



# Liberty Utilities®

## News for our Natural Gas Customers



Liberty Welder gearing up for work.

### WHAT DOES A PIPELINE WELDER DO?

NOVEMBER/DECEMBER 2020

## How to reach us

**Power Outages/Emergencies**  
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://www.twitter.com/LibertyUtil_NH)  
[www.facebook.com/LibertyUtilitiesNH](https://www.facebook.com/LibertyUtilitiesNH)

**Customer Walk-In Centers**  
**Currently closed due to Covid-19 restrictions**

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 using the drop boxes at one of 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).

### A HOLIDAY MESSAGE

2020 has been a year filled with uncertainty. It is more important than ever that we sit back and reflect on everything we have to be grateful for. From our family to yours, we wish you a safe, happy and healthy holiday season and New Year.

## New Hampshire Goes Electric



We value sustainability and are always looking for ways to continue providing safe and reliable service while reducing our carbon footprint. By 2030, we hope that all new company vehicles purchased will have zero carbon emissions. This could include technologies such as electric and hydrogen vehicle technologies.

With that in mind, we have launched an electric vehicle pilot program in New Hampshire and purchased our first fully electric vehicle. A 2020 Chevy Bolt was purchased in July and assigned to an employee based out of Londonderry. This electric vehicle is equipped with a 200 horsepower motor but has no engine noise.

As we evaluate our annual replacement needs, we will consider electric vehicles. Some of the challenges we face is mileage range and charging infrastructure. It is unlikely heavy duty vehicles will be replaced with electric vehicles. However, we will continue to evaluate the marketplace across all vehicle types to look for opportunities to utilize alternative fuel sources.

### On-The-Job Highlight: Pipeline Welder

Highly skilled, professional welders help keep the natural gas distribution system safe and reliable by assembling new pipes or making repairs to existing ones. They do this by fusing metal on gas mains to keep connections strong and leak-free.

## Increase Comfort at Home

Has your home become your office, your children's school AND a place to unwind and visit with family and friends? There has never been a better time to invest in comfort!

Participating in the Home Performance with ENERGY STAR (HPwES) program can save you up to 20% on heating and cooling costs by adding insulation to the walls, basement, pipes, attic, crawl space and rim joists in your home.

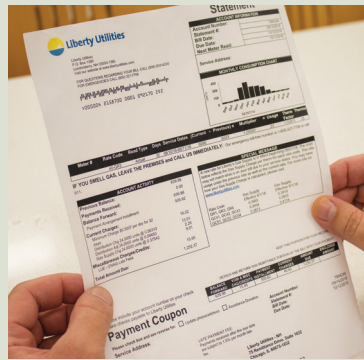
An audit will evaluate your home's characteristics and energy usage and provide recommendations on ways you can improve efficiency and save money. There is a \$100 fee for this service, which includes diagnostic testing for air and duct leakage. The \$100 audit fee is reimbursed if you move forward with weatherization recommendations.

For more information about associated rebates and enrollment, please visit [www.nhsaves.com/hpwes](http://www.nhsaves.com/hpwes).



## Winter Rates Slightly Lower than Last Year

Rates take effect November 1st.



In September, we asked the New Hampshire Public Utilities Commission (NHPUC) to approve our winter Residential Heating Gas Supply charge of **\$0.5571** per therm, effective November 1st.

As of the printing of this newsletter, the PUC has not yet ruled on our filing. Last year, the Gas Supply Charge was \$0.6203 per therm in November. Keep in mind, this rate can fluctuate from month to month and is particularly volatile in the winter. Please visit [www.libertyutilities.com](http://www.libertyutilities.com) 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.libertyutilities.com](http://www.libertyutilities.com).

## The Promise of Green Hydrogen

In the field of alternative energy, there's a lot of excitement about so-called green hydrogen. Proponents say it could heat our homes, fuel our cars, charge our laptops and help reduce carbon at the same time. Liberty NH President, Sue Fleck, was featured on NHPR's *The Exchange* to talk about Liberty's interest and initiatives using green hydrogen and renewable natural gas (RNG) as future alternative fuel sources.



According to Sue, "At Liberty, we are guided by our sustainability policy, which aligns directly with the UN sustainable development goals around emissions and climate action. We're driven by our purpose, which is sustaining energy and water for life. And we work towards that every day. We've been named the 10th most sustainable company in the world and the number one most sustainable utility by Corporate Knights, who run the Global100 sustainability index."

To listen to the recorded audio program or read the full program transcript, visit [www.nhpr.org](http://www.nhpr.org)