



News for our Natural Gas Customers



Liberty employees volunteering at
St. John's Food Pantry in Hudson.

JANUARY/FEBRUARY 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](https://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

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.



Looking to
increase
comfort at
home? We
can help!

See Back Side →

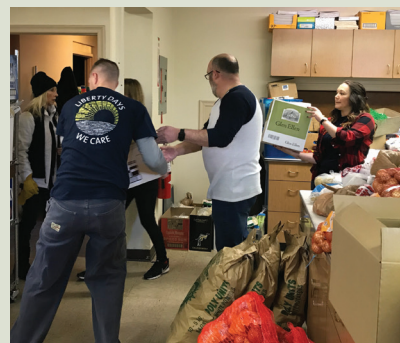
Liberty Employees Spread Holiday Cheer

The holidays can be tough for many local families. Every year, we partner with local, charitable organizations to help make Christmas wishes come true.

Each year, our offices help support organizations they are passionate about. This past year, we donated Christmas gifts to the Nashua Children's Home, the Boys and Girls Club of Greater Derry, the Salvation Army in Tilton and David's House in Lebanon.

In addition to donating gifts, our employees also donated their time. On December 13th, a group of employees volunteered at St. John's Food Pantry in Hudson. They picked up donated items from local stores, packed holiday food boxes and helped to distribute the boxes to local families in need.

Our customer care team also got into the Christmas giving spirit by adopting a family in our service area. Between collecting money to put towards a nice holiday meal and shopping for gifts for the family, their efforts surely helped make Christmas a little brighter for this family.





Keep More of What You Earned

Soon it will be time to start thinking about filing your 2019 tax return. When filing taxes, people are often unaware of the Earned Income Tax Credit (EITC). This credit, available to low-to-moderate income wage earners and income-qualified families with dependents, will reduce your tax amount owed and could mean a refund. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file.

For more information, or to see if you qualify, visit the IRS web site at www.irs.gov. Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.



Reporting a Gas Leak

If you smell gas in your home, or suspect a gas leak, call us right away or call 911. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure that the situation is safe. **Call Liberty Utilities at 1-855-327-7758 or dial 911.**

Rooftop Snow/Ice Buildup



During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly. When snow and ice accumulate on your roof, there can often be an unexpected avalanche which can be dangerous to items underneath. This also applies to customers with solar panels. If your natural gas meter is located under solar panels, please contact us at 800-833-4200 to let us know. We will send someone out to assess the situation and work with you to determine alternative ways to protect your meter.



NHSaves: Your Source for Energy Efficiency

Energy Efficiency is defined as using less energy while achieving the same or better results. We promote energy efficiency through NHSaves, a collaboration of New Hampshire's electric and natural gas utilities. We do this by educating property

owners about why being efficient is beneficial to the environment, as well as their bottom line, and by providing rebates to customers who implement certain energy efficiency measures.

We are passionate about helping our customers save money through energy efficiency improvements at home. Some of the programs we offer include our Visual Audit program and our Home Performance with Energy Star (HPwES) program. We also have rebates available for certain energy-efficient equipment, energy saving upgrades and new construction that meets ENERGY STAR® standards. To see all available energy efficiency programs and rebates, please visit www.nhsaves.com.

Do You Need Help Paying Your Energy Bills?

If you need assistance paying your energy bills, there are several programs that may help. Contact your local Community Action Agency to find out if you qualify for these or other assistance programs:

- Discount Rate
- Fuel Assistance Program
- Neighbor Helping Neighbor

Contact information for Community Action Agencies can be found by visiting www.libertyutilities.com and selecting "Natural Gas Financial Programs" under the "My Account" drop down.