



For our electric customers

# At Your Service

Getting to know our  
programs and services



31230-I-0204

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## About us



Liberty is a regulated water, natural gas, and electric transmission and distribution utility, delivering responsive and reliable essential services to over one million customer in 13 states across the United States and New Brunswick in Canada. With a local approach to management, service, and support, Liberty delivers efficient, dependable services to meet customer needs.

In New Hampshire, Liberty has approximately 97,000 natural gas customers and 45,000 electric customers. We measure our performance in terms of service reliability, an enjoyable customer experience and an unconditional dedication to public and workplace safety. We look forward to being your electricity provider!

# How to contact us

24/7 emergencies/outages **1-855-349-9455**

Customer service **1-800-375-7413**

**Website** [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

## Social media



LibertyUtilitiesNH

## By mail

### Correspondence only:

Liberty – New Hampshire  
PO Box 1380  
Londonderry, NH 03053-1380

### Mail payments to:

Liberty – New Hampshire  
75 Remittance Drive Suite 1032  
Chicago, IL 60675-1032

### Need to discontinue service?

Please be aware when you move from your current location, we need **four business days' notice** to complete a service shut off request.

# Safety

## Downed wires

If you see a downed wire, stay a minimum of 30 feet away. That is approximately the length of a school bus. Once you are a safe distance away, **report downed power lines right away by calling us at 1-855-349-9455 or by calling 911.**



## Emergencies and outages

When the power is out, it's not always easy to look up a phone number. For many, an outage means no computer and no internet. So take a couple of minutes now to be ready for a power outage.

Program our emergency number into your cell phone so you'll have it handy if an emergency situation should arise.

**Electric emergencies: 1-855-349-9455**

In addition to having our phone number readily available, it is important you take the following precautions:

- Do not attempt to make repairs to damaged equipment
- Turn off all appliances, including computers and peripherals, especially those that generate heat to help prevent hazards or damage when service is restored
- When power has been restored, please conserve electricity in the first hours to prevent further outages on your lines
- If working near power lines, keep yourself and any equipment at least 10 feet from any power line

### **Medically dependent on electricity**

If there is someone in your home that uses medical equipment that depends on electricity, a loss of power could cause a life threatening situation. Please call us at 1-800-375-7413 so we can note this on your account. This will ensure you receive a notification when storms are approaching that could cause outages.

### **Employee identification**

Liberty employees are seen each and every day throughout the state. For your safety, if anyone comes to your door claiming to be a Liberty employee, please ask for identification. The identification card will have a color picture of the employee, along with their name. If you have any doubt when attempting to identify someone as a Liberty employee, please have the employee wait outside your door while you call our office for verification at 1-800-375-7413.

### **Call before you dig**

If you are planning to dig on your property, notify Dig Safe® at least 72 hours (excluding holidays and weekends) in advance of the scheduled dig date. Dig Safe is a statewide program designed to help contractors safely locate all underground utility lines before they dig. Damage to underground telephone, gas, electrical, or cable TV lines is potentially hazardous and disruptive. State law requires all underground lines to be located and marked before excavation can begin. Excavation near gas lines should be done with hand tools. Please call Dig Safe at 811 or 1-888-344-7233 or visit [www.digsafe.com](http://www.digsafe.com). There is no charge for this service.



# Energy efficiency

## Residential customers

Liberty offers a number of ways you can save on energy costs. Energy efficiency information and in-home energy assessments are available to all New Hampshire residential customers who qualify. Visit [www.nhsaves.com](http://www.nhsaves.com) and go to "Test Your Home" to learn if you qualify for the Home Energy Performance (Weatherization) Program. You can also check out other generous rebates on additional energy saving measures such as:

- ENERGY STAR® Appliances
- ENERGY STAR® Heating and Cooling Equipment
- ENERGY STAR® Homes Program (New Construction)
- Direct Install Program (Free)



Call us at 1-800-375-7413 for more information.

## Financing

0% and 2% financing options may be available for certain energy efficiency improvements related to weatherization. Call 1-603-369-4834 or email [nhsaves@horizon-res.com](mailto:nhsaves@horizon-res.com) for more details.

## Income qualified assistance

Liberty helps customers save by offering incentives to income qualified customers for weatherizing their homes and learning how to reduce energy usage. The Home Energy Assistance Program is administered by Community Action Agencies. To find the program administrator for your County, visit [www.puc.nh.gov/consumer/communityactionagencies.htm](http://www.puc.nh.gov/consumer/communityactionagencies.htm).

## Commercial customers

Commercial customers may be eligible to receive FREE on-site energy assessments and incentives for the installation of qualifying energy efficiency equipment. Incentive levels vary based on the equipment. For more information, call Franklin Energy, a contractor for Liberty at 603-637-4346, email [NHSaves@FranklinEnergy.com](mailto:NHSaves@FranklinEnergy.com) or visit [NHSaves.com](http://NHSaves.com).

# Payment options and programs

## My Account

Liberty offers customers a web portal and mobile phone app to better manage their account. The portal, called My Account, provides easy online access to account information and offers new self-service and payment options.

With My Account, you can:

- Choose your account notification preferences – email or text message – and when you want to receive them.
- Sign up for Paperless Billing, which allows you to view and pay your bills securely online.
- Set up automatic payments using your bank account so you'll never miss a payment.
- View your usage with easy-to-read graphs, helping you better manage your usage and save on your next bill.

Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) and click "Register" under the "My Account" drop-down menu to sign up.

### **Levelized Budget Billing**

Levelized Budget Billing allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. Liberty will calculate your monthly payment for usage based on your previous 12-month history. Since we recalculate your average each month, no balance settle up is required. If you are a new customer or a customer with less than 12 months' history, your average will be based on available history.

Budget Billing payment is only applicable to service and delivery rates through Liberty. If you choose energy service through a third-party supplier, those charges will not be included in the budget calculation.

### **Payment difficulties**

If you have trouble paying an electric bill, please call us. Liberty provides a number of services designed to help you. We can either work out a payment arrangement or refer you to a number of agencies in your area that may be able to assist you.

### **Fuel assistance**

This program provides benefits on a funds-available basis to income-eligible households in New Hampshire to help with their energy needs during the heating season. Please contact your local Community Action Program agency for eligibility information.

### **Electric Assistance Program**

The Electric Assistance Program (EAP) is a statewide program that helps income eligible customers pay their electric bills. If you qualify, discounts ranging from 8% to 76% on basic electric service are available. Contact your local Community Action Program agency for eligibility information.

## **Neighbor Helping Neighbor**

If you are unable to pay your electric bill due to financial hardship, and you do not qualify for Fuel Assistance, you may be eligible to receive help from the Neighbor Helping Neighbor Fund. For details, contact your local Community Action Program agency.

## **Local Community Action Program Agencies:**

### **Belknap & Merrimack County**

The Community Action Program Belknap-Merrimack Counties, Inc:  
1-603-225-3295

### **Rockingham or Hillsborough County**

Southern New Hampshire Services: 1-800-322-1073

### **Cheshire or Sullivan County**

Southwestern Community Services: 1-800-529-0005

### **Coos, Carroll or Grafton County**

Tri-County Community Action: 1-888-842-3835

## **211**

Call 211 or visit [www.211.org](http://www.211.org) to learn about additional assistance programs in your area. This is a free, confidential referral service that connects callers with essential health and human services 24/7.

## **Customer communications**

Liberty includes communications with your electric bill, keeping you informed about changes in rates, new and on-going programs, products, and services. The inserts also provide safety tips and useful information to help you make your energy decisions. If you receive your bills electronically, you are encouraged to view bill inserts on our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## **Payment locations**

You can pay your bill online by visiting [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com), by calling 1-800-375-7413 option 2 or by mailing your payment using the included payment coupon.

## **Use only authorized payment agents**

We have several third-party payment agents that are authorized to accept payments on our behalf. Please visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) for a list of authorized agents. If you use an unauthorized agent, we cannot guarantee that your payments will be properly posted to your account. Please use caution when using unauthorized agents and always keep your receipts.

# Reading your electric bill


If your name appears on your household's electric bill, you are responsible for payment. Please verify your billing name and address are correct and notify us of any changes. Payment can be made by mail using the return

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1

**Account Information**  
Customer Name: JOHN DOE  
Service Address: 123 MAIN ST, ANYTOWN NH US 00000  
Account Number: 000000000000

2



3

What do I owe?

\$356.77

Payment will be drafted on the due date

How much did I use?

658

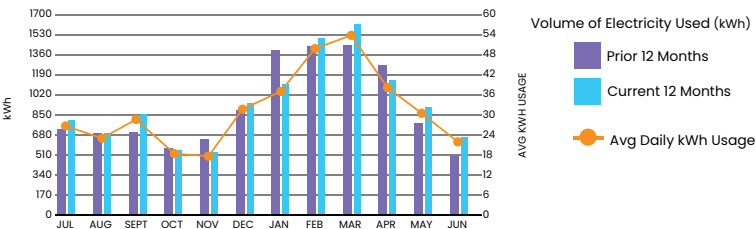
kWh

When is it due?

Aug 29, 2022

4


**Your Monthly Electricity Use At a Glance**



| Month | Prior 12 Months (kWh) | Current 12 Months (kWh) | Avg Daily kWh Usage |
|-------|-----------------------|-------------------------|---------------------|
| JUL   | 850                   | 850                     | 30                  |
| AUG   | 750                   | 750                     | 28                  |
| SEPT  | 850                   | 850                     | 30                  |
| OCT   | 650                   | 650                     | 25                  |
| NOV   | 650                   | 650                     | 25                  |
| DEC   | 850                   | 850                     | 30                  |
| JAN   | 1350                  | 1350                    | 48                  |
| FEB   | 1350                  | 1350                    | 48                  |
| MAR   | 1350                  | 1350                    | 55                  |
| APR   | 1150                  | 1150                    | 42                  |
| MAY   | 850                   | 850                     | 30                  |
| JUN   | 650                   | 650                     | 25                  |

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**Important messages from Liberty**

 **ELECTRIC EMERGENCIES:** For electric emergencies, or to report power outages, call 855-349-9455.

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Account Number: 000000000000

Service Address: 123 MAIN ST

Bill Date: 01-AUG-2022

Due Date: 29-AUG-2022

\$356.77

Amount Due

Amount Enclosed

7

**REMIT TO:**  
LIBERTY UTILITIES - NH  
75 REMITTANCE DR, SUITE 1032  
CHICAGO, IL 60675-1032

8

JOHN DOE  
123 MAIN ST  
ANYTOWN NH US 00000

30702000031285640000356773

8



envelope enclosed with your bill, in person at one of our Customer Walk-In Centers or at an authorized payment agency. Payments can also be made through our website. Call 1-800-375-7413 for any questions you may have about your bill.

**1. Account number:**

Here is where you'll find your account number. Use this number when you phone, write, or email us with a question, or to make a payment.

**2. Service address:**

Here is the address of your gas service.

**3. Due date:**

To avoid late charges, please pay your bill by the due date.

**4. Usage chart:**

This chart shows your electricity usage for current and previous months.

**5. Special message:**

On occasion, we will use this area to convey important messages to you.

**6. Total amount due:**

Total amount due reflects current charges, previous charges, and any additional taxes and fees.

**7. Payment coupon:**

Detach this payment coupon and include with your payment. Make sure this address is visible through the payment envelope window.

**8. Mailing address:**

Your bill is mailed to this address each month. This may differ from the service address. Please indicate address changes on the reverse of this coupon.

# Meter reading and billing

Meters are scheduled to be read each month and customers are billed for approximately 30 days of usage. The billing period is indicated under "Service Dates" on your bill. The next time your meter will be read is shown in the "Next Meter Read" box on your bill.

## How we read most meters

The vast majority of our meters contain a transmitting device called an ERT that sends out a signal containing the meter read. The meter read, sent by radio frequency, is collected by a device located on our company vehicles. Meter reads are collected by simply driving in the vicinity of the meter. The meter reads are then downloaded to our billing system.

What this means for you is no estimated readings and always an accurate and timely electric bill. If your electric meter does not have an ERT, a Liberty employee will read the meter manually. For more information about other types of meters, and how to read your meter, please visit our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## Billing information

You will receive a monthly bill for electricity used. Monthly bills are due and payable upon receipt. If the bill is not paid by the next meter read, a late charge of 1.5% per month may be assessed. The "Due Date" is shown on the front of your monthly bill.

## Rates

The rates you pay for electric service consist of a monthly Customer Charge, a Distribution Charge, an Energy Service Charge, and a Transmission Charge. The Customer Charge refers to the monthly charge associated with the metering and maintenance of electric service to your location. The Energy Service Charge represents the cost to purchase electricity. The Transmission Charge represents the cost to transport electricity from the source of the generation to our distribution system. The Distribution Charge represents the cost of delivering electricity to homes and businesses within the Liberty system.

We pay market price for Energy Service and federally-regulated rates for Transmission and pass these costs on to our customers without profit. The Customer Charge and the Distribution Charge are approved by the New Hampshire Public Utilities Commission (NHPUC). The Energy Service Charge is generally approved by the NHPUC twice per year for the periods February through July and August through January.

For residential and small commercial customers, the charge is fixed for six

month increments. This means that you will only notice a change in your Energy Service Charge twice a year. For larger commercial customers, the charges are also determined twice a year, but each month will have a different predetermined fixed rate.

Customers may individually choose an alternative provider for Energy Service or may move into a town with a Community Power Aggregation program. For more information on energy service options, please see the Energy Information section of the NHPUC website at [www.puc.nh.gov](http://www.puc.nh.gov).

### **Are you being billed the right rate?**

Please check your rate class, which can be found on your bill. If you are being billed incorrectly, please contact us at 1-800-375-7413.

## **Residential customer rates**

### **D – Domestic Service**

This delivery rate is available for all domestic purposes in an individual dwelling or an individual apartment. It is the proper rate for most residential customers, as other rates are based on special circumstances.

#### **D-10 – Domestic Peak Load Pricing**

This domestic time-of-use delivery rate requires considerable review prior to being chosen. Under this rate, the total usage is divided into two groups called “Peak” and “Off-Peak.” Residential customers that naturally use less energy during “Peak” hours or can shift their usage may benefit from this rate.

#### **D-12 – EV Charging**

This domestic time-of-use rate offers reduced supply, distribution and transmission charges for separately metered electric vehicle charging facilities during “Off Peak” hours.

### **M – Outdoor Lighting Rate**

This rate is available for street/highway lighting and also for private outdoor lighting under certain conditions. The cost varies depending upon the type of light, size of light, and whether or not a pole and accessory charge is applicable.

## **Commercial/industrial customer rates**

### **G-1 General Service – Time of Use**

This time-of-use rate is available for all purposes except for resale. It is for large commercial and industrial customers who have an average monthly use greater than or equal to 200 kW of demand. A customer may be transferred from a G-1 at their request, or at the option of Liberty, if the customer's 12-month average monthly demand is less than 180 kW for three consecutive months. Contact customer service for more information regarding Peak and Off-Peak hours.

### **G-2 – General Long Hour Service**

This delivery rate is available for all purposes except resale. A customer will be placed on this rate if average usage is greater than or equal to 20 kW of demand and less than 200 kW of demand.

### **G-3 – General Service**

This delivery rate is available for all purposes except resale and is primarily designed for non-residential customers. A customer will be placed on this rate if average usage is less than 20 kW of demand.

### **EV-L, EV-M, EV-L-E, EV M-E – Commercial Time-Of-Use**

These rates offer reduced supply, distribution, and transmission charges for separately metered electric vehicle charging facilities during “Off Peak” hours. New Rates EV-L-E and EV-M-E do not assess distribution demand charges.

## **Your rights**

### **New Hampshire Department of Energy (NHDOE)**

When you have a question about your bill, contact us at Liberty immediately. Many problems can be resolved in this manner. If after contacting us you have any problem, complaint or concern that you feel we have not handled adequately, the NH Department of Energy Consumer Affairs Division is available to help you. They can be reached Monday through Friday from 8:00 am to 4:30 pm, except holidays. Call toll-free, 1-800-852-3793.

