



# News for our Natural Gas Customers

November/December 2022

NH



## How to Reach Us

### Emergencies

1-855-327-7758

### Customer Service/Billing/ Payments

1-800-833-4200 or

[www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

### Stay Connected with Us

[www.twitter.com/LibertyUtil\\_NH](https://www.twitter.com/LibertyUtil_NH)

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

### Customer Walk-In Centers

**Check our website for up-to-date information about which walk-in centers are currently open and safety protocols still in place.**

130 Main Street  
Salem, NH 03079

116 North Main Street  
Concord, NH 03301

407 Miracle Mile  
Lebanon, NH 03766

### 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. Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) to find a location near you.

### 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.

## My Account is Here! This is What You Need to Know

Over the past couple of months, you may have noticed some changes on your Liberty bill and our website. The changes you see are the result of us switching to a new customer portal to provide you with new and improved options. This new portal, called My Account, provides customers with the ability to view account usage, make payments and set up notification preferences online.

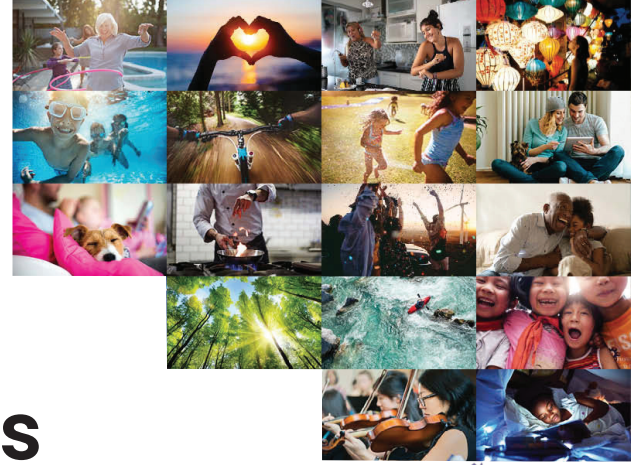


We are aware some customers have had trouble using this new platform, which led to large call volumes and longer-than-average wait times. To provide customers with the information they are looking for, now and well into the future, we have added self-serve options on our website, including a step-by-step guide walking you through the setup of your new account and a list of frequently asked questions.

One of the most common questions we are receiving is from customers who had the old My Account. If you are one of these customers, a profile has already been set up on your behalf. All you need to log in to the new My Account platform is your email address and your old password (the password you were using to log in to the previous system).

If you are still having problems after visiting our website to look at the tools available to you, please email us at [customerserviceNH@libertyutilities.com](mailto:customerserviceNH@libertyutilities.com).

We are very sorry for any frustrations the new system has caused and thank you for your patience as we navigate this transition. We are confident the many benefits and features will serve you for years to come.



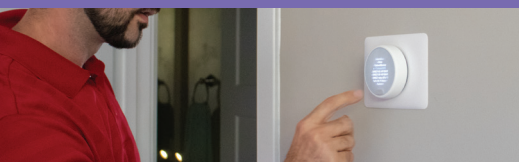


## FREE Energy-Saving Equipment

With energy prices on the rise, many customers are looking for ways they can save money on their gas bills. By participating in our Visual Audit Program, you can have certain energy saving measures installed at your home completely free of charge, such as Wi-Fi thermostats, flow control showerheads and/or aerators, LED light bulbs, and more. While at your home, the technician will also make recommendations on weatherization measures that could provide additional savings.

Based on the technician's assessment, you may also be eligible for a 75% incentive (up to \$6,000) to help you pay for any of the additional qualified measures you wish to pursue, including lighting upgrades, water conservation equipment, air sealing and insulation.

Call Horizon, an approved contractor for Liberty, at 603-369-4834 or email [NHSaves@horizon-res.com](mailto:NHSaves@horizon-res.com) for more information.



## Winter Rates In Effect November 1st

An increase 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 **\$1.7335** per therm (**\$0.9534** for customers on fuel assistance), and **\$2.2194** per therm for customers in Keene (**\$1.2117** for Keene customers on fuel assistance) effective November 1st.

As of the printing of this newsletter, the PUC has not yet ruled on our filing. Keep in mind, this rate can fluctuate from month to month and is particularly volatile in the winter. Please visit our website 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.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## Meet Sweeney Liberty's Puppy With a Purpose®

Liberty is excited to announce its newest team member, Sweeney, our Puppy With a Purpose®. Through a collaboration with national nonprofit organization, the Guide Dog Foundation, Liberty is raising a puppy who will one day provide independence for an individual who is blind or has low vision. Sweeney, a 12-week-old black Labrador Retriever, will learn basic obedience, good house manners and socialization skills for approximately 16 to 18 months to mold him into a well-rounded future guide dog. He will then return to the Guide Dog Foundation for formal training and ultimately be matched with an individual who is blind or has low vision at no cost to them. Sweeney will be visiting New Hampshire soon! Stay tuned for opportunities to meet him.

