


**Liberty Utilities®**

# News for our Natural Gas Customers

Liberty Linemen volunteering at the Manchester Boys and Girls Club summer camp.



SEPTEMBER/OCTOBER 2020

## How to reach us

### Gas Emergencies/Leaks

1-855-327-7758

### Customer Service/Billing/Payments

1-800-833-4200 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

See us in person

130 Main Street  
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](http://www.libertyutilities.com).

## New Plan Replaces Granite Bridge Project

Liberty's customer-centric mission means we are constantly working to maximize value for our customers and for New Hampshire's communities. With that in mind, we are pleased to announce that we have filed supplemental testimony with the NH Public Utilities Commission (PUC) to replace the company's Granite Bridge proposal with a request to approve a 20-year contract for capacity on the existing transmission pipeline serving New Hampshire, known as the Concord Lateral.



Granite Bridge was proposed in 2017 in response to the imminent threat of a natural gas capacity shortfall in New Hampshire. Additional capacity was not available on the Concord Lateral at the time, so Liberty identified the most cost-effective solution to allow customers continued access to natural gas. By making use of newly-available capacity on existing infrastructure, Liberty Utilities can now ensure New Hampshire families and businesses can choose cleaner, lower-cost natural gas for years to come, without the need to construct the Granite Bridge pipeline and LNG plant.



## Energy Star Product Rebates

As temperatures start to cool, there has never been a better time to invest in a new furnace or boiler. Did you know a high efficiency furnace or boiler can

save you up to 30% of your heating-related energy use? Plus, Liberty Utilities offers rebates and incentives when you choose certain high efficiency space heating systems, water heaters, programmable thermostats and boiler reset controls. For qualifying equipment details, please visit [www.NHSaves.com](http://www.NHSaves.com).

## HELLO, FALL!



## Authorized Payment Agents

If you use a third-party bill payment agent either online or in person, please be sure it is authorized to accept payments on our behalf. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly.

Liberty Utilities has authorized several agencies to collect payments on our behalf. For a list of authorized payment agents, visit [www.libertyutilities.com](http://www.libertyutilities.com) or call customer service at 1-800-833-4200.



## We Scare Pets

Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If you know it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for company representatives to arrive. This will keep your pets happy and our employees safe.



## What's On My Gas Meter?

Does your natural gas meter riser have a small wire sticking out? Don't worry - that is supposed to be there! It's called a "tracer wire," and it's a safety feature that's installed next to underground piping to help us locate the path of a plastic pipe. This wire could either be yellow or white. Questions? Call us to talk to the experts at **1-800-833-4200**.

## Protect Yourself Against Carbon Monoxide

Carbon monoxide is a colorless, odorless and potentially deadly by-product of any fuel combustion. If your carbon monoxide alarm goes off, **always call 911 or Liberty Utilities at 1-855-327-7758**. We want you to be safe. While false CO readings are not uncommon with changing seasons and high humidity, never assume it is a false alarm when your detector goes off. First responders and Liberty Utilities technicians are trained to make sure the situation is safe. Here are some other precautions you can take to protect yourself against carbon monoxide:

- Have your chimney and heating system inspected regularly
- NEVER use your gas range to heat your house
- Install carbon monoxide detectors in your home, and check the batteries regularly

## 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.



## Time For A Tune-Up?



At the start of every heating season, it is good practice to have a qualified professional perform a tune-up on your furnace or boiler. Keeping your heating system maintained with regular professional tune-ups can help to reduce dust and dirt, natural wear and tear, and buildup in drains or on burners. This will help ensure your equipment is safe and working as efficiently as possible. Don't have a contractor? No problem! Visit the "New Service" section of [www.libertyutilities.com](http://www.libertyutilities.com) for a list of reputable, local HVAC contractors.