


Liberty Utilities®

News for our Natural Gas Customers


JANUARY/FEBRUARY 2018

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
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

 116 North Main Street
Concord, NH 03301
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.

How to Report a Gas Leak

If you smell gas in your home, or suspect a gas leak, call us right away or call 911. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure that the situation is safe.

Call Liberty Utilities at 1-855-327-7758 or dial 911

We are Bringing Extra Gas Capacity to Customers

As of December 2017, we have filed a request with the New Hampshire Public Utility Commission (NHPUC) to build a new infrastructure designed to bring additional natural gas supply to New Hampshire's residents and businesses. The project, called Granite Bridge, would bring natural gas from existing infrastructure located in the Seacoast region to the central part of the state through an underground pipeline. This new pipeline would be located completely within the New Hampshire Department of Transportation's (NHDOT) right-of-way along Route 101, a state-designated Energy Infrastructure Corridor.


The project would also include the construction of a liquefied natural gas (LNG) storage facility. The facility would liquefy and store natural gas until it is needed by the residents and businesses of New Hampshire. When needed, the natural gas will be returned to its normal state and placed back into the pipeline. Purchasing natural gas when prices are low and then storing it and using it when prices are high would save our customers money and increase reliability.

New Hampshire's economy depends on a reliable supply of energy. Granite Bridge would provide long-term access to safe, reliable, clean natural gas, which would promote job creation and economic development, while lowering heating bills for Granite State families.

For more information, please visit www.granitebridgenh.com

GRANITE BRIDGE™

By New Hampshire. For New Hampshire.

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| SCHEDULE EIC (Form 1040A or 1040) | | Earned Income Credit Qualifying Child Information | |
| Department of the Treasury Internal Revenue Service (IRS) | | ▶ Complete and attach to Form 1040A or 1040 only if you have a qualifying child. ▶ Information about Schedule EIC (Form 1040A or 1040) and its instructions is at www.irs.gov . | |
| Name(s) shown on return | | | |
| Before you begin: | | • See the instructions for Form 1040A, lines 42 and 43, to be sure that (a) you can take the EIC, and (b) you are eligible for the credit. • Be sure the child's name on line 1 and social security number on line 2 are correct. Otherwise, at the time we process your return, we will send you a notice. If your social security card is not correct, call the Social Security Administration. | |
|  CAUTION | | • If you take the EIC even though you are not eligible, you may not be allowed to take it in the future. • It will take us longer to process your return and issue your refund if you take the EIC incorrectly. | |
| Qualifying Child Information | | Child 1 | |
| 1 Child's name | | First name Last name | |
| If you have more than three qualifying children, see instructions. | | | |

TAX TIP: Earned Income Tax Credit

Soon it will be time to start thinking about filing your 2017 tax return. When filing taxes, often people are unaware of the Earned Income Tax Credit. This credit, available to low to moderate income wage earners and income qualified families with dependents, will reduce your federal income tax amount owed and could mean a tax refund.

Tax credits will range between several hundred and several thousand dollars depending on income and number of dependents.

For free information, visit the IRS web site at www.irs.gov. Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.



The Giving Tree

Every year, we partner with local non-profit organizations that provide underprivileged children with Christmas gifts. In 2017, we provided gifts for about 200 children. Liberty Utilities and its employees remain committed to giving back to the communities we serve in New Hampshire.

The Wrong Water Temp Can Cost You



Your water heater is one of the largest users of energy in your home. Having the temperature set too high can waste energy. Often times water heaters will be set at 130 to 140 degrees. Setting your water heater at 120 degrees will save energy and in most cases deliver plenty of hot water.

After you adjust the temperature on the water heater, measure the temperature at the faucet or shower to confirm the temperature setting.

Solar Panels and Snow/Ice Buildup

During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly. If you have solar panels installed on your roof, it is important to note what is below. When snow and ice accumulate, there can often be an unexpected avalanche which can be dangerous to items underneath.

If your gas meter is located under your solar panels, please contact us at 800-833-4200 to let us know. We will send someone out to assess the situation and if needed we will relocate your service or find alternative ways to protect your meter.



Protect Yourself from Carbon Monoxide

Carbon Monoxide is created by the incomplete combustion of any fossil fuel, including natural gas or oil. It is a colorless and odorless substance that is difficult to detect. Here are some ways you can protect yourself against carbon monoxide:

- Keep snow away from boiler, furnace, or water heater vents on the side of your home or business. Neglecting to do so could cause the airflow to be blocked, and could result in deadly gas migrating back into the building.
- Don't try to do it yourself! Always use a licensed plumbing and/or heating contractor when installing fuel-burning devices.
- Have a qualified professional inspect your fuel-burning devices annually to make sure they continue to operate properly.
- Make sure you have enough carbon monoxide alarms installed based on the size and layout of your home. There should be one on every level, including the basement, near every bedroom, and in other locations required by any applicable laws/building codes.