



News for our Natural Gas Customers



Derek Campbell, Dominic Marquis, Bob Quinlan, and Patrick Graham perform maintenance work on a pipe in Manchester.

JULY/AUGUST 2017

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

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.

Concord Office Open

We are pleased to announce that the new Liberty Utilities walk-in center in Concord is now open. Located at 116 North Main Street, this office is more easily accessible to our customers.

Liberty Utilities Supports Economic Development



Liberty Utilities is always ready and willing to work with local officials, business owners and residents to support local economic growth. Woodmont Commons is a 640-acre development along Interstate 93 in Londonderry, north of Exit 4. When completed, it will include a hotel, apartments, restaurants, retail, single-family homes and an assisted living center.

The project is developed and owned by Pillsbury Realty Development. Over the 15 to 20-year build out, local government officials expect the development to act as a selling tool for NH by attracting residents and business. Approximately 650 local jobs will be created as a result of the development project.

The official groundbreaking for Woodmont Commons kicked off on Tuesday, June 8.

Liberty Utilities offers rebates and incentives when you choose certain high efficiency equipment. Save energy and increase comfort in your home or business. Visit NHSaves.com for more info.

Home Performance with ENERGY STAR®

An in-home energy audit is the first step in making your home more efficient. An audit will evaluate your home's characteristics and energy usage and provide recommendations on ways you can improve efficiency and save money.

You can receive a 50% rebate up to \$4,000 for qualified energy efficiency improvements. To get started, complete the Home Heating Index application at www.NHSaves.com/homeheating. Program applications are processed on a first-come, first-serve basis. Rebates are limited and available to qualifying applications until the program budget is depleted.

Programmable Thermostats

Programmable thermostats automatically adjust your home's temperature to save energy during your sleeping and working hours.

We offer up to \$100 for each Wi-Fi enabled thermostat and up to \$25 for each 7-day programmable thermostat installed in your home.

Program applications are processed on a first-come, first-serve basis. Rebates are limited and available to qualifying applications until the program budget is depleted. Limit two per household.

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.

Customer Owned Gas Lines

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.

Gas Supply Charge

The gas that we deliver is purchased on the energy market and delivered to the area via high pressure underground pipelines. The cost to purchase and bring the gas to our distribution system is reflected in the Gas Supply charge on your bill. We don't profit from this charge. We pass our costs on to customers without marking up the price.

Previous Balance	
Payments Received:	
Current Charges:	
Minimum Charge	\$0.6617 per day for 28 days
Distribution Chg	93.3330 units @ 0.31400
Distribution Adj	18.6670 units @ 0.25940
Distribution Chg	112.0000 units @ 0.07720
Gas Supply Chg	112.0000 units @ 0.91920
Miscellaneous Charges:	
Total Current Charges:	
Amount Due:	

Rate	Amount
4.84	
8.65	
102.95	
0.00	
164.26	
164.26	

How to Report a Gas Leak

Most people are familiar with the distinctive "pungent odor" aroma added to natural gas. We add this odor so that it's easy to detect. If you smell gas in your home, or suspect a gas leak, call us right away at 1-855-327-7758 or call 911.

We're here 365 days a year to serve you. We'll be there as soon as possible to make sure that the situation is safe.