



Liberty Utilities®

News for our Natural Gas Customers



Liberty employee restoring natural gas to a home in Lawrence, MA.

MARCH/APRIL 2019

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.



Customer Referral Program

Are your neighbors, family members and friends using clean and affordable natural gas? If not, refer them to us! The first 50 referred customers who have a new natural gas meter turned on will get a **\$200 prepaid Visa gift card**. For referring them, YOU can also earn a **\$100 prepaid Visa gift card**. All you need to do is tell your friends, family and neighbors in our service territory to call us at **1-800-833-4200** and select **option 5**. Make sure they mention the referral program when they call!

Terms and Conditions: Promotion opportunity begins March 1, 2019. Sales prospects that began working with Liberty Utilities prior to March 1, 2019, are not eligible to participate in the referral promotional opportunity. Valid for residential and commercial customers. Liberty Utilities reserves the right to change or cancel the program at any time without notice. Additional rules and regulations may apply. Contact the Liberty Utilities Business & Community Development department at 800-833-4200 option 5 for more information.

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.

SCAM Warning



Scam activity in our service territory has been reported. Please be cautious when giving out your account information. Visit our website for more information.

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. For a list of authorized payment agents near you, please visit www.libertyutilities.com.

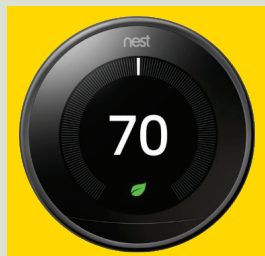
Inspection Notice



Liberty Utilities is mandated by the state of New Hampshire to perform routine leak inspections for services and meters that are located indoors. If your natural gas meter is indoors, or in an area that is not accessible by our technicians, we may be coming to your property over the next several months to inspect our gas equipment and ensure everything is functioning properly. In order to perform these inspections, our technicians will need access to the area of your home where your natural gas meter is located.

Please note it is company policy for all Liberty Utilities' employees to wear a photo ID badge with their name and company logo while they are on the job.

FREE Energy-Saving Equipment!



By participating in our Visual Audit Program, you can have certain energy savings measures installed at your home completely free of charge. A technician will come to your home and install equipment such as Wi-Fi thermostats, flow control showerheads and/or aerators, LED light bulbs and more. While at your home, the technician will also make recommendations on weatherization measures that could provide additional savings.

Based on the technician's assessment, you may also be eligible for a 50% incentive (up to \$4,000) to help you pay for any of the additional qualified measures you wish to pursue, including lighting upgrades, water conservation equipment, air sealing and insulation. We also offer low-interest financing for any out-of-pocket costs you may incur, as well as rebates for select high efficiency appliances.

All residential, natural gas heating customers who have at least one thermostat in their home that can be upgraded to a smart thermostat are eligible. Program applications are processed on a first-come, first-served basis, and supplies are limited, so don't wait! Call Horizon, an approved contractor for Liberty Utilities, at **603-369-4834** or email NHSaves@horizon-res.com for more information.



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. Bypass the recording on our customer service line at **1-800-833-4200** 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.