



News for our Natural Gas Customers

March/April 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

15 Buttrick Road
Londonderry, NH 03053

407 Miracle Mile
Lebanon, NH 03766

116 North Main Street
Concord, NH 03301

80 Pearl Street
Keene, NH 03431

Bill Payment Locations

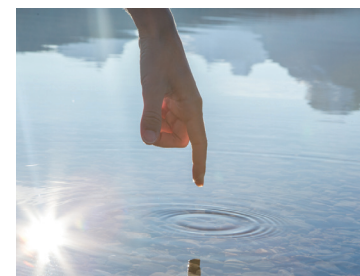
Payments can be made using the drop boxes at our walk-in centers, Western Union locations, most Walmarts and other authorized CheckFreePay® locations. Visit www.libertyenergyandwater.com to find a location near you.

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.

Sustainability Across Liberty

As an energy and water company, we have a responsibility to lead the way on sustainability. We have demonstrated our prioritization of sustainability through the rollout of important initiatives, such as our enterprise-wide goal to achieve net-zero by 2050. Below are some of the initiatives Liberty is pursuing to make sustainability an attainable goal.

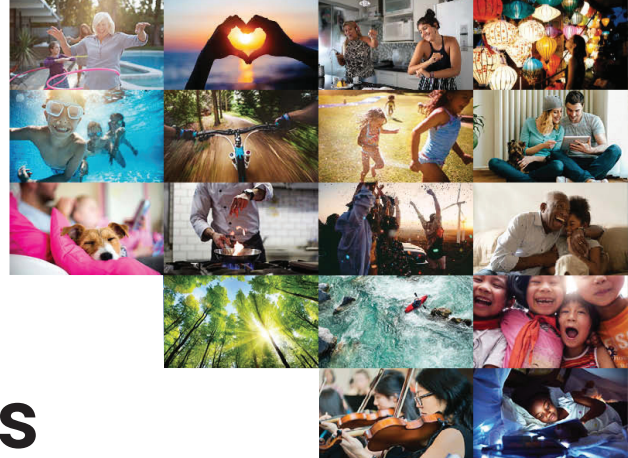


In New Hampshire, Liberty has spearheaded a battery storage pilot program, introduced a special rate for customers who charge electric vehicles at home, and partnered with a local landfill to turn decaying matter into renewable natural gas. Our New York territory has executed contracts to build a renewable natural gas decompression facility and purchase renewable natural gas from local dairy farmers.

In Missouri, Liberty constructed its first solar facility which allows customers to lock in an affordable rate without the cost and maintenance of a private rooftop solar system. The wastewater treatment plant in Avondale, AZ produces A+ affluent water which is used for irrigation of food crops and landscape irrigation, thereby reducing the need for potable water.

In addition to the initiatives listed above, the majority of our operating areas across the United States use alternative fuel vehicles, such as electric cars and trucks powered by compressed natural gas. Utilizing alternative fuel vehicles is not only cost effective, but it helps to eliminate the amount of pollution released into the atmosphere.

For more information about the ways Liberty is working to increase sustainability, visit www.libertyenergyandwater.com.





Protect Yourself From Scams

Utility customers are frequent targets of fraud. Scammers can use emails, phone calls or text messages to trick you into giving them your personal information. If any of the following occur, end contact immediately and report the occurrence to Liberty or your local police department.

- Requests for payment over the phone by prepaid credit card
- Calls on the weekend demanding immediate payment
- Individuals requesting payment or offering services that are not in a Liberty vehicle, do not have a company identification card, and are not wearing a Liberty logo/uniform
- Emails requesting personal, or financial information
- Emails including attachments, unless you've contacted us to specifically request the information

For more information and a list of frequently asked questions, please visit the safety drop down menu of our website.



Planning a Project That Requires Digging? Call 811



Did you know April is national safe digging month? Before doing anything that involves putting a shovel in the ground, call 811. Making this call is not only the law, but it can protect you from a dangerous situation.

Electric power lines, natural gas pipelines, water pipes, communications lines and other utility services can be within a few feet of the ground's surface. Not knowing where these lines are can result in personal injury, property damage and neighborhood service interruptions. Even a small dent or scrape can cause damage, resulting in a leak or service-wide disruptions. **Call 811. It's free, it's easy and it's the law.**

Be Cautious When Using Third Party Payment Agents

If you use a third party bill payment agent, either online or in person, please be sure it is authorized to accept payments on our behalf. You can pay your bill at Western Union or Walmart without paying a fee. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly. For a list of authorized payment agents near you, please visit our website at www.libertyenergyandwater.com.



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 professional inspect the line with a video inspection system.

