



# Liberty Utilities®

## News for our Natural Gas Customers



Jeff Mostrom, Liberty Utilities' Welder

SEPTEMBER/OCTOBER 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

407 Miracle Mile  
Lebanon, NH 03766  
9AM - 4PM M-F

116 North Main Street  
Concord, NH 03301  
9AM - 4PM M-F

### Bill Payment Locations

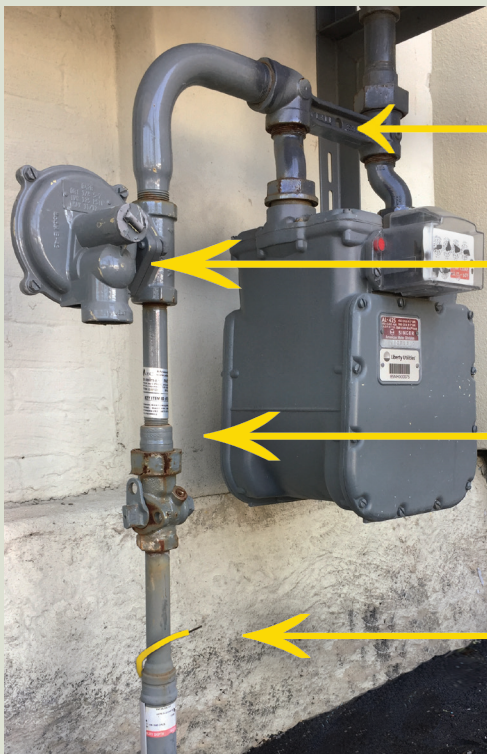
Payments can be made at our walk-in centers, Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. To find one near you, visit [www.libertyutilities.com](http://www.libertyutilities.com).

## How to Report a Gas Leak

If you smell gas in your home, or suspect a gas leak, call us right away or call 911. We're here 365 days a year to serve you. We'll respond as soon as possible to make sure that the situation is safe.

Call Liberty Utilities at 1-855-327-7758 or dial 911.

## What's On My Gas Meter?



### Meter Bar

Holds and supports the meter.

### Regulator

Controls the amount of natural gas that goes into your property.

### Service Riser

Connects the gas piping to your meter.

### Tracer Wire

A safety feature that is installed next to underground piping and helps us locate the path of a plastic pipe. This wire will either be yellow or white.

Please note that while this is the most common meter setup, not all meters at all locations will have the parts shown above. Meter setup varies case by case.

## Keeping Your Meter Clear

Your gas meter needs to be kept clear so we can access it in an emergency. Please verify that all vegetation is a minimum of 36" away from your natural gas meter. If you need to dig to remove vegetation, **please call 811 before you begin. It's free and it's the law.** This also applies in winter as well. Keep your meter free of snow and ice using a broom or hand brush and maintain access to the meter.

## Play it Safe - With Carbon Monoxide

Carbon Monoxide is created by the incomplete combustion of fuel, including wood, propane, natural gas or oil. It is a colorless and odorless substance that can cause illness and death.

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.

## Be Smart When Using a Third Party to Pay Your Bill.

Some of our customers use 3rd party bill payment agencies to pay their utility bills in person or online. Not all payment agencies are authorized to collect payments on our behalf. We cannot guarantee that your payment will be applied to your account correctly if you use an unauthorized payment agency. Be cautious. Most importantly, always keep your receipt.

Liberty Utilities has authorized several agencies to collect payments on our behalf. For a list of authorized payment agents, visit our website [www.libertyutilities.com](http://www.libertyutilities.com) or call our Customer Service at 1-800-833-4200.



## Welcome Sue Fleck Liberty Utilities NH President

We are pleased to announce that Sue Fleck has been appointed as the new President of our New Hampshire companies. Sue brings with her an extensive knowledge of our industry; most recently serving as the Vice President of Gas Pipeline Safety and Compliance at National Grid. Sue received her Bachelor's Degree in Civil Engineering at Carnegie-Mellon University in Pennsylvania and her MBA with a focus on Finance from Boston College in Massachusetts.

## Do You Need Help Paying Your Energy Bills?

If you need assistance paying your energy bills, there are several programs that may help. Contact your local Community Action Agency to find out if you qualify for these or other assistance programs:

- **Discount Rate**
- **Neighbor Helping Neighbor**
- **Fuel Assistance Program**

Belknap and Merrimack Counties - [www.bm-cap.org](http://www.bm-cap.org) (603) 225-3295

Coos, Carrol and Grafton Counties - [www.tccap.org](http://www.tccap.org) (603) 752-7001

Hillsborough County - [www.snhs.org](http://www.snhs.org) (603) 668-8010

Rockingham County- [www.rcaction.org](http://www.rcaction.org)

(603) 965-3029 DERRY, (603) 893-9172 SALEM

Cheshire and Sullivan County - [www.scshehelps.org](http://www.scshehelps.org) (603) 352-7512

## Natural Gas is Coming to Pelham!



The NH Public Utilities Commission and Town Officials in Pelham have granted Liberty Utilities franchise rights to serve Pelham with natural gas. As of August 10, 2017, construction to bring natural gas into Pelham is officially underway.

The initial build-out is occurring in the town center and is expected to be completed by the end of 2017.

Pelham will be Liberty Utilities' first service area that provides customers with both electric and gas services exclusively.