



Liberty Utilities®

News for our Natural Gas Customers



Liberty employees participating in a breast cancer fundraiser.

NOVEMBER/DECEMBER 2019

How to reach us

Power Outages/Emergencies
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 St
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.

Taking A Stand Against Breast Cancer



Did you know that breast cancer is the most common type of cancer in women in the US and in NH? For the month of October, Liberty Utilities employees across the state helped spread awareness in numerous ways. Our field employees wore pink hard hats and put pink ribbons on company trucks. To show their support, office employees wore pink clothing along with pink lanyards, baseball caps and ties.

We also held fundraising events, featuring cornhole tournaments, basket raffles and even a dunk tank! The money raised will be donated to the New Hampshire Breast Cancer Coalition, a statewide organization whose mission is to advocate for, and provide assistance to, NH residents with breast cancer.

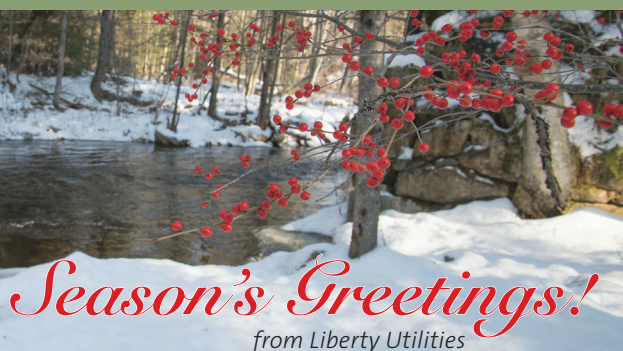


As of October 4th, **\$2,117** had already been raised. Visit our social media pages or our website to see the grand total!

Salem Walk-In Center - NOW OPEN!



Our new Salem walk-in center is now open. It is located at 130 Main Street and has more parking, as well as a booth where customers can discuss their account in private. Stop in to check it out!



Committed to Reducing Methane Emissions

Recently, there has been a lot of news coverage about a plan to weaken the EPA's regulation of methane emissions. Liberty Utilities is committed to building and operating our business to make a positive contribution to sustainable energy, and to fight climate change by reducing greenhouse gas emissions.

Since taking over New Hampshire's largest natural gas utility in 2012, we have replaced more than 60 miles of older, more leak prone cast iron and bare steel gas pipe, and we plan to completely eliminate cast iron and bare steel mains from our system by 2024. We will continue to do our part to eliminate methane emissions, regardless of what happens in Washington, DC.

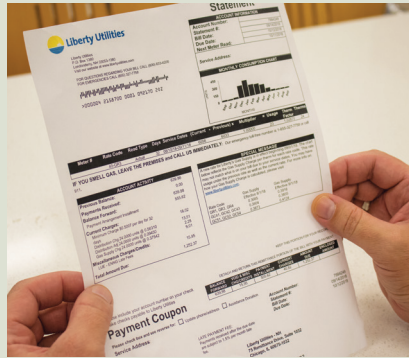
We remain firm in our position to reduce emissions and fight climate change. We are committed to meeting our customers' energy needs today, without compromising tomorrow.

Visit our website for more information about the steps we are taking to reduce methane emissions.



Winter Rates In Effect November 1st

A slight **decrease** is expected compared to last winter.



In September, we asked the New Hampshire Public Utilities Commission (NHPUC) to approve our winter Residential Heating Gas Supply charge of **\$0.6203** per therm, effective November 1st.

As of the printing of this newsletter, the PUC has not yet ruled on our filing.

Last year, the Gas Supply Charge was \$0.7411 per therm in November. Keep in

mind, this rate can fluctuate from month to month and is particularly volatile in the winter. Please visit www.libertyutilities.com to see our current rates now in effect.

Normal Weather Adjustment

In April 2018, the NHPUC granted our request for revenue decoupling. As a result, you will see a line item on your bill from November to April called the Normal Weather Adjustment.

If customers use more gas during a billing period as a result of colder-than-normal temperatures, they will receive a bill credit. Conversely, if customers use less gas during a billing period as a result of warmer-than-normal temperatures, there will be an additional charge on their bills.

For a complete explanation of decoupling, please visit www.libertyutilities.com.

Home Feeling Drafty? We Can Help!



Participating in the Home Performance with ENERGY STAR (HPwES) program can save you up to 20% on heating and cooling costs by adding insulation to the walls, basement, pipes, attic, crawl space and rim joists in your home.

An audit will evaluate your home's characteristics and energy usage and provide recommendations on ways you can improve efficiency and save money.

There is a \$100 fee for this service, which includes diagnostic testing for air and duct leakage. The \$100 audit fee is reimbursed if you move forward with weatherization recommendations.

For more information about associated rebates and enrollment, please visit www.nhsaves.com/hpwes.