



# News for our Natural Gas Customers



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Gas Production, Nashua, NH

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## How to reach us

**Gas Emergencies/Leaks**  
1-855-327-7758

**Customer Service/Billing/Payments**  
1-800-833-4200 or [www.libertyutilities.com](http://www.libertyutilities.com)

**For Storm Updates and Info**  
[www.twitter.com/LibertyUtil\\_NH](http://www.twitter.com/LibertyUtil_NH)  
[www.facebook.com/LibertyUtilitiesNH](http://www.facebook.com/LibertyUtilitiesNH)

**Customer Walk-In Centers**  
See us in person

9 Lowell Road      15 Buttrick Road  
Salem, NH 03079      Londonderry, NH 03053  
9AM - 4PM M-F      9AM - 4PM M-F

30 Tilton Road      407 Miracle Mile  
Tilton, NH 03276      Lebanon, NH 03766  
9AM - 4PM T, TH      9AM - 4PM T, TH, 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](http://www.libertyutilities.com).



### TEST SMOKE AND CO DETECTORS

Please take the time to test smoke and carbon monoxide detectors monthly. Batteries should be replaced every six months.

## Natural Gas Rates Decline in February

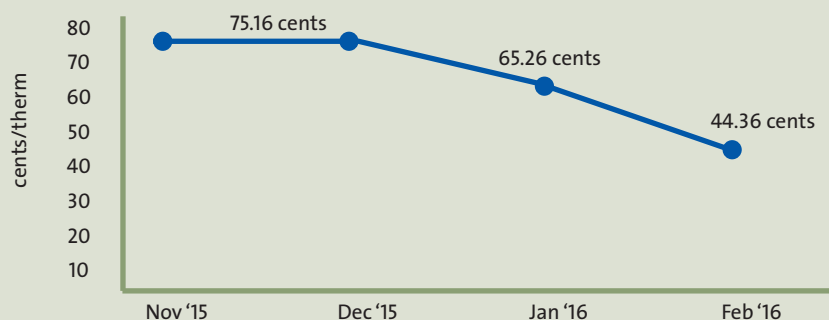
You may have noticed that the **Gas Supply charge** on your bill has declined over the last couple of months. This charge reflects our cost to purchase and transport natural gas to our distribution system. We pay market price for gas and pass the cost onto our customers without marking up the price.

The cost of gas is affected by demand and general market conditions. The relatively mild temperatures this winter has resulted in lower demand and the drastic drop in oil pricing has affected the overall energy market, helping to bring prices down.

The Gas Supply charge is one of the most significant charges on your bill so this will have a positive impact on what you pay.

The **Distribution Charge** represents the other large portion of your gas bill. It represents the maintenance, repair and upgrade costs to our underground pipeline system that is needed to safely and reliably deliver natural gas to homes and businesses.

The Gas Supply Charge can change monthly to reflect market pricing but the Distribution Charge is a fixed rate.





## REBATES for Small Businesses

Do you run a small business? Did you know that we offer cash incentives when you implement certain energy efficient measures in your business?

Making upgrades to your facility and/or equipment, can significantly reduce your energy costs. Our rebates can help offset the purchase and installation costs.

We offer rebates for certain high efficiency equipment such as:

### GAS-FIRED KITCHEN EQUIPMENT

### PRESCRIPTIVE CONTROLS

### STEAM TRAPS

### MULTI-FAMILY FACILITY PROJECTS

### CUSTOM PROJECTS

### TECHNICAL ASSISTANCE

All Incentives are subject to funding availability. Certain caps and restrictions apply. Once you receive an incentive approval, the funding is reserved for your project.

To get started visit [www.libertyutilities.com/efficiency](http://www.libertyutilities.com/efficiency). Small business customers can request a free energy audit. Call 1-603-595-2304 or email [nhsaves@libertyutilities.com](mailto:nhsaves@libertyutilities.com).



## Bringing Natural Gas to New Cities and Towns

We are working hard to bring low cost, clean burning natural gas to more homes and businesses in New Hampshire. Using natural gas will help reduce energy costs and lower emissions when compared to other fuels. Adding customers also helps to keep rates low for everyone by spreading overhead costs across a larger number of people.

We are actively pursuing growth opportunities within our current service area and we are looking at expanding into other cities and towns in the state. In order to serve customers in new cities and towns, we must file for franchise rights with the New Hampshire Public Utilities Commission. Below is a list of locations where we have filed for franchise rights:

**Hanover/Lebanon** - We are proposing to build a Liquefied and Compressed Natural Gas (LNG and CNG) facility that will serve homes and businesses through an underground distribution system. The fuel would arrive at the facility by truck.

We are also evaluating the use of methane gas from the Lebanon landfill. The gas would be treated and combined with the natural gas that we deliver to customers.

**Pelham/Windham** - We are proposing to extend our current underground natural gas system and add a new interconnection to serve homes and businesses in these two towns.

**Winchester/Swanzey/Jaffery/Rindge** - We are proposing to serve these towns with natural gas if the Northeast Energy Direct pipeline is built.

Information about these franchise filings can be found on the New Hampshire Public Utilities Commission website at [www.puc.state.nh.us](http://www.puc.state.nh.us).

## 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.

## Please Only Use Authorized Payment Agents

If you use a 3rd party bill payment agent either online or in person, please be sure they are 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. You can pay your bill using either service without paying a fee. Visit our website for a full list of authorized payment agents. [www.libertyutilities.com](http://www.libertyutilities.com)