



News for our Natural Gas Customers



NOVEMBER/DECEMBER 2017

How to reach us

Power Outages/Emergencies

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

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
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407 Miracle Mile Lebanon, NH 03766 9AM - 4PM M-F	116 North Main Street Concord, NH 03301 9AM - 4PM M-F
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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.

Local and Responsive. We Care.

After Hurricane Irma left 100,000+ residents in Florida without electricity, eight of our NH Liberty Utilities Electric Operations employees volunteered to drive to Florida to help get power restored.

Keep up the great work guys!

Winter Rates In Effect November 1st

A slight decrease expected compared to last winter.

In September, we asked the New Hampshire Public Utilities Commission to approve our winter Residential Heating Gas Supply charge of \$0.6659/therm, effective November 1st. As of the printing of this newsletter, the PUC has not yet ruled on our filing.

Last year the Gas Supply Charge was \$0.7068/therm in November. Keep in mind that this rate can fluctuate from month-to-month and is particularly volatile in the winter. Please visit www.libertyutilities.com to see our current rates now in effect.

New Habitat House - Manchester

On September 26th, thirteen Liberty Utilities employees volunteered to help build a new Habitat for Humanity home in Manchester NH for a family in need. The new home will be part of the ENERGY STAR® Homes Program and will qualify for rebates to help keep construction costs low while providing a home that will be very energy efficient. Once completed, the homeowners will benefit from low energy bills for years to come. We are proud to be a part of the Habitat for Humanity program.





Get Winter Ready

An in-home energy audit is the first step in making your home more efficient. An audit will evaluate your home's characteristics and energy usage and provide recommendations on ways you can improve efficiency and save money. There is a \$100 fee for this service, which includes diagnostic testing for air and duct leakage. (\$100 audit fee is reimbursed if you move forward with weatherization recommendations.)

You can also receive a 50% rebate on up to \$4,000 in services for qualified energy efficiency improvements. Incentives are available to replace inefficient lighting and refrigerators and to add insulation and air sealing. Homes heated with oil, propane, wood, natural gas, kerosene, or electricity may qualify.

For more information or to get started, visit www.nhsaves.com/hpwes.

Payment Options

In order to provide the best customer service possible, we offer several options for customers to make payments. Some payment options, such as using our automated phone system and all credit card transactions, require a transaction fee of \$3.75. This fee is assessed by our payment processing provider. Other methods, such as mailing in your payment or paying in person at one of our walk-in centers, is free. You may also visit one of our many authorized payment agencies. A complete list of authorized retailers can be found on our website at www.libertyutilities.com

Give Thanks This Season

The holiday season is a great time to give back to others that are less fortunate. With today's soaring energy costs, many New Hampshire residents are unable to pay their utility bills due to job loss, uninsured illness, or other bad breaks. By contributing to Neighbor Helping Neighbor, you can help others who face an energy emergency but don't qualify for federally funded energy assistance programs. Your donation is 100% tax-deductible and goes directly to someone who needs help. Included in your bill is a pre-addressed envelope that can be used for your donation. You can also donate by going to www.nhfund.org.

Safe Celebration

Preparing a Thanksgiving meal at home is a lot of work that involves scheduling, coordinating, and - let's not forget - cooking. According to the National Fire Protection Association, Thanksgiving is the number one day for home cooking fires. Here are some ways to stay safe in the kitchen this holiday season:



- Keep a fire extinguisher handy in your kitchen. If you already have one, check to make sure it is still working prior to cooking
- Test your carbon monoxide and smoke detectors to make sure they are in good working order
- Do not leave your stove or oven unattended. Stay in the kitchen so you can keep an eye on the food
- If you are deep frying your turkey, make sure you only do so outside away from the exterior of your house
- Turn on your kitchen fan or vents, open windows periodically to avoid a carbon monoxide buildup in the room
- Remove anything near the stove that is combustible. This includes dish towels, wooden utensils, or grocery bags.