



News for our Natural Gas Customers



Liberty Employees volunteer at Benson Park
in Hudson, NH

NOVEMBER/DECEMBER 2016

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

30 Tilton Road
Tilton, NH 03276
9AM - 4PM T, TH

407 Miracle Mile
Lebanon, NH 03766
9AM - 4PM T, TH, 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.

How will you find us in an Emergency?

Please take a moment to program our emergency number in your cell phone. After you exit the area of the gas odor, it will be easy to find our emergency number: 1-855-327-7758.

Winter Rates In Effect November 1st

A slight decrease expected compared to last winter.

In September we asked the New Hampshire Public Utilities Commission to approve our winter Residential Heating Gas Supply charge of \$0.7068/therm, effective November 1st. As of the printing of this newsletter the PUC had not ruled on our filing.

Last year the Gas Supply Charge was \$0.7516/ therm in November. Keep in mind that this rate can fluctuate from month-to-month and is particularly volatile in the winter. Please visit www.libertyutilities.com to see our current rates now in effect.

Nashua Habitat for Humanity Home Complete

Liberty Utilities is proud to be part of a Habitat for Humanity home build that was recently completed in Nashua. Ten Liberty Employees spent the day working at the home which was also part of the ENERGY STAR® Homes Program. Liberty provided rebates that helped keep construction costs low while providing a home that will be very energy efficient. The homeowners will benefit from low energy bills for years to come.

Project Highlights

ENERGY STAR® Appliances
ENERGY STAR® Lighting
Upgraded Insulation
High Efficiency Heating
On-Demand water heater
ENERGY STAR® Windows
Programmable Thermostat





Fire Safety

Having smoke detectors in your home could save lives. But only if they are working. Please follow these tips:

Test Smoke detectors monthly. If the detector doesn't work, replace it.

Be sure all smoke detectors have working batteries. Hard-wired units should have battery back-up in case of a loss of power.

Replace smoke detectors every 10 years. They don't last forever.

Carbon Monoxide Safety

All homes should have CO detectors on every level. There are combination smoke and CO detectors available.

Have your heating system inspected annually by a professional to ensure proper combustion and ventilation of the unit.

Payment Options

We offer several options for customers to make payments. Choose the option that works best for you. Some payment options require a transaction fee of \$3.75. This fee is assessed by our payment processing provider. Liberty Utilities does not profit from this fee.



WEBSITE (NO FEE FOR PAYMENTS TAKEN FROM A CHECKING ACCOUNT THROUGH PAPERLESS BILLING)

Make Payments online at www.libertyutilities.com. Sign up for Paperless Billing and make payments using your checking account without a transaction fee. You can make a one-time payment or select automatic payments. Customers can also make a one-time payment using a credit card online. A Fee applies for credit card payments.



PHONE (FEE APPLIES)

Payments can be made through our automated phone system by calling 1-800-833-4200 24/7.



IN PERSON AT LIBERTY UTILITIES WALK-IN CENTER (NO FEE FOR CASH OR CHECK TRANSACTIONS)

Liberty Utilities has four walk-in centers (see front page of this newsletter for locations) where customers can make payments and speak directly to Liberty Utilities customer service representatives.



IN PERSON AT AUTHORIZED PAYMENT AGENTS (NO FEE)

There are several retailers authorized to accept payments on our behalf including Walmart. A full list of authorized retailers can be found on our website at www.libertyutilities.com



WESTERN UNION (NO FEE)

There are over 50 Western Union locations in our service territory where you can pay your utility bill. There is no fee to use this service. See our website for a list of Western Union locations in our service territory.



MAIL (NO FEE)

Please return the lower portion of your statement along with a check or money order, in the envelope provided with your bill and mail to:

Liberty Utilities - New Hampshire
75 Remittance Dr
Suite 1032
Chicago IL 60675-1032