


**Liberty Utilities®**

# News for our Natural Gas Customers



Steve Swain and Ron Bausum  
Gas Operations, Keene, NH

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## 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

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

### 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](http://www.libertyutilities.com).

## Change in Fuel Assistance Guidelines

This change will allow many working families, elderly individuals receiving a small pension, or those who were just over the income guideline, to now be eligible for a heating benefit. Benefits are determined by gross household income for a 30-day period, household size and annual heating cost. Benefit amounts range from \$75 to \$1125. Fuel Assistance may also pay a portion of your rent if

*(Fuel Assistance continued on back)*

## Understanding Your Bill

### Minimum Charge

This is a fixed cost regardless of your usage and covers metering, billing and account maintenance.

ACCOUNT ACTIVITY	
<b>Previous Balance:</b>	165.73
<b>Payments Received:</b>	0.00
<b>Balance Forward:</b>	165.73
<b>Current Charges:</b>	
Minimum Charge \$0.7367 per day for 29 days	21.36
Distribution Chg 96.6670 units @ 0.34950	33.79
Distribution Chg 66.3330 units @ 0.28920	19.18
Distribution Adj 163.0000 units @ 0.06400	10.43
Gas Supply Chg 163.0000 units @ 0.72761	118.60
<b>Miscellaneous Charges/Credits:</b>	
<b>Total Amount Due:</b>	369.09

### Gas Supply Charge

The cost to purchase, store and move gas through interstate pipelines. This charge can fluctuate monthly based on market price. It is passed directly to customers without a markup.

### Distribution Adjustment

This charge funds low income and energy efficiency programs and environmental projects.

### Distribution Charge

The cost of operating and maintaining the Liberty Utilities natural gas piping system that delivers natural gas to your home or business. In Winter the first 100 therms are charged at one rate (first line) and usage above 100 is charged at a reduced rate (second line).



### TEST SMOKE AND CO DETECTORS

Please take the time to test smoke and carbon monoxide detectors monthly. Batteries should be replaced every six months.



## Programmable Thermostats

Programmable thermostats automatically adjust your home's temperature to save energy during your sleeping and working hours.

We offer up to \$100 for each Wi-Fi enabled thermostat and up to \$25 for each 7-day programmable thermostat installed in your home (limit two (2) rebates per natural gas account).

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

## Tilton Walk-In Center Closed – Concord Location Opening This Spring

The Liberty Walk-In Center in Tilton is no longer available as an in-person payment option. However, later this Spring, Liberty will be opening a Concord location that will provide this service to the area.

Visit [www.libertyutilities.com](http://www.libertyutilities.com) for alternative payment options.



## Fuel Assistance *(continued from front)*

heat is included and your rent is not subsidized. Subsidized tenants who pay their own heat may qualify for a benefit.

Visit [www.SNHS.org](http://www.SNHS.org) or [www.RCAAction.org](http://www.RCAAction.org) or call Southern New Hampshire Services at 800-322-1073 or (603) 668-8010 to find out where to apply.

## How Does Your Home Perform?



An in-home energy audit is the first step in making your home more efficient. An audit will evaluate your home's characteristics and energy usage and provide recommendations on ways you can improve efficiency and save money. There is a \$100 fee for this service, which includes diagnostic testing for air and duct leakage (\$100 audit fee is reimbursed if you move forward with weatherization recommendations.)

You can receive a 50% rebate on up to \$4,000 in services for qualified energy efficiency improvements. Incentives are available to replace inefficient lighting and refrigerators and to add insulation and air sealing while funding is available. Homes heated with oil, propane, wood, natural gas, kerosene, or electricity may qualify.

To complete the Home Heating Index application visit [www.NHSaves.com/homeheating](http://www.NHSaves.com/homeheating).

## 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.

## Please Only Use 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. You can pay your bill using either service without paying a fee. Visit our website for a full list of authorized payment agents. [www.libertyutilities.com](http://www.libertyutilities.com)