



# News for our Natural Gas Customers



Liberty Finance group wrapping Christmas presents for a family in need.

JANUARY/FEBRUARY 2019

## 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://twitter.com/LibertyUtil_NH)

[www.facebook.com/LibertyUtilitiesNH](https://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](http://www.libertyutilities.com).

## How to Report a Gas Leak

If you smell gas in your home, or suspect a gas leak, call us right away or call 911. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure that the situation is safe. **Call Liberty Utilities at 1-855-327-7758 or dial 911.**

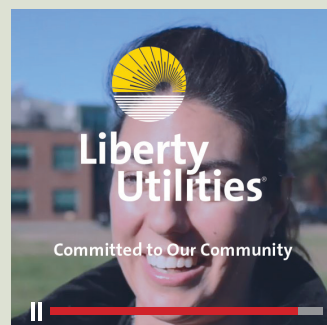
## Our Employees Make a Difference



Did you know that there are over 150 households in Hudson that need assistance providing their families with clothing and food? Or that in greater Nashua, approximately 300 children are homeless? These are just a couple of the reasons that two Liberty Utilities employees decided to get involved and make a difference in their communities.

The initiative they took not only helped many local residents in need, but also helped spread awareness to the public to get other people involved. To hear the full story, keep an eye out for our TV commercials. You can also visit our YouTube channel to see these videos along with many others!

<https://www.youtube.com/user/LibertyUtilNH/videos>



## Spreading Holiday Cheer

The holidays can be tough for many local families. Every year, we partner with local, charitable organizations to help make Christmas wishes come true. This past year, we partnered with the Nashua Children's Home, the Boys and Girls Club of Greater Derry, the Salvation Army in Tilton and David's House in Lebanon.





## Keep More of What You Earned

Soon it will be time to start thinking about filing your 2018 tax return. When filing taxes, people are often unaware of the Earned Income Tax Credit (EITC). This credit, available to low to moderate income wage earners and income-qualified families with dependents, will reduce your tax amount owed and could mean a refund. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file.

For more information, or to see if you qualify, visit the IRS web site at [www.irs.gov](http://www.irs.gov). Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.

## Protect Yourself from Carbon Monoxide

Carbon Monoxide is created by the incomplete combustion of any fossil fuel, including natural gas or oil. It is a colorless and odorless substance that is difficult to detect. Here are some ways you can protect yourself against carbon monoxide:

- Keep snow away from boiler, furnace or water heater vents on the side of your home or business. Neglecting to do so could cause the airflow to be blocked, and could result in deadly gas migrating back into the building.
- Don't try to do it yourself! Always use a licensed plumbing and/or heating contractor when installing fuel-burning devices.
- Have a qualified professional inspect your fuel-burning devices annually to make sure they continue to operate properly.
- Make sure you have enough carbon monoxide alarms installed, based on the size and layout of your home. There should be one on every level, including the basement, near every bedroom and in other locations required by any applicable laws/building codes.

## Rooftop Snow/Ice Buildup



During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly. When snow and ice accumulate on your roof, there can often be an unexpected avalanche which can be dangerous to items underneath. This also applies to customers with solar panels. If your natural gas meter is located under solar panels, please contact us at 800-833-4200 to let us know. We will send someone out to assess the situation and work with you to determine alternative ways to protect your meter.

## System Reliability

Have you ever wondered why it is not uncommon for our natural gas customers to have **zero** interruptions to their gas service? We work hard to provide our customers with unparalleled safe and reliable service.

We have a local Gas Control Center. Liberty personnel watch over our gas distribution system and take emergency calls 24/7 right from our local Gas Control Center in Londonderry, New Hampshire.

We also have a very active gas system replacement program. Every year, we replace approximately 15 miles of cast iron and bare steel gas main. Replacing aging pipe with new pipe helps maintain the reliable services that we have always offered and decreases the amount of leaks that could occur.

For more information on how we keep our natural gas distribution system safe and reliable, visit our website.

[www.libertyutilities.com](http://www.libertyutilities.com)