


Liberty Utilities®

News for our Natural Gas Customers



Liberty employees volunteering at a soup kitchen in Derry.

NOVEMBER/DECEMBER 2018

How to reach us

Power Outages/Emergencies

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.

Did You Know...?

We encourage all of our employees to volunteer by giving them three "Liberty Days" a year to volunteer out in the communities we serve.



Coming Soon: Renewable Natural Gas

In October, we announced a major initiative aimed at combating climate change, developing a new source of local renewable energy and reducing energy costs. By partnering with RUDARPA Inc., we plan to develop a new Renewable Natural Gas (RNG) production facility at the Bethlehem, N.H. landfill.

This project will capture the gas currently being produced by decomposing organic matter at the Bethlehem landfill and process it, so that it will match the chemical composition of conventional natural gas. We will then provide this locally-produced, clean, renewable fuel to the 92,000 customers we serve in New Hampshire.



This project is expected to provide approximately 475,000 dekatherms of Renewable Natural Gas annually in the first 10 years of operation, all of which will be used to serve customers in New Hampshire. The Renewable Natural Gas generated by the project is comparable to the cost of conventional natural gas, but New Hampshire's innovative Thermal Renewable Portfolio Standard enables Liberty Utilities to further lower the cost of RNG so that customers will actually pay less for RNG than for conventional natural gas.

If the agreement is approved, Liberty Utilities would begin providing Renewable Natural Gas to Keene and its existing natural gas customers in the summer of 2019.

For more information, please visit www.libertyutilities.com.

Neighbor Helping Neighbor

With today's soaring energy costs, many New Hampshire residents are unable to pay their utility bills due to job loss, uninsured illness, or other bad breaks.

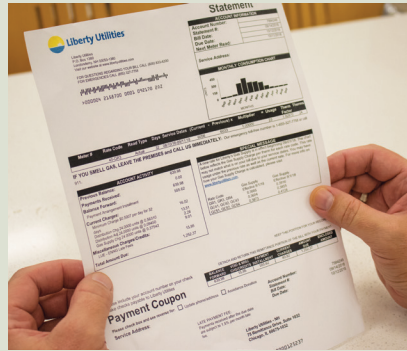
By contributing to Neighbor Helping Neighbor, you can help others who face an energy emergency but don't qualify for federally funded energy assistance programs. Your donation is 100% tax-deductible and goes directly to someone who needs help.

Included in your bill is a pre-addressed envelope that can be used for your donation. You can also donate by going to www.nhfund.org.



Winter Rates In Effect November 1st

A slight increase 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 **\$0.7411** per therm, effective November 1st. As of the printing of this newsletter, the PUC has not yet ruled on our filing.

Last year the Gas Supply Charge was \$0.6659/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.

Keep Your Meter Clear

In the event of an emergency, we need to be able to quickly and safely access your meter. Overgrown vegetation can impede our ability to do so, as well as damage your meter and interfere with its operation. Please verify that all vegetation is a minimum of 36 inches away.



Never tamper with your gas meter. We have trained professionals available 24/7 to respond to emergencies who will shut off your meter if needed.

Revenue Decoupling: A Change to Your Bill Effective 11/1/18

In April, the New Hampshire Public Utilities Commission granted our request for revenue decoupling. As a result, you will see a new line item on your bill called the Normal Weather Adjustment effective November 1st.

Revenue decoupling separates the amount of gas you use from the amount of revenue we collect. The NHPUC decides on the amount of revenue Liberty Utilities can collect based on the costs to run and maintain a safe and reliable system.

With revenue decoupling, we don't make more money by selling more gas. This means customers can use less

gas through conservation and energy efficiency. Being energy efficient not only saves money for our customers, it means less impact on our environment.

Part of revenue decoupling includes the Normal Weather Adjustment. If customers use more gas during a billing period as a result of colder-than-normal temperatures, customers will receive a bill credit. Conversely, if customers use less gas during a billing period as a result of warmer-than-normal temperatures, there will be an additional charge on customers' bills.

For a complete explanation of decoupling, please visit www.libertyutilities.com.