



Liberty™

News for our Natural Gas Customers



July/August 2022

NH



How to Reach Us

Emergencies

1-855-327-7758

Customer Service/Billing/Payments

1-800-833-4200 or

www.libertyenergyandwater.com

For Storm Updates and Info

www.twitter.com/LibertyUtil_NHwww.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

Check our website for up-to-date information about which walk-in centers are currently open and safety protocols still in place.

130 Main Street
Salem, NH 03079

116 North Main Street
Concord, NH 03301

407 Miracle Mile
Lebanon, NH 03766

Bill Payment Locations

Payments can be made using the drop boxes at our walk-in centers, Western Union locations, most Walmarts and other authorized CheckFreePay® locations. Visit www.libertyenergyandwater.com to find a location near you.

Keene Customers:

The phrase "natural gas" is used throughout this newsletter. However, the majority of Keene customers use a mixture of propane/air, which (for the purposes of this newsletter) is very similar to natural gas.

Claim Your FREE Energy Saving Products

Sign up for our free Visual Audit program and save energy! Our technicians will visit your property and install Wi-Fi thermostats, flow control showerheads, LED light bulbs and more at no cost to you, with no obligation.



For more information about the Visual Audit program, including a complete list of energy saving products that may be installed, program restrictions and information on how to sign up, visit the "Smart Energy Use" section of www.libertyenergyandwater.com.

Protect Yourself from Carbon Monoxide



Carbon monoxide (CO) is a normal by-product of any fuel combustion, but high levels of it indoors can cause serious illness and can even be fatal. Typical heating fuels (oil, propane, wood, natural gas, etc.) can create carbon monoxide. The best way to protect yourself from CO buildup is to install CO detectors in your home and have your chimney, heating system and water heater flue vent piping inspected regularly. For more important information regarding carbon monoxide, visit www.libertyenergyandwater.com.

Customer Owned Gas Piping

Liberty diligently maintains the pipes that bring gas to your home or business. However, any pipes that extend from the outlet of the gas meter to natural gas-burning appliances are the responsibility of the customer. These pipes should be inspected regularly. Contact your local plumbing/heating contractor to have your gas lines checked. If corrosion or other unsafe conditions are found, the pipes should be repaired immediately. A fee for this service will be charged by the contractor. For more information on customer owned piping, please visit the "Safety" page of www.libertyenergyandwater.com.



Liberty Awarded for Outstanding Safety Record

On May 4th, Liberty received the American Gas Association's (AGA) Safety Achievement Award in the medium sized combination utility category. This prestigious award recognizes Liberty and all our employees for their safety performance in our natural gas, electric and water operations.

Safety is our number one priority at Liberty. We have faced many challenges over the last few years, but one thing that has remained consistent is our laser focus on safety. This safety driven mentality not only protects our employees, but it also ensures our customers are receiving safe and reliable energy and water services.

As a company, we have worked over 12 million hours without a single lost-time injury across our whole North American business. This number is especially impressive considering how much work we do each day throughout thousands of communities for our more than 3 million customers.



Are You Being Billed the Right Rate?

The following are abbreviated rate summaries that identify services offered by Liberty based on energy consumption. Although selection of the rate class is the responsibility of the customer, Liberty will gladly assist you in determining which rate is most advantageous to you. Please check your rate code, which can be found on your bill below your mailing address. If you are being billed incorrectly, please contact us by calling 1-800-833-4200.

Residential Customer Rates

40-GRI (R-1): Non Heating - This rate is for residential customers who do not use natural gas to heat their home and consume less than 80% of their normal usage between November and April. Customers in Keene: 43-PR1.

40-GR3 (R-3): Heating - This rate is for all residential customers who use natural gas as their primary heating fuel. Customers in Keene: 43-PR3.

40-GR4 (R-4): Gas Assistance Program - Heating - This rate is for any member of a household that qualifies for a benefit through one of the qualified programs and uses natural gas as their primary heating fuel. Customers in Keene: 43-PR4.

Commercial/Industrial Customer Rates

40-GC41 (G-41): Low Annual Use and High Winter Use - Annual usage less than or equal to 10,000 therms and a Winter Period usage greater than or equal to 67% of annual usage. Customers in Keene: 43-PC41.

40-GC42 (G-42): Medium Annual Use and High Winter Use - Annual usage greater than 10,000 therms and less than or equal to 100,000 therms and a Winter Period usage greater than or equal to 67% of annual usage. Customers in Keene: 43-PC42.

40-GC43 (G-43): High Annual Use and High Winter Use - Annual usage greater than 100,000 therms and a Winter Period usage greater than or equal to 67% of annual usage. Customers in Keene: 43-PC43.

40-GC51 (G-51): Low Annual Use and Low Winter Use - Annual usage less than or equal to 10,000 therms and a Winter Period usage less than 67% of annual usage. Customers in Keene: 43-PC51.

40-GC52 (G-52): Medium Annual Use and Low Winter Use - Annual usage greater than 10,000 therms and less than or equal to 100,000 therms and a Winter Period usage less than 67% of annual usage. Customers in Keene: 43-PC52.

40-GC53 (G-53): High Annual Use and Load Factor Less than 90% - Annual usage greater than 100,000 therms, a Winter Period usage less than 67% of annual usage, and a 12 month average usage less than 90% of the average usage of December, January, and February. Customers in Keene: 43-PC53.

40-GC54 (G-54): High Annual Use and Load Factor Greater than 90% - Annual usage greater than 100,000 therms, a Winter Period usage less than 67% of annual usage, and a 12-month average usage greater than or equal to 90% of the average usage of December, January and February. Customers in Keene: 43-PC54.

Don't see your rate here? Visit www.libertyenergyandwater.com for a complete listing of rate classes and a summary of current rates for each class.