needed to use natural gas to heat your home.

**WATER HEATING:** There are combination space/water heating units as well as stand alone water heaters that work with natural gas.

**COOKING:** Most cooks prefer a gas stove over electric. Gas stoves heat up faster, respond to temperature changes faster and are easier to control.

**BACKYARD BARBECUE:** Imagine never having to fill a propane tank again. Grill all summer long using natural gas.

**FIREPLACE:** Just flip a switch and enjoy a warm, inviting fire.

**CLOTHES DRYER:** An electric dryer is one of the most power hungry appliances in your home. Replace it with a gas model to save energy.

**POOL HEATER, PATIO HEATER, BACKUP POWER GENERATOR** and the list goes on. Before adding a new natural gas burning device, give us a call to ensure your meter is sized properly.





## Customer Questions

### DISTRIBUTION CHARGE

**Q.** Why are there two lines called “Distribution Chg” on my bill?

**A.** During the winter period we charge your first 100 therms of usage at one rate and we charge a different rate for usage above 100 therms.

The first line on your bill reflects charges up to 100 therms and the second line reflects charges over 100.

In summer we charge your first 20 therms at one rate and any usage above 20 at a different rate.

### DISTRIBUTION ADJUSTMENT

**Q.** What is the line called “Distribution Adj” on my bill for?

**A.** The Distribution Adjustment charge on your bill collects funds for low income programs, energy efficiency programs and environmental clean up projects.

Liberty gives rebates to customers who use certain high efficiency gas heating systems, appliances or participate in our other energy saving programs. These programs promote savings and reduce natural gas consumption. The Distribution Adjustment charge is what funds these programs.

Customers who qualify for low income assistance receive financial support with funds collected through the Distribution Adjustment charge.

There are several environmental cleanup projects underway including a large coal tar remediation project in Gilford, NH that are funded through the Distribution Adjustment charge. For more information on this project visit [www.lowerlibertyhillside.com](http://www.lowerlibertyhillside.com).

# About Your Pipes



## Warning: CSST

Corrugated stainless steel tubing (CSST) is a thin-walled metallic gas piping product that can be used as an alternative to conventional gas piping material. This flexible piping is commonly coated in a yellow plastic. If your home uses CSST, we recommend that it is inspected by a qualified plumber for proper installation and bonding. CSST that is not properly bonded could cause an accidental leak or fire when struck by lightning.

## Customer Owned Gas Lines

Liberty Utilities diligently maintains the pipes that bring gas to your home or business. However, it's important to know that the pipes that extend from the outlet of the gas meter to natural gas-burning appliances are the responsibility of the customer. These pipes should be inspected regularly. Contact your local plumbing/heating contractor to have your gas lines checked. If corrosion or other unsafe conditions are found, the pipes should be repaired immediately. A fee for this service will be charged by the contractor.

## Your Bill Explained

### Distribution Chg

The main charges on your bill are related to Distribution and Gas Supply. Liberty is a distribution company. Our business is delivering natural gas to homes and businesses using our underground pipeline system. Our cost of doing business is reflected in the Distribution Charges on your bill.

### Gas Supply Chg

The gas that we deliver is purchased on the energy market and delivered to the area via high pressure underground pipelines. The cost to purchase and bring the gas to our distribution system is reflected in the Gas Supply charge on your bill. We don't profit from this charge. We pass our costs on to customers without marking up the price.

ACCOUNT ACTIVE	
Previous Balance:	193.87
Payments Received:	18.52
Current Charges:	29.30
Minimum Charge \$0.6617 per day for 28 days	4.84
Distribution Chg 93.3330 units @ 0.31400	8.65
Distribution Chg 18.6670 units @ 0.25940	102.95
Distribution Adj 112.0000 units @ 0.07720	0.00
Gas Supply Chg 112.0000 units @ 0.91920	164.26
Miscellaneous Charges:	164.26
Total Current Charges:	
Total Amount Due:	