



Liberty Utilities®

News for our Natural Gas Customers



Liberty Utilities employees
volunteering at a local soup kitchen.

MARCH/APRIL 2020

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

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
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407 Miracle Mile Lebanon, NH 03766 9AM - 4PM M-F	116 North Main Street Concord, NH 03301 9AM - 4PM M-F
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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.

DID YOU KNOW...?

April is National Safe Digging month! Don't forget to call 811 at least 72 hours before digging to have the location of utility lines marked. This process helps prevent injuries, property damage and outages. For more information, visit www.digsafe.com.

Our Phone Menu Options Will Be Changing



In order to make it easier for our customers to contact us, we will be changing our phone menu options to help you get where you need to go more efficiently. Please see below for the new list of phone prompts you will experience when calling our customer service line at 1-800-833-4200:

To report a gas emergency such as a leak, low pressure, cut line or if you smell gas - **Press 1**

To make a payment - **Press 2**

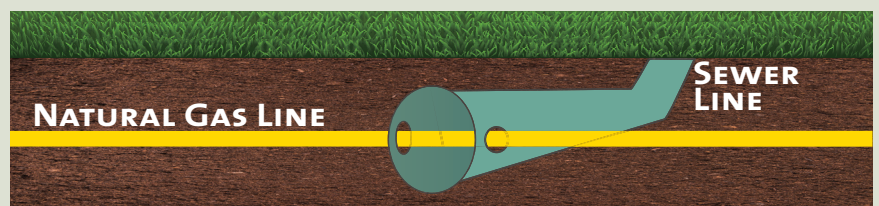
For additional options - **Press 3**

To repeat these options - **Press ***

If you have an emergency or smell gas, you can also reach us 24 hours a day, seven days a week at 1-855-327-7758.

Clogged Sewer Line? Use Caution

A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through the sewer line. A cross bore is an unsafe intersection of two different utility lines. Do not try to clear a sewer line blockage yourself. It could result in a serious accident. The safest way to ensure there is no cross boring in your sewer line is to have a plumbing professional inspect the line with a video inspection system.



Stick with Authorized Payment Agents

If you use a 3rd 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. Western Union and Walmart are both authorized to accept payments on our behalf. For a list of authorized payment agents near you, please visit www.libertyutilities.com.

Inspection Notice



Liberty Utilities is mandated by the state of New Hampshire to perform routine leak inspections for services and meters that are located indoors. If your natural gas meter is indoors, or in an area that is not accessible by our technicians, we may be coming to your property over the next several months to inspect our gas equipment and ensure everything is functioning properly. In order to perform these inspections, our technicians will need access to the area of your home where your natural gas meter is located.

Please note it is company policy for all Liberty Utilities' employees to wear a photo ID badge with their name and company logo while they are on the job.

FREE Energy-Saving Equipment!



By participating in our Visual Audit Program, you can have certain energy saving measures installed at your home completely free of charge. A technician will come to your home and install equipment such as Wi-Fi thermostats, flow control showerheads and/or aerators, LED light bulbs and more. While at your home, the technician will also make recommendations on weatherization measures that could provide additional savings.

Based on the technician's assessment, you may also be eligible for a 50% incentive (up to \$4,000) to help you pay for any of the additional qualified measures you wish to pursue, including lighting upgrades, water conservation equipment, air sealing and insulation.

All residential, natural gas heating customers who have at least one thermostat in their home that can be upgraded to a smart thermostat are eligible. Program applications are processed on a first-come, first-served basis, and supplies are limited, so don't wait! Call Horizon, an approved contractor for Liberty Utilities, at **603-369-4834** or email NHSaves@horizon-res.com for more information.

Demolition Safety

Before any structure in a Liberty Utilities service area is demolished, the person seeking the demolition permit is required to contact Liberty no less than three weeks prior to the scheduled demolition date to determine if there is natural gas service at the property. Contact us Monday-Friday between 8am-4pm at **603-782-2366** or email nhgasops@libertyutilities.com. There is no fee for this service.



We require all property owners, excavators and/or contractors to contact us prior to requesting the demolition permit, even if they believe there is no gas located on the property. Once Liberty determines the property can be safely demolished, we will provide the person seeking the permit with an Authorized Demolition Approval form to be presented to the city/town issuing the permit. This will ensure our employees and the general public remain safe.

If you have further questions about this process, please contact Liberty Utilities at 603-782-2366.