

Additional news



Self-serve options to make your life easier

Did you know that Liberty offers customers self-serve options through our online platform, My Account? With My Account, you can:

- Sign up for Paperless Billing, which is secure, convenient, and eco-friendly. Plus, it allows you to view and pay your bills online anytime.
- Set up and manage automatic payments so you'll never miss a payment.
- Sign up for Budget Billing, which allows you to spread high seasonal costs over the entire year, eliminating extreme bill fluctuations.
- Choose how and when you want to receive notifications.

Visit www.libertyenergyandwater.com or **scan the QR to sign up.**



Paying in person? Here is what you need to know.

Liberty has authorized several local vendors, such as Walmart, to accept payments on our behalf. If you use a third party bill payment agent either online or in person, please be sure they are authorized to accept Liberty payments.

You can locate these agents by visiting www.libertyenergyandwater.com and selecting "Payment Locations" under the "Customer Service" drop-down menu. To locate authorized payment locations that do not charge a convenience fee, within the "Biller Search" box, input "Liberty Utilities" and select your state from the drop-down menu.

As a reminder, Liberty does not accept payments through popular money transfer platforms, like Venmo, Cash App, and Apple Pay.

Safety

Three ways to identify a gas leak

Most people are familiar with the distinctive odor added to natural gas. The chemical added to natural gas, called mercaptan, is often compared to the smell of sulfur or rotten eggs. But did you know there are other ways that you can detect a natural gas leak? In addition to **smell**, gas leaks can be identified by:



Sound - A hissing sound near gas appliances or a blowing sound near gas lines.



Sight - Blowing dirt, bubbling water, dry spots in moist areas, or dead plants surrounded by live plants near gas lines.

If any of these signs are present, leave the area immediately and call us at 1-855-327-7758 or call 911. Do not reenter the property for any reason until Liberty personnel tell you it is safe to do so.

Energy efficiency



Save up to 20% on your natural gas bills

The Home Energy Performance (HEP) Program takes a holistic approach to saving energy in your home.

Sign up for the HEP program and an energy expert will come to your home and perform an energy audit that includes diagnostic testing for air and duct leakage. If you move forward with weatherization recommendations provided, you will be eligible to receive:

- A **rebate of 100% of the installed cost of air sealing in your home** and 75% of the installed cost of insulation (up to \$6,000)
- 2% financing through select local financial institutions
- **0% on-bill financing** available through Liberty
- Eligible to receive **two FREE Wi-Fi thermostats** plus other energy saving measures

For more information and to sign up, visit nhsaves.com/residential/weatherization/ or **scan the QR code** below.



Get free energy-saving upgrades at home

Liberty's **Direct Install Program** is for residential gas customers who are not eligible for our Home Energy Performance Program. The goal is to serve more customers and deliver additional cost-effective energy savings.

How does it work?

A technician will come to your home and make recommendations on weatherization measures that could provide additional savings. This service is **100% free of charge** for residential Liberty gas customers.

What's in it for me?

Free energy savings measures! We will install/set up the following at zero cost to you:

- Wi-Fi thermostats
- Flow control showerheads and/or aerators
- Domestic hot water turn down/insulation

Do I qualify?

As long as you are a Liberty natural gas heating customer, your home is Wi-Fi compatible, and you can upgrade to at least one wi-fi thermostat in your home, you are qualified!

Getting started

Call Horizon, an approved contractor for Liberty, at 603-369-4834 or email NHSaves@horizon-res.com for more information.