



News for our Natural Gas Customers

Fall 2023

How to Reach Us

Emergencies

1-855-327-7758

Customer Service/Billing/ Payments

1-800-833-4200 or

www.libertyenergyandwater.com

Stay Connected with Us

www.twitter.com/LibertyUtil_NH

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

We offer a variety of methods to pay your bill, including online or by phone. Payments can also be made at Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. Visit www.libertyenergyandwater.com to find one 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.

Fall... We Only Have 'Pies' For You



New Hampshire

Follow us on social media for our favorite pie recipe!

Fall For Kindness...

Putting Our Heart Where It Matters



Liberty provides more than safe, reliable energy and water services. Our team cares about our communities and pitches in with helping hands and willing hearts.



Scan the code to learn how our teams give their time, energy, and service to put their heart where it matters for our customers and communities.

From Clean Ups to Food Bank, We Do It All



In September, a group of employees gathered at Benson's Park in Hudson, NH to clean up the grounds by performing light landscaping duties.



Another employee also spent the afternoon at the Friendly Kitchen in Concord, an establishment that serves more than 140 meals per day to people in need.



Fall for Savings... Renters, This One is for You

Renters make up more than one third of all US households,¹ so we want to make sure you have the information needed to keep your residence affordable. Follow these tips to reduce energy usage without altering the property. The best part – all can come with you if you move!

- Replace incandescent light bulbs with ENERGY STAR® LEDs. These bulbs are at least 80% more efficient and last longer.
- Install water-efficient showerheads.
- Use curtains to keep heat in and out. In the colder months, open them during the day to let in the warmth of the sun and close them at night to retain heat.

Take energy-savings further!

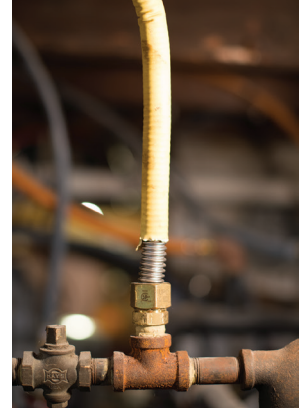
Ask your landlord to visit nhsaves.com to learn more about additional energy efficiency improvements. ENERGY STAR appliances and other upgrades will not only help reduce energy bills, they're also a great investment.

¹ According to Joint Center for Housing Studies of Harvard University

Fall For Safety...

Caring for Stainless Steel Tubing

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 if struck by lightning.



Check Your Pipes (Gas Pipes, Not Muscles)

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.

Snow, Shrubs, and Ice – Not So Nice

Fall cleanup calls for lots of raking and hedging. While preparing for cold weather, don't forget to ensure your natural gas meter is clear of any shrubbery. If a hand shovel or more is required to remove vegetation, be sure to always call 811 prior to digging.

And don't forget – snowy season is right around the corner. Gently remove snow from your meter with your hand or a soft brush. Never use a shovel.



Don't Forget to Call Before You Dig

Planning a project that requires you to break out your shovel? **Call 811 before starting!** It's quick, it's the law, and it can prevent serious accidents and neighborhood-wide outages. You can also visit www.digsafe.com to learn more about this free program or to submit a request for a mark out. No job is too small to notify Dig Safe first.