



News for our Natural Gas Customers



Liberty Employees at our Career Fair

MAY/JUNE 2019

How to reach us

Gas Emergencies/Leaks

1-855-327-7758

Customer Service/Billing/Payments

1-800-833-4200 or www.libertyutilities.com

For Storm Updates and Info

[www.twitter.com/LibertyUtil_NH](https://twitter.com/LibertyUtil_NH)

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.

Summer Rates Begin May 1st



Our summer rate period for Gas Supply begins on May 1st and continues until October 31st. 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.

Construction Notice

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 Middlesex Corporation.**

While roads will remain open to the public, parking may be limited in some locations. When necessary, a police detail will be provided. After the work has been completed, we will restore the area. However, there may be a lag between temporary and permanent restoration of the street and sidewalk. For a list of streets where our scheduled work will be taking place, please visit www.libertyutilities.com.

New look, same great savings!



www.nhsaves.com

Powering Careers

On March 14th and 15th, we hosted a job fair to promote current and future career opportunities in select departments at Liberty Utilities. Numerous Liberty employees from departments such as Gas Operations, Electric Operations and Customer Care were on site to talk about job openings and answer questions related to the nature of the work they do.

Over 60 interested candidates attended, some of whom have already been hired. Having a qualified pool of candidates to draw from as future positions open increases efficiency and ensures we are growing our company with talented individuals eager to work in the utility industry.

If you are interested in working for a local company that fosters advancement and employee engagement, keep your eyes open for our next career fair! We will be sure to post updates on our social media pages.



Representatives from Finance



Engineering & Mapping Department

Income Eligible Programs

Liberty Utilities has partnered with local community action agencies to offer our customers the Home Energy Assistance program. This statewide program provides up to \$8,000 in energy efficiency improvements to income-qualified households at no cost. For more information, contact your local community action agency using the contact information listed on the “Smart Energy Use” section of our website on the “Income Eligible Programs” page. www.libertyutilities.com.



Smell Gas? Here's What to Do:

Most people are familiar with the distinctive “pungent” aroma added to natural gas. We add this odor so it’s easy to detect. If you smell gas in your home or suspect a gas leak, call us right away.

Smell gas 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.

If you smell gas, please follow these steps:

- Check to be sure your range and oven controls are turned off.
- Don’t use electrical appliances or switches. Doing so can cause sparks.
- Don’t smoke or light matches.
- Exit the building or area of the gas odor. Instruct others to leave as well.
- Call Liberty Utilities at 1-855-327-7758, or call 911.

Be prepared:

Take a moment now to program our emergency phone number into your cell phone. This will eliminate having to find the number during an emergency.

Planning a Project that Requires Digging?

Before you dig, call 811 at least 72 hours in advance. The 811 operator will contact all the utility companies in your area. Each utility will mark where their underground services are located so you can avoid them when digging. Hand digging is required when working within 18” of a utility marking. For more information, please call **811** or visit www.digsafe.com.

It’s free, and it’s the law.

