



# Liberty Utilities®

## News for our Natural Gas Customers



MAY/JUNE 2020

## 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://www.twitter.com/LibertyUtil_NH)

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

### Customer Walk-In Centers

See us in person

130 Main St  
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).

## Smell Gas?

Smell gas in your home or outdoors? Call and tell us the exact street location and cross streets. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure the situation is safe. **Call Liberty Utilities at 1-855-327-7758 or call 911.**

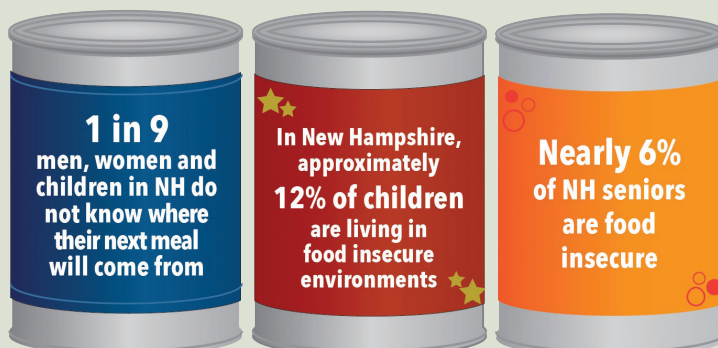
## Joining Forces to End Hunger

Supporting residents in the communities we serve is something that is near and dear to our hearts. Every year, among the many other charitable events we participate in throughout the year, we hold a company-wide event where our employees gather together to accomplish something amazing. This year, our goal was to help ensure residents in the communities we serve won't need to wonder where their next meal is coming from.

Throughout the month of February, we held a food drive in all NH offices. Non-perishable items and monetary donations were collected to be donated to two local food pantries: St. John's Food Pantry in Hudson, NH and Listen Community Services in Lebanon, NH. In addition to the money and food donated by employees, the company also donated \$5,000 that was used to purchase additional supplies.

On Tuesday, March 10th, a group of employees delivered the food to the pantries and helped unload and put away donated goods. We are so proud of our employees for the care and effort they put forth into everything they do.

## Did You Know...?



## Keep Meters Clear From Vegetation

With warmer weather on its way, so is vegetation growth. While enjoying the warmth, be sure to check your natural gas meter and carefully remove anything such as shrubbery or items that may impede our technicians' ability to access it.

If a hand shovel or more is required to remove vegetation, be sure to always call 811 prior to digging. We will come and mark out where your natural gas line is so you can avoid it.

**Help us keep you safe and clear those meters!**



## Local Community Agencies:

- **BELKNAP/MERRIMACK COUNTY**  
The Community Action Program 603-225-3295
- **ROCKINGHAM/HILLSBOROUGH COUNTY**  
Southern New Hampshire Services 1-800-322-1073
- **CHESHIRE/SULLIVAN COUNTY**  
Southwestern Community Services 1-800-529-0005
- **COOS, CARROLL OR GRAFTON COUNTY**  
Tri-County Community Action 603-752-7001

## Summer Rates Begin May 1<sup>st</sup>



Our summer rate period for Gas Supply begins on May 1<sup>st</sup> and continues until October 31<sup>st</sup>. The Gas Supply charge on your bill represents what we pay for the gas that we deliver to our customers. The price, based on projected demand, market conditions and historical trends, is calculated then reviewed by the New Hampshire Public Utilities Commission. The price that we pay for gas is passed along to customers without a markup. Liberty Utilities does

not profit on this charge. To view the current Gas Supply rate and a summary of all the rates on your bill, please visit [www.libertyutilities.com](http://www.libertyutilities.com).

## Construction Notification

Every year, we invest money in replacing parts of our distribution system to provide continuous improvements and keep the natural gas delivery system safe and reliable. Liberty Utilities and/or a qualified contractor will perform the work. The contractors we work with are **R.H. White Companies, Mears Group, Midway Utility Contractors and the Feeney Brothers.**



While most roads will remain open to the public, parking may be limited in some locations. For a list of streets where our scheduled work will be taking place, please visit [www.libertyutilities.com/construction/](http://www.libertyutilities.com/construction/).

## Weatherization on a Budget



Did you know that insulation is just as important in warm weather as it is in cold? According to [energy.gov](http://energy.gov), properly insulating your home not only reduces heating costs, but cooling costs as well.

To help ensure everyone is able to take advantage of energy efficiency improvements, we have partnered with Community Action Agencies to offer our customers the **Home Energy**

**Assistance program (HEAP).** This statewide program provides up to \$8,000 in energy efficiency improvements to income qualified households that may be especially vulnerable to increasing energy costs. All products and services provided by the Home Energy Assistance program are provided to qualified participants **FREE OF CHARGE.**

Please contact your local community action agency for more information.