



# News for our Natural Gas Customers

Summer 2023

## How to Reach Us

### Emergencies

1-855-327-7758

### Customer Service/Billing/ Payments

1-800-833-4200 or

[www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

### Stay Connected with Us

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

[www.facebook.com/LibertyUtilitiesNH](https://www.facebook.com/LibertyUtilitiesNH)

### Customer Walk-In Centers

Check our website for up-to-date information about which walk-in centers are currently open and the hours of operation.

116 North Main Street  
Concord, NH 03301

### Bill Payment Locations

We offer a variety of methods to pay your bill, including online or by phone. Payments can also be made at Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) to find one near you.

### Keene Customers:

The phrase "natural gas" is used throughout this newsletter. However, the majority of Keene customers use a mixture of propane/air, which (for the purposes of this newsletter) is very similar to natural gas.

This Summer, It's All About

 **YOU**



New Hampshire

## Comm(YOU)nity Giving

Liberty prides itself on our involvement in local communities. Throughout the year, we look for opportunities to lend a hand to anyone who may need a little bit of help. Check out a couple of the great opportunities our employees have had the pleasure of participating in so far this year.



In May, a group of Liberty employees volunteered with members of Mascoma Lakeside Park Committee to clean up and remove thickets of non-native and invasive Japanese honeysuckle vine and

Japanese multi flora rose. The volunteers also removed several Black Locust trees and seedlings that were crowding out native plants in this woodland area.



In June, a group of Liberty employees spent the morning volunteering at the Salem Animal Rescue League (SARL) in Salem. The 17 employees helped perform some spring-cleaning tasks. Although

they may not be able to tell us, the animals surely appreciate all our employees' hard work to give them a lovely place to live until they find their "forever home."

**Scan the QR code to learn more about the ways Liberty is making a difference in your community.**





## When Life Happens We're Here For YOU

Sometimes life happens, and not in the way you intended. If you find yourself with unexpected expenses and need help paying your utility bill, we're here for you.

### We offer...



Financial assistance



Budget billing

Scan code to learn more



## Helping YOU Save This Summer (A New Spin on Ceiling Fans)

Ceiling fans make you more comfortable and help you save on energy bills. Here are some things about ceiling fans that you may not know.



**Ceiling fans cool people, not the air** – Airflow from the fan doesn't lower the temperature of the room, but creates a wind chill effect that makes you feel cooler, reducing the need for A/C. Ceiling fans spinning in an empty room is a waste of energy, so turn them off when you leave.

**Set Spin Direction** – Most ceiling fans include a switch that changes the direction of the blades. Ceiling fans should be set counterclockwise in the summer to help create a downdraft, which creates a cooling breeze.

**PRO TIP:** ENERGY STAR® estimates that you can save up to 20% on heating and cooling costs by adding insulation to the walls, basement, pipes, attic, crawl space and rim joists in your home. Check out our **Home Performance with Energy Star (HPwES)** to learn other ways to keep your cool, conditioned air inside. Visit [nhsaves.com/residential/weatherization/](https://nhsaves.com/residential/weatherization/).

## BBQ Safely This Summer – We Want YOU Safe



Natural gas grills are a popular choice for homeowners. They're safe, convenient and cost less to operate than a charcoal grill. With natural gas, there is also no cumbersome tank to refill like with propane grills, and you avoid the messy cleanup after using charcoal.

As with any appliance, however, proper maintenance and safe operating practices are critical. Here are a few tips:

- Don't wear loose clothing when operating your gas grill
- Shut off the gas supply or disconnect before you clean or perform maintenance on your grill
- Always keep the lid open when lighting the grill to prevent gas from causing a sudden flare up

## Do YOU Know – About the Cost of Gas

We often get questions from customers about the cost of natural gas. Liberty purchases the natural gas we deliver to customers on the open natural gas market and passes that cost directly on to our customers. The cost is determined solely by market conditions – not Liberty – and is heavily regulated by the New Hampshire Public Utilities Commission. This is why you may see fluctuations throughout the year. For more information about the cost of natural gas, visit our website – [www.libertyenergyandwater.com](https://www.libertyenergyandwater.com).