



# Liberty Utilities®

## News for our Natural Gas Customers



Liberty employee and her mother making masks to donate to those in need.

JULY/AUGUST 2020

## How to reach us

**Power Outages/Emergencies**  
1-855-349-9455

**Customer Service/Billing/Payments**  
1-800-375-7413 or [www.libertyutilities.com](http://www.libertyutilities.com)

**For Storm Updates and Info**  
[www.twitter.com/LibertyUtil\\_NH](https://www.twitter.com/LibertyUtil_NH)  
[www.facebook.com/LibertyUtilitiesNH](https://www.facebook.com/LibertyUtilitiesNH)

### Customer Walk-In Centers

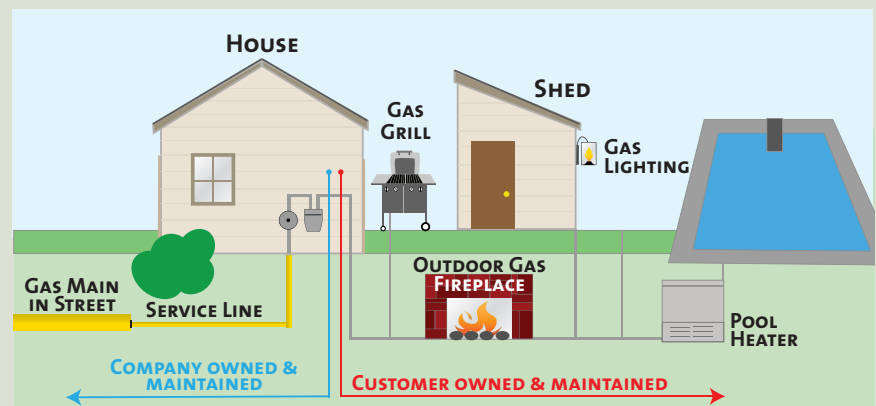
130 Main Street Salem, NH 03079 9AM - 4PM M-F	15 Buttrick Road Londonderry, NH 03053 9AM - 4PM M-F
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407 Miracle Mile Lebanon, NH 03766 9AM - 4PM M-F	116 North Main Street Concord, NH 03301 9AM - 4PM M-F
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### 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](http://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](http://www.libertyutilities.com).

## Efficiency Program Update

As a result of the pandemic currently underway, some of our energy efficiency programs were either briefly suspended or altered for the safety of our customers and employees. In order to ensure our customers can still participate in efficiency programs, we are now offering virtual home energy audits. This will allow our customers to reduce their energy bills and potentially qualify for free energy savings measures while

staying safe in their home. For more information about signing up for our virtual energy audits or to check the status of other efficiency programs, please visit the Smart Energy Use section of [www.libertyutilities.com](http://www.libertyutilities.com).

**NHsaves**   
Your Source for Energy Efficiency

## Commitment Through Trying Times

Protecting and supporting our communities is vitally important to us. That is why the company made a donation of \$500,000 to a variety of community organizations and local assistance agencies in the United States and Canada. In New Hampshire, funds were distributed to Neighbor Helping Neighbor, NH Food Banks and Meals on Wheels. The funding will provide much-needed supplies and support services for our COVID-19 heroes working tirelessly on the frontlines.

In addition to the monetary donation made, Liberty also donated 20,000 facemasks to help ensure local heroes receive the protection they need as they continue to provide critical assistance to many individuals.

To lessen the financial hardship and stress that the COVID-19 pandemic may have on customers, the company has also committed to suspending service disconnections for customers until further notice, temporarily waiving late fees and increasing the number of employees available to answer customer calls.

Through these trying times, it is important that all of us stick together and support one another. Together, we can make a positive difference in our communities during this challenging time.

## 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](http://www.libertyutilities.com) for a complete listing of rate classes and a summary of current rates for each class.**