



News for our Natural Gas Customers



Liberty employees at a veterans' career fair at Gillette Stadium.

JULY/AUGUST 2019

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](https://twitter.com/LibertyUtil_NH)

www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

9 Lowell Road
Salem, NH 03079
9AM - 4PM M-F

15 Buttrick Road
Londonderry, NH 03053
9AM - 4PM M-F

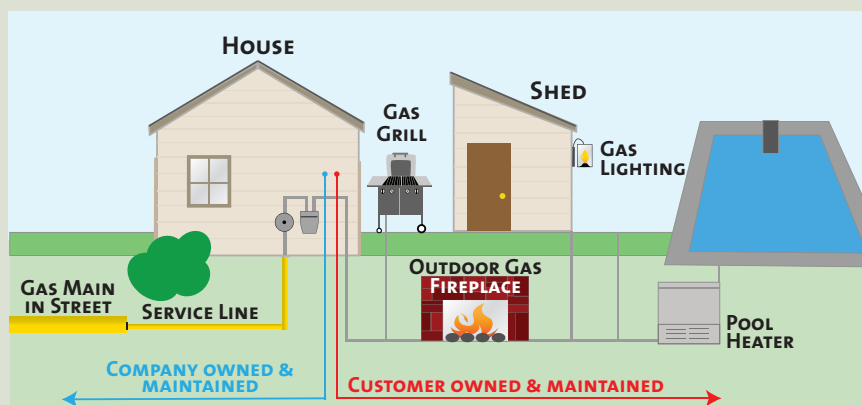
407 Miracle Mile
Lebanon, NH 03766
9AM - 4PM M-F

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.

What's Yours - What's Ours



Liberty Utilities diligently maintains the pipes that bring gas to your home or business. However, it's important to know that the pipes that extend from the outlet of the gas meter to natural gas-burning appliances are the responsibility of the customer. These pipes should be inspected regularly. Contact your local plumbing/heating contractor to have your gas lines checked. If corrosion or other unsafe conditions are found, the pipes should be repaired immediately. A fee for this service will be charged by the contractor.

For more information on customer owned piping, please visit the safety page of our website at www.libertyutilities.com.

Committed To Our Veterans

Did you know that Liberty Utilities proudly supports veterans? In May of 2018, we conducted a food drive which allowed us to send over 350 boxes filled with food and toiletries to soldiers

overseas. We also support Liberty House in Manchester and Harbor Homes in Nashua. These organizations help struggling veterans by connecting them to available resources, such as housing and employment. We are proud to have over 30 veterans currently employed with us in New Hampshire alone and proactively look

to increase that number by attending job fairs geared towards veterans.

To see other ways we are making a difference in the lives of veterans across the United States, visit the home page of our website.

www.libertyutilities.com.

About Your Pipes

Warning: CSST



Corrugated stainless steel tubing (CSST) is a thin-walled metallic gas piping product that can be used as an alternative to conventional gas piping material. This flexible piping is commonly coated in a yellow plastic. If your home uses CSST, we recommend that it is inspected by a qualified plumber for proper installation and bonding. CSST that is not properly bonded could cause an accidental leak or fire when struck by lightning.

NEW! Gas Control Center



In order to improve the way our Gas Control Center and Dispatch Center operate, we recently reorganized our Londonderry facility to include a designated space for Gas Control. This will allow the controllers to more efficiently monitor our gas systems and ensure our services remain as safe and reliable as possible.

Are You Being Billed the Right Rate?

The following are abbreviated rate summaries that identify services offered by Liberty Utilities based on energy consumption. Although selection of the rate class is the responsibility of the customer, Liberty Utilities will gladly assist you in determining which rate is most advantageous to you. Please check your rate code, which can be found on your bill below your mailing address. If you are being billed incorrectly, please contact us by calling 1-800-833-4200.



Residential Customer Rates

40-GR1 (R-1): Non Heating - This rate is for residential customers who do not use natural gas to heat their home and consume less than 80% of their normal usage between November and April. Customers in Keene: 43-PR1.

40-GR3 (R-3): Heating - This rate is for all residential customers who use natural gas as their primary heating fuel. Customers in Keene: 43-PR3.

40-GR4 (R-4): Low Income - This rate is for any member of a household that qualifies for a benefit through one of the qualified programs and uses natural gas as their primary heating fuel. Customers in Keene: 43-PR4.

Commercial/Industrial Customer Rates

40-GC41 (G-41): Low Annual Use and High Winter Use - Annual usage less than or equal to 10,000 therms and a Winter Period usage greater than or equal to 67% of annual usage. Customers in Keene: 43-PC41.

40-GC42 (G-42): Medium Annual Use and High Winter Use - Annual usage greater than 10,000 therms and less than or equal to 100,000 therms and a Winter Period usage greater than or equal to 67% of annual usage. Customers in Keene: 43-PC42.

40-GC43 (G-43): High Annual Use and High Winter Use - Annual usage greater than 100,000 therms and a Winter Period usage greater than or equal to 67% of annual usage. Customers in Keene: 43-PC43.

40-GC51 (G-51): Low Annual Use and Low Winter Use - Annual usage less than or equal to 10,000 therms and a Winter Period usage less than 67% of annual usage. Customers in Keene: 43-PC51.

40-GC52 (G-52): Medium Annual Use and Low Winter Use - Annual usage greater than 10,000 therms and less than or equal to 100,000 therms and a Winter Period usage less than 67% of annual usage. Customers in Keene: 43-PC52.

40-GC53 (G-53): High Annual Use and Load Factor Less than 90% - Annual usage greater than 100,000 therms, a Winter Period usage less than 67% of annual usage, and a 12 month average usage less than 90% of the average usage of December, January, and February. Customers in Keene: 43-PC53.

40-GC54 (G-54): High Annual Use and Load Factor Greater than 90% - Annual usage greater than 100,000 therms, a Winter Period usage less than 67% of annual usage, and a 12-month average usage greater than or equal to 90% of the average usage of December, January and February. Customers in Keene: 43-PC54.

Don't see your rate here? Visit www.libertyutilities.com for a complete listing of rate classes and a summary of current rates for each class.