


**Liberty Utilities®**

# News for our Natural Gas Customers



Liberty Employees Dave and Shawn at Manchester's "Adopt-a-Block" event.

**SEPTEMBER/OCTOBER 2018**

## 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](https://twitter.com/LibertyUtil_NH)

[www.facebook.com/LibertyUtilitiesNH](https://www.facebook.com/LibertyUtilitiesNH)

### Customer Walk-In Centers

See us in person

9 Lowell Road  
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](http://www.libertyutilities.com).

## The Low Cost of Natural Gas... Could Be Even Lower.

Natural gas prices are lower than almost any type of home heating fuel. Heating with propane costs three times as much. Fuel oil is twice as expensive and electricity and wood pellets are higher priced, too.<sup>1</sup>

This is great news, but did you know that natural gas prices in NH are 36% higher than the national average?<sup>2</sup> That's because of the limited supply into the state. We pay a premium compared to other states to get access to natural gas on a very limited pipeline. The high demand, particularly in winter, drives prices up.

This is why we are proposing the Granite Bridge energy project, an underground pipeline that would bring more natural gas capacity from the Seacoast to where our customers are in the central part of the state. Learn more about how this project can help reduce energy costs at [www.granitebridgenh.com](http://www.granitebridgenh.com).

Looking for further savings? We also offer rebates when you use certain energy efficient measures in your home or business. Check out our Energy Efficiency programs at [www.nhsaves.com](http://www.nhsaves.com).

1 - Fuel Prices, Office of Strategic Initiatives,  
<https://www.nh.gov/osi/energy/energy-nh/fuel-prices/index.htm>

2 - Natural Gas Prices, U.S. Energy Information Administration,  
[www.eia.gov/dnav/ng/ng\\_pri\\_sum\\_dcu\\_SNH\\_m.htm](http://www.eia.gov/dnav/ng/ng_pri_sum_dcu_SNH_m.htm)

## Did You Know...?

Once a month, a group of our employees donate their time and volunteer at St. John's Food Pantry in Hudson. They also organize food drives throughout the year to help ensure the shelves are never bare.



## Set Smarter



Wi-Fi enabled thermostats automatically adjust your home's temperature to save energy during your sleeping and working hours.

Even better, customers get a \$100 rebate for each Wi-Fi enabled thermostat installed!

Please visit [nhsaves.com/rebates](https://nhsaves.com/rebates) for more information.

And don't forget to recycle your old thermostats! You can do so safely through your local household hazardous waste program. Visit [www.earth911.org](http://www.earth911.org) and enter "thermostat" and your zip code to locate your local program.

## Common Billing Terms

**Minimum Charge** - A fixed cost regardless of your usage and covers metering, billing, and account maintenance.

**Gas Supply Charge** - The cost to purchase, store, and move gas through interstate pipelines. This charge can fluctuate monthly and is passed directly to customers without a markup.

**Distribution Charge** - The cost to operate and maintain our natural gas piping system that delivers natural gas to your home or business.

## We Scare Pets

Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If you know it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for company representatives to arrive. This will help keep your pets happy and our employees safe.



## What's On My Gas Meter?

Does your natural gas meter riser have a small wire sticking out? Don't worry - that is supposed to be there! It is called a Tracer Wire and it is a safety feature that's installed next to underground piping to help us locate the path of a plastic pipe. This wire could either be yellow or white.

## Trick-or-Treat!

Here are some safety tips to help your Halloween go off without a "witch"...



- Make sure your children's costumes are safe! Apply reflective tape or make sure they have plenty of glow sticks.
- Steer clear of traffic cones. If it is dark, you may not be able to see what they are blocking.
- Teach your children to always make eye contact with a driver before crossing the road.
- Be aware of your surroundings! Dangerous situations such as loose tree limbs or low hanging power lines could be closer than you think.

## 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.

Liberty Utilities has authorized several agencies to collect payments on our behalf. For a list of authorized payment agents, visit [www.libertyutilities.com](http://www.libertyutilities.com) or call Customer Service at 1-800-833-4200.