



## News for our Natural Gas Customers



Liberty Employees at the Granite Bridge open house in Epping, NH.

JULY/AUGUST 2018

## 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

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).

## Let's Be Friends!

Did you know that we are on social media? And it's not just outage related information! Like our Facebook page ([LibertyUtilitiesNH](https://www.facebook.com/LibertyUtilitiesNH)) or follow us on Twitter ([LibertyUtil\\_NH](https://twitter.com/LibertyUtil_NH)) to see pictures from our latest community events, participate in trivia questions, get energy savings tips, and MORE!

## Liberty Utilities Supports Troops



On May 22nd, 250 Liberty Utilities employees from NH and MA, along with Red Cross personnel, worked to put together over 350 boxes filled with items donated by Liberty employees. Donated items included shaving cream, shampoo and conditioner, t-shirts, snacks, and more. In addition to donated items, employees and some of their children wrote letters and took photos to be included in the boxes.

Once items were packaged, employees formed an assembly line to move the boxes into the Red Cross van. The items will go to U.S. military members stationed at Camp Lemmonier

in Djibouti and Camps Arifjan and Buehring in Kuwait. This was a very meaningful event to all of our employees, especially the 50+ veterans that are currently employed with us. We are truly honored we were able to be a part of supporting the men and women that keep our country safe.



## About Your Pipes

### Warning: CSST



Corrugated stainless steel tubing (CSST) is a thin-walled metallic gas piping product that can be used as an alternative to conventional gas piping material. This flexible piping is commonly coated in a yellow plastic. If your home uses CSST, we recommend that it is inspected by a qualified plumber for proper installation and bonding. CSST that is not properly bonded could cause an accidental leak or fire when struck by lightning.

### Customer Owned Gas Lines

Liberty Utilities diligently maintains the pipes that bring gas to your home or business. However, it's important to know that the 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.

## Are You Being Billed the Right Rate?

The following are abbreviated rate summaries that identify services offered by Liberty Utilities based on energy consumption. Although selection of the rate is the responsibility of the customer, Liberty Utilities 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-GR1 (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):** Low Income - 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.libertyutilities.com](http://www.libertyutilities.com) for a complete listing of less common rates.**