



News for our Natural Gas Customers

May/June 2021

NH



How to Reach Us

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

Currently closed due to COVID-19 restrictions

130 Main Street
Salem, NH 03079

15 Buttrick Road
Londonderry, NH 03053

407 Miracle Mile
Lebanon, NH 03766

116 North Main Street
Concord, NH 03301

80 Pearl Street
Keene, NH 03431

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. To find one near you, visit www.libertyutilities.com.

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.

Showing the Local Love

Over the last decade, Liberty has been partnering with the United Way to help the communities where we work and live. Through the United Way, we help support a variety of local programs and organizations that foster healthy lives and communities.



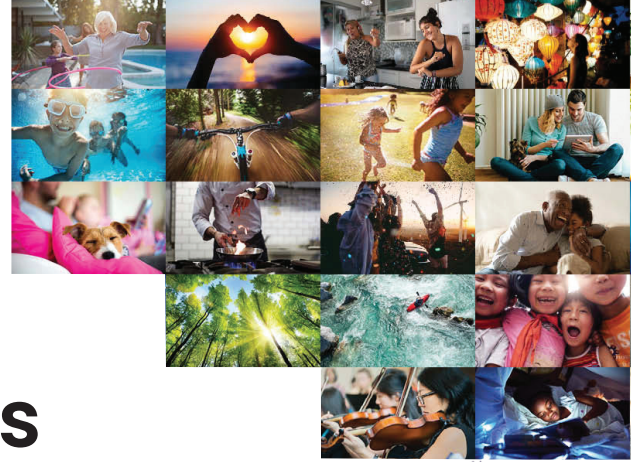
Despite not being able to hold in-person events due to COVID restrictions, we saw our biggest fundraising year yet for our 2020 United Way workplace campaign. Nationwide, our employees raised over \$200,000 to be distributed among our communities. This is an amazing effort and we are so proud of our employees for pulling together and helping others in need.

Smell Gas? Here's What to Do.

Smell gas in your home or outdoors? From a safe location, call and tell us your street location and cross streets. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure the situation is safe. Call Liberty at **1-855-327-7758 or call 911**. For more information about what to do in the event of a gas leak, visit www.libertyutilities.com.

Free Energy Savings Measures

With Liberty's Visual Audit program, you can get **FREE** energy savings measures installed at your home. This program is designed to save customers money by helping them to use less energy. For more info visit www.libertyutilities.com.



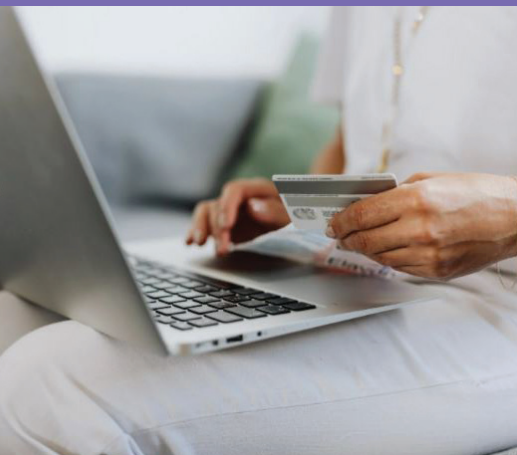


NEW! Lower Credit Card Payment Fee

We are pleased to announce that the online, one-time payment processing fee charged by our payment vendor is now \$1.75. This is a \$2.00 reduction and is a result of us changing to a new payment vendor, KUBRA.

We get it. No one likes hidden fees, so we keep them right out in the open. In order to allow our customers the opportunity to pay their Liberty bills online, we utilize a third party payment vendor. This vendor charges a fee that is paid directly to them. We do not profit off this fee.

We offer many other ways for our customers to pay their bills that do not incur a fee, such as enrolling in Paperless Billing or using one of our authorized payment vendors. For more information, visit the "Pay My Bill" page of our website at www.libertyutilities.com.



Summer Rates Begin May 1st



Our summer rate period for Gas Supply begins on May 1st and continues until October 31st. The Gas Supply charge on your bill represents what we pay for the gas that we deliver to our customers. The price, based on projected demand, market conditions and historical trends, is calculated then reviewed by the New Hampshire Public Utilities Commission.

The price that we pay for gas is passed along to customers without a markup. Liberty does not profit on this charge. To view the current Gas Supply rate and a summary of all the rates on your bill, please visit www.libertyutilities.com.

Construction Up Ahead!

Every year, we invest money in our natural gas distribution system to keep the services we offer as safe and reliable as possible. Because of the nature of our business, the majority of our infrastructure is found underground, which means our customers and other residents/businesses in the area could be affected by construction related



traffic delays. While work is ongoing, please bear with us! The upgrades we are making will help us provide safe and reliable service.

Liberty and/or a qualified contractor will perform the work. The contractors we work with are R.H. White Companies, Midway Utility Contractors and the Feeney Brothers.

While most roads will remain open to the public, parking may be limited in some locations. For a list of streets where our scheduled work will be taking place, please visit www.libertyutilities.com/construction/.

Keep Meters Clear From Vegetation

Did you know that shrubbery growing near your natural gas meter can interfere with our technicians' ability to read it or access it in an emergency? Be sure to check your natural gas meter often throughout the spring and summer months. When necessary, carefully remove anything such as shrubbery or items that may impede our technicians' ability to access it.

If a hand shovel or more is required to remove vegetation, be sure to always call 811 prior to digging. We will come and mark out where your natural gas line is so you can avoid it.

Help us keep you safe and clear those meters!