



News for our Natural Gas Customers

May/June 2022

NH



How to Reach Us

Emergencies

1-855-327-7758

Customer Service/Billing/Payments

1-800-833-4200 or

www.libertyenergyandwater.com

For Storm Updates and Info

www.twitter.com/LibertyUtil_NH

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 safety protocols still in place.

130 Main Street
Salem, NH 03079

116 North Main Street
Concord, NH 03301

407 Miracle Mile
Lebanon, NH 03766

Bill Payment Locations

Payments can be made using the drop boxes at our walk-in centers, Western Union locations, most Walmarts and other authorized CheckFreePay® locations. Visit www.libertyenergyandwater.com to find a location 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.

NHSaves is Saved

After months of uncertainty following the New Hampshire Public Utility Commission's (PUC) November 2021 order cutting energy efficiency programs in NH, energy efficiency funding and programming was restored on February 24, 2022, when Governor Chris Sununu signed new legislation, HB549, into law.

The new law saves our energy efficiency programs, hundreds of local jobs and hundreds of millions of dollars in future customer energy savings. Liberty's Energy Efficiency team submitted a new plan filing for 2022 & 2023 and will continue to serve NH residents and businesses as the budgets allow.

As of the writing of this newsletter, not all programs have opened back up. However, we hope to have all of our valuable programs available to customers by the end of May. The programs currently open include:

- Home Performance with ENERGY STAR (HPWES)
- Home Energy Assistance
- Home Energy Reports
- All commercial offerings



For program status and updates, visit www.nhsaves.com.

Keep Meters Clear From Vegetation



Did you know that shrubbery growing near your natural gas meter can interfere with our technicians' ability to read it or access it in an emergency? Be sure to check your natural gas meter often throughout the spring and

summer months. When necessary, carefully remove anything such as shrubbery or items that may impede our technicians' ability to access it.



Preventing Accidental Fires

Protect your family and home from accidental fires by keeping all flammable materials away from natural gas appliances. Never use or store flammable materials where a spark or open flame could ignite them. Flammable items include:

- Gasoline
- Lighter fluid
- Acetone
- Camp stove fuel
- Propane tanks
- Solvents
- Adhesives
- Paints and thinners

When working with these materials, make sure you are in an open, well ventilated space. Store all flammable products in approved, nonbreakable containers that are tightly closed. Use them away from any natural gas appliances or other potential sources or fire.

We want you to be safe.



System Improvements Ahead



Every year, we invest in our natural gas distribution system to keep the services we offer safe and reliable. In 2022, we expect to complete 9 miles of pipe replacement. In addition to making our system more reliable, replacing older pipe will help reduce methane emissions and decrease greenhouse gasses escaping into the atmosphere.

With the majority of our infrastructure found underground, customers and other residents/businesses in the area could be affected by construction related traffic delays. Please bear with us! The upgrades we are making will help us provide safe and reliable service.

Liberty and/or a qualified contractor will perform the work. For a list of streets where our scheduled work will be taking place, please visit our website at www.libertyenergyandwater.com.

Summer Rates Begin May 1st

Our summer rate period for Gas Supply begins on May 1st and continues until October 31st. The Gas Supply charge on your bill represents what we pay for the gas that we deliver to our customers. The price, based on projected demand, market conditions and historical trends, is calculated then reviewed by the New Hampshire Public Utilities Commission.

The price that we pay for gas is passed along to customers without a markup. Liberty does not profit on this charge. To view the current Gas Supply rate and a summary of all the rates on your bill, please visit our website at www.libertyenergyandwater.com.

Smell Gas? Here's What to Do.



Smell gas in your home or outdoors? From a safe location, call and tell us your street location and cross streets. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure the situation is safe. Call Liberty at **1-855-216-6306** or **call 911**. For more information about what to do in the event of a gas leak, visit www.libertyenergyandwater.com.

Concord Walk-In Center Open Again

As of this writing, the pandemic situation has improved, allowing us to reopen our Concord walk-in center part time. Liberty customers can pay their bill in person Tuesdays–Thursdays at 116 North Main Street in Concord. Visit the homepage of our website for up-to-date operating hours for the Concord walk-in center. Safety protocols that were in place prior to closing are still in place, including mandatory masking and maintaining a six-foot distance between others in the walk-in center.