



Liberty®

News for our Electric Customers

Spring 2024



Spring Into Savings



How to Reach Us

Power Outages/Emergencies

1-855-349-9455

Customer Service/Billing/ Payments

1-800-375-7413 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 the hours of operation.

116 North Main Street
Concord, NH 03301

Bill Payment Locations

Payments can be made using the drop box at our Concord walk-in center, Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. Visit www.libertyenergyandwater.com to find one near you.

Saving Your Service (and Trees) Scheduled Pruning Improves System Reliability



Trees help clean our air, provide shade on hot days, and are home to many woodland creatures. However, trees can also pose a risk to electric distribution systems when bad weather hits. To ensure safety and electric service reliability, Liberty schedules tree pruning in your area on a rotating schedule.

Liberty's vegetation management department is managed by Heather Green, a longstanding employee of Liberty and a longer standing tree enthusiast.

"When it comes to trimming trees, we use a method known as directional pruning. This method is both beneficial to minimizing service disruptions, as well as beneficial to tree health," said Green. "Branches that rub against and damage a home's electric service line are removed so there is a clear path to a home. Pruning also is a direct benefit to the health of the tree, as it reduces disease and decay points."

While we try to be proactive with vegetation management, unless there is a significant tree risk affecting the electric wires in your area, we do not perform tree pruning outside of our pruning schedule. If you need to notify Liberty of a tree risk, call us at 1-800-375-7413.





Saving You Money Take Control of Your Bills

We want to help you save. A few small steps could add up to big savings.



Weatherize your home

Sealing air leaks around windows, doors, and vents will help save energy and will make your home more comfortable.



Smart controllers

Smart thermostats, smart appliances, and smart irrigation controllers all use technology to help you save.



Look for EPA labels

When buying appliances, water heaters, electronics, light bulbs, shower heads, and more, look for ENERGY STAR® and WaterSense labels. Items with these labels are certified by the EPA to use less and can save you significant money on utility bills.



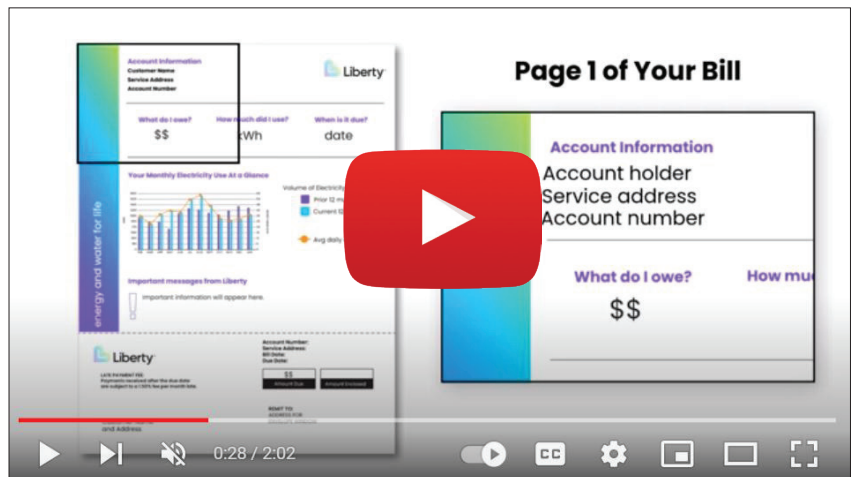
Saving You Time Your Bill Explained

Since rolling out our new bill design, some customers have had questions about where key information is located and why some of the changes were made.

Our goal was simple: to increase transparency in your bill and provide information that will help you better manage your account. Now, to save you time and energy, we have created some additional tools to help you better understand your bill.

On our website, you can watch a short video walking you through the locations of your new account number, total amount due, usage chart, and more. There is also an infographic which breaks down your charges so you know what each is for, allowing you to better manage your usage.

To view these tools, go to www.libertyenergyandwater.com and select "Understanding My Bill" located on the "Customer Service" drop down menu. Knowledge is power!



Saving You Stamps Sign Up for Paperless Billing

Save the stamps and trips to the post office! With Paperless Billing, you can choose to receive an email or text letting you know your bill is available to view and pay online. There is no charge for this service and it saves you time, money, and the worry of late bills. Sign up today in My Account.

