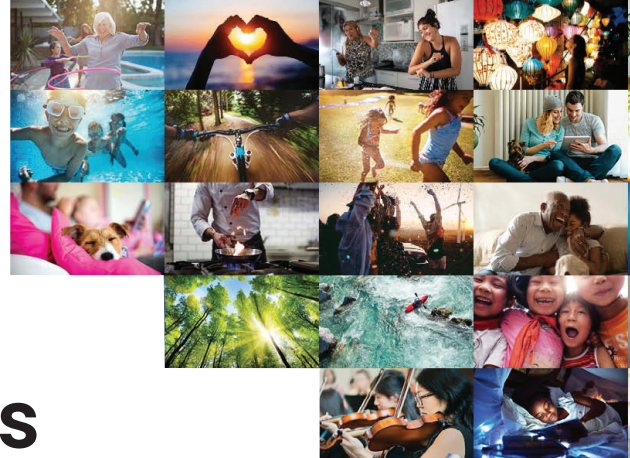




Liberty™

# News for our Natural Gas Customers



July/August 2021

NH



## How to Reach Us

### Emergencies

1-855-327-7758

### Customer Service/Billing/Payments

1-800-833-4200 or

[www.libertyenergyandwater.com](http://www.libertyenergyandwater.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

Currently closed due to COVID-19 restrictions

130 Main Street  
Salem, NH 0307915 Buttrick Road  
Londonderry, NH 03053407 Miracle Mile  
Lebanon, NH 03766116 North Main Street  
Concord, NH 0330180 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 Walgreens and other authorized CheckFreePay® locations. Visit [www.libertyenergyandwater.com](http://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.

## New Website Address - Coming Soon!

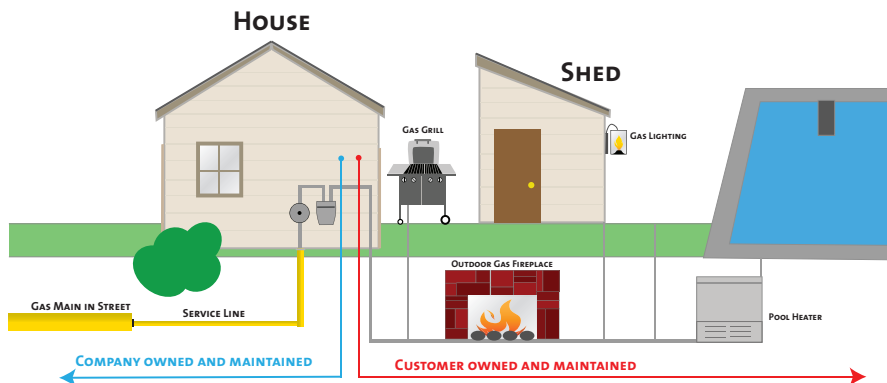
Our logo isn't the only thing getting updated! As part of our new brand, the URL to our website will also be changing. You can now access our website by visiting [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## Protect Yourself from Carbon Monoxide

Carbon monoxide, or CO, is a normal by-product of any fuel combustion, but high levels of it indoors can cause serious illness and can even be fatal. Typical heating fuels (oil, propane, wood, natural gas, etc.) can create carbon monoxide. The best way to protect yourself from CO buildup is to install CO detectors in your home and have your chimney, heating system and water heater flue vent piping inspected regularly. For more important safety information regarding carbon monoxide, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## What's Yours - What's Ours

Liberty 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 [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).





## Save Energy and Money at Home

By partnering with NHSaves, Liberty's energy efficiency programs offer valuable incentives, services and cost-saving tips. The options available to property owners can help reduce utility bills while increasing comfort, year round! For more information, please visit our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## About NHSaves

NHSaves is a collaboration of New Hampshire's electric and natural gas utilities working together to provide NH customers with information, incentives and support designed to save energy, reduce costs and protect our environment. Visit [www.NHSaves.com](http://www.NHSaves.com) for more information.



## Are You Being Billed the Right Rate?

The following are abbreviated rate summaries that identify services offered by Liberty based on energy consumption. Although selection of the rate class is the responsibility of the customer, Liberty 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-GRI (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):** Gas Assistance Program - Heating - 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.libertyenergyandwater.com](http://www.libertyenergyandwater.com) for a complete listing of rate classes and a summary of current rates for each class.