



News for our Natural Gas Customers

November/December 2021

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_NH

www.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

15 Buttrick Road
Londonderry, NH 03053

407 Miracle Mile
Lebanon, NH 03766

116 North Main Street
Concord, NH 03301

80 Pearl Street
Keene, NH 03431

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.

Maintaining Chimney and Flues



Maintaining chimneys and flue pipes is an important safety requirement. Now that the cold weather is here, we recommend customers have a licensed heating contractor inspect their chimneys and flue pipes for safe operation. Chimneys and

flue pipes should be checked for soot, residue or any other obstructions that could disrupt the flow of escaping gases and cause improper venting of carbon monoxide (CO). Visit our website at www.libertyenergyandwater.com for more natural gas safety tips.

Protecting Yourself From Scams

Utility customers are frequently targets of online, telephone and in-person scams. The information below is designed to help you identify legitimate messages, calls and visits from Liberty.



Always ask for a photo ID from anyone knocking at your door. Keep in mind, while we are transitioning to our new brand, you may still see our old logo and name on vehicles, clothing and employee badges.

Ask anyone claiming to be a representative of Liberty to verify the billing address, account number or phone number associated with your account. Unless you have enrolled in Paperless Billing, Liberty will never request payment by e-mail. During any phone or online survey, Liberty and our approved partners will never ask for your Social Security Number.



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 \$1.75. We do not profit from this fee. It is assessed by our payment processing provider.

Other methods, such as signing up for Paperless Billing, 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 at www.libertyenergyandwater.com.

Seasons Greetings

from all of us at Liberty



Winter Rates In Effect November 1st

An increase is expected compared to last winter.

In September, we asked the New Hampshire Public Utilities Commission (NHPUC) to approve our winter Residential Heating Gas Supply Charge of **\$0.9056** per therm (**\$0.4981** for customers on fuel assistance), and **\$1.8741** per therm for customers in Keene (**\$1.0308** for Keene customers on fuel assistance) 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 \$0.5571 per therm and \$1.2100 for Keene customers in November. Keep in mind, this rate can fluctuate from month to month and is particularly volatile in the winter. Please visit www.libertyenergyandwater.com to see our current rates now in effect.

Normal Weather Adjustment

In April 2018, the NHPUC granted our request for revenue decoupling. As a result, you will see a line item on your bill from November to April called the Normal Weather Adjustment.

If customers use more gas during a billing period as a result of colder-than-normal temperatures, they will receive a bill credit.

Conversely, if customers use less gas during a billing period as a result of warmer-than-normal temperatures, there will be an additional charge on their bills. For a complete explanation of decoupling, please visit www.libertyenergyandwater.com.



Neighbor Helping Neighbor

With today's soaring energy costs and the current COVID 19 pandemic, many New Hampshire residents are not able to pay their utility bills. 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 tax-deductible contribution goes directly to assist someone who needs help but has nowhere else to turn. Included in your bill is a pre-addressed envelope that can be used for your donation. For more information, please visit www.nhnfund.org.

NHSaves – Your Source for Energy Efficiency

Did you know NHSaves provides New Hampshire customers with information, incentives and support designed to save energy, reduce costs, and protect the environment? Visit nhsaves.com for more information.