



Liberty®

# News for our Natural Gas Customers

Spring 2023

## Spring Into Savings

New Hampshire



## 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)

## Stay Connected with Us

[www.twitter.com/LibertyUtil\\_NH](https://www.twitter.com/LibertyUtil_NH)[www.facebook.com/LibertyUtilitiesNH](https://www.facebook.com/LibertyUtilitiesNH)

## Customer Walk-In Centers

Check our website for up-to-date information about which walk-in centers are currently open and the hours of operation.

116 North Main Street  
Concord, NH 03301

## Bill Payment Locations

Payments can be made using the drop boxes at our walk-in centers, Western Union locations, most Walmarts, 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.

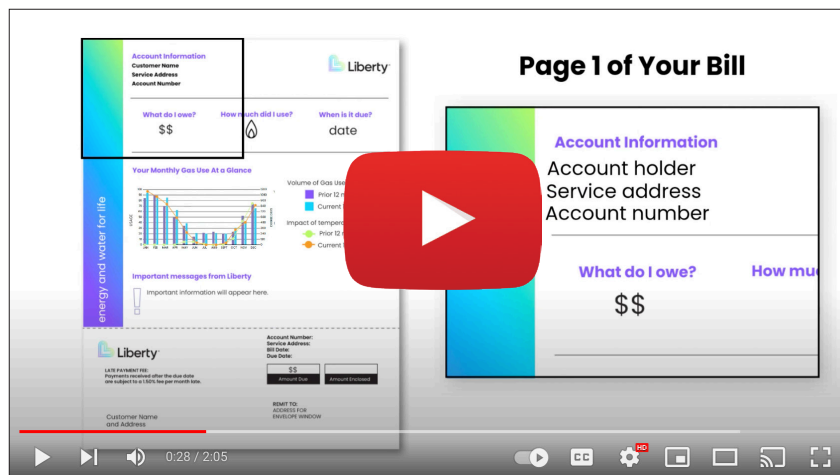
## Saving You Time and Energy Your Bill Explained

Since rolling out our new bill design, some customers have had questions about where key information is located and why some of the changes were made.

Our goal was simple: to increase transparency in your bill and provide information that will help you better manage your account. Now, to save you time and energy, we have created some additional tools to help you better understand your bill.

On our website, you can watch a short video walking you through the locations of your new account number, total amount due, usage chart, and more. There is also an infographic which breaks down your charges so you know what each is for, allowing you to better manage your usage.

To view these tools, go to [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) and select "Understanding My Bill" located on the "Customer Service" drop down menu.





## Be the Boss of Your Bills

Get started with these saving tips:

**Weatherize your home** – Sealing air leaks around windows, doors and vents will help save energy and increase comfort.

**Invest in Smart Tools** – Smart thermostats, smart appliances and smart irrigation controllers all use technology to help you save.

**Look for labels** – When buying appliances, water heaters, electronics, light bulbs, toilets, shower heads, and more, look for ENERGY STAR® and WaterSense labels. Items with these labels are certified by the EPA to use less and can save you significant money on your utility bills.

Scan the code for more info or follow us on social media for energy-saving promotional opportunities.



## Spruce Up Your Home for Spring

Those cold winter days and nights have been hard not only on you and your family, but on your home as well. Spring is the perfect time to tackle some maintenance and repair projects that will prepare your house for warm weather. By doing so, you'll make your home more comfortable and save on energy bills.



### Inside:

- **Maintain your HVAC.** Your heating system has been running all winter. If you haven't been changing your filters regularly, start now. A cooling system free of dust and dirt runs more efficiently, saving you money.
- **Install window treatments.** Curtains and shades present an opportunity for savings in seconds during warmer months. Block out sunlight on hot summer days to keep rooms cooler. Closing the curtains takes just a few seconds and keeps rooms more comfortable while saving you money.
- **Don't forget the fridge.** When vacuuming and dusting, remember to clean behind the refrigerator. Dust buildup causes the refrigerator to run less efficiently.

### Outside:

- **Take a look at your roof.** Check for any areas where winter weather may have caused sagging or cracks.
- **Trim trees and bushes away from your house.** This will help to let additional light in, which can reduce the need to turn lights on in the early evening.

### Time Savers

## Quick & Easy Payment Options

Liberty offers many convenient ways for you to pay your bill.

**Automatic Payments** – Sign up for automatic payments and your monthly payment will be automatically deducted from the account of your choice. Never worry about missing a bill deadline again!



**Paperless Billing** – With Paperless, you can choose to receive an email or text letting you know your bill is available to view and pay online.

**One-Time Payments** – Make a one-time payment using a credit card online or over the phone at 1-800-833-4200. There is a \$1.75 processing fee charged by our vendor for this service.

To view all available payment options, visit [libertyenergyandwater.com](http://libertyenergyandwater.com).