


**Liberty Utilities®**

## News for our Natural Gas Customers



Mariela P., Sr. Billing Representative

**JANUARY/FEBRUARY 2017**

## 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

30 Tilton Road  
Tilton, NH 03276  
9AM - 4PM T, TH

407 Miracle Mile  
Lebanon, NH 03766  
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).

### Smell Gas? Leave, then Call.

If you think you smell natural gas, leave the premises then call 1-855-327-7758 or 911 immediately. Our technicians are ready 24/7 to respond to all possible gas leaks.

## Giving Tree - 5th Year Running

When Liberty Utilities began doing business in NH in 2012, the team didn't hesitate to start giving to the community. That winter, gifts were collected for the Salem Boys and Girls Club.

This year Liberty employees collected gifts for 220 children. The gifts were distributed to several different agencies across the state.

**MANCHESTER** - New Life Home

**TILTON** - Salvation Army

**LEBANON** - David's House

**NASHUA** - Nashua Children's Home

**SALEM** - Salem Boys and Girls Club

**DERRY** - Derry Boys and Girls Club

Liberty Utilities and its employees remain committed to giving back to the communities we serve in New Hampshire.



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|---|---|
| <b>SCHEDULE EIC</b><br>(Form 1040A or 1040)   | <b>Earned Income Credit</b><br>Qualifying Child Information |
| Department of the Treasury<br>Internal Revenue Service (IRS)<br>Name(s) shown on return   |   |
| ▶ Complete and attach to Form 1040A or 1040 only if you have a qualifying child.<br>▶ Information about Schedule EIC (Form 1040A or 1040) and its instructions is in the instructions to Form 1040A or 1040.  |   |
| <b>Before you begin:</b> <ul style="list-style-type: none"> <li>See the instructions for Form 1040A, lines 42 and 43, to be sure that (a) you can take the EIC, and (b) you are eligible for the credit.</li> <li>Be sure the child's name on line 1 and social security number on line 2 are correct. Otherwise, at the time we process your return, we will not be able to claim the credit for you.</li> </ul> |   |
| <b>CAUTION</b> <ul style="list-style-type: none"> <li>If you take the EIC even though you are not eligible, you may not be allowed to take it in later years.</li> <li>It will take us longer to process your return and issue your refund if you are not eligible.</li> </ul>  |   |
| <b>Qualifying Child Information</b>   |   |
| <b>Child 1</b>  |   |
| <b>1 Child's name</b><br>If you have more than three qualifying children, use a separate schedule for each child.   |   |
| First name  | Last name   |

## TAX TIP: Earned Income Tax Credit

Soon it will be time to start thinking about filing your 2016 tax return. When filing taxes, often people are unaware of the Earned Income Tax Credit. This credit, available to low to moderate income wage earners and income qualified families with dependents, will reduce your federal income tax amount owed and could mean a tax refund.

Tax credits will range between several hundred and several thousand dollars depending on income and number of dependents.

For free information, visit the IRS web site at [www.irs.gov](http://www.irs.gov). Select Credits and Deductions, then choose Earned Income Tax Credit. Or call 1-800-TAX FORM.

## The Wrong Water Temp Can Cost You

Your water heater is one of the largest users of energy in your home. Having the temperature set too high can waste energy. Often times water heaters will be set at 130 to 140 degrees. Setting your water heater at 120 degrees will save energy and in most cases deliver plenty of hot water.

After you adjust the temperature on the water heater, measure the temperature at the faucet or shower to confirm the temperature setting.



## Portable Generator Safety



Here are a few tips to make using a generator a safe experience.

1. Never use a generator in an enclosed space such as a basement or garage. Operate the generator outdoors away from any air intakes that lead back into your home. This will prevent the collection of carbon monoxide gas that could be deadly.
2. Do not overfill the gas tank. Leave room for the gas to expand. Allow the engine to cool before re-filling the gas. Spilled gas on hot generator parts could cause a fire.
3. Do not connect your portable generator directly to your home's electrical service panel. And do not attempt to back feed power through an electrical outlet in your home. Either practice can feed power back into overhead electric lines and create a dangerous situation for electrical workers trying to restore your power. A generator should only be connected to a home's electrical system by a licensed electrician. The electrician will install a transfer switch that will prevent power from being fed back to the power lines.

## Carbon Monoxide - Protect yourself from exposure

Carbon Monoxide is created by the incomplete combustion of any fossil fuel, including natural gas or oil. It is a colorless and odorless substance that is difficult to detect.

Symptoms of exposure include headaches, nausea, dizziness, coughing, ringing in the ears and spots before the eyes. If you suspect exposure, get to fresh air and call 911 right away.

**Protect yourself by installing Carbon Monoxide detectors in your home and test them monthly.**

## Keep meters and vents clear

During the winter months, it's important to keep your utility meter clear of snow and ice so it will operate properly. If snow does build up around your meter, use care when clearing it. Use a broom or your car's snow brush to prevent damage to the meter.

If you have a boiler, furnace or water heater that vents through the side of your home or business, be sure to keep snow away from those vents. Neglecting to do so could cause the airflow to be blocked, and could result in deadly gas migrating back into the building.

