



# Liberty Utilities®

## News for our Electric Customers



JANUARY/FEBRUARY 2016

## How to reach us

### Power Outages/Emergencies

1-855-349-9455

### Customer Service/Billing/Payments

1-800-375-7413 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

See us in person

9 Lowell Road  
Salem, NH 03079  
9AM - 4PM M-F

15 Buttrick Road  
Londonderry, NH 03053  
9AM - 4PM M-F

30 Tilton Road  
Tilton, NH 03276  
9AM - 4PM T, TH

407 Miracle Mile  
Lebanon, NH 03766  
9AM - 4PM T, TH, 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).

### Take a few moments now...

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**

## Stay safe during an outage

### BEFORE A STORM

Staying storm-ready year-round helps keep you safe if a storm knocks out your power. Making a storm kit can help you be prepared. Include the following:

- Extra blankets and firewood.
- A supply of drinking water, canned and dried food, and a manual can opener. If you have a baby, keep some ready-to-use formula on hand.
- Extra medication, first aid supplies and essential baby items.
- Working flashlights and a battery-operated radio. Be sure to stock extra batteries.
- A corded (traditional analog) telephone or cell phone. Cordless phones don't work if the power goes out.



**If you depend on electrically operated life-sustaining medical devices, make sure that you have notified us by calling 1-800-375-7413.**

### DURING A STORM

- When an outage occurs, unplug sensitive appliances such as DVD players, TVs, computers, stereos, game consoles, and microwaves to protect them when your service is restored.
- Leave a light switch on to let you know when the power is back on.
- If your power goes out, don't assume one of your neighbors has already reported the outage. Call 1-855-349-9455.
- Visit our website at [www.libertyutilities.com](http://www.libertyutilities.com) to view storm-related outages and find out estimated restoration times.

The most common question we get is, "When will my power be back on?" A great way to stay informed on our power restoration efforts is by following us on Twitter and Facebook. We will post updates on both social networks as soon as information is available. And when there isn't a storm, you can get energy efficiency information and other updates too.



[www.facebook.com/LibertyUtilitiesNH](https://www.facebook.com/LibertyUtilitiesNH)



[www.twitter.com/LibertyUtil\\_NH](https://www.twitter.com/LibertyUtil_NH)

<b>SCHEDULE EIC</b> (Form 1040A or 1040)	<b>Earned Income Credit</b> Qualifying Child Information
Department of the Treasury Internal Revenue Service (IRS)	Complete and attach to Form 1040A or 1040 only if you have a qualifying child. Information about Schedule EIC (Form 1040A or 1040) and its instructions is in the instructions to Form 1040A or 1040.
<b>Before you begin:</b>	<ul style="list-style-type: none"> <li>See the instructions for Form 1040A, lines 42 and 43, to be sure that (a) you can take the EIC, and (b) you are eligible for the credit.</li> <li>Be sure the child's name on line 1 and social security number on line 2 are correct. Otherwise, at the time we process your return, we will determine if the child's social security card is not correct, call the Social Security Administration, and you may not be allowed to take the credit.</li> </ul>
<b>CAUTION</b>	<ul style="list-style-type: none"> <li>If you take the EIC even though you are not eligible, you may not be allowed to take the credit.</li> <li>It will take us longer to process your return and issue your refund if you are not eligible.</li> </ul>
<b>Qualifying Child Information</b>	<b>Child 1</b>
<b>1 Child's name</b> If you have more than three qualifying children, use a separate schedule for each child.	First name Last name

## TAX TIP: Earned Income Tax Credit

Soon it will be time to start thinking about filing your 2015 tax return. When filing taxes, often people are unaware of the Earned Income Tax Credit. This credit, available to low to moderate income wage earners and income qualified families with dependents, will reduce your tax amount owed and could mean a refund.

Tax credits will range between several hundred and several thousand dollars depending on income and number of dependents.

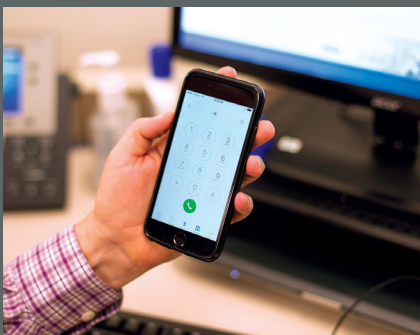
For free information, visit the IRS web site at [www.irs.gov](http://www.irs.gov). Select Credits and Deductions, then choose Earned Income Tax Credit. Or call 1-800-TAX FORM.

## Report an Outage

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**



## Portable Generator Safety



A portable generator can be a great choice in a power outage. Here are a few tips to make using a generator a safe experience.

1. Never use a generator in an enclosed space such as a basement or garage. Operate the generator outdoors away from any air intakes that lead back into your home. This will prevent the collection of carbon monoxide gas that could be deadly.
2. Do not overfill the gas tank. Leave room for the gas to expand. Allow the engine to cool before re-filling the gas. Spilled gas on hot generator parts could cause a fire.
3. Do not connect your portable generator directly to your home's electrical service panel. And do not attempt to back feed power through an electrical outlet in your home. Either practice can feed power back into overhead electric lines and create a dangerous situation for electrical workers trying to restore your power. A generator should only be connected to a home's electrical system by a licensed electrician. The electrician will install a transfer switch that will prevent power from being fed back to the power lines.

## Carbon Monoxide - Protect yourself from exposure

Carbon Monoxide is created by the incomplete combustion of any fossil fuel, including natural gas or oil. It is a colorless and odorless substance that is difficult to detect.

Symptoms of exposure include headaches, nausea, dizziness, coughing, ringing in the ears and spots before the eyes. If you suspect exposure, get to fresh air and call 911 right away.

**Protect yourself by installing Carbon Monoxide detectors in your home and test them monthly.**

## Keep meters and vents clear

During the winter months, it's important to keep your utility meter clear of snow and ice so it will operate properly. If snow does build up around your meter, use care when clearing it. Use a broom or your car's snow brush to prevent damage to the meter.

If you have a boiler, furnace or water heater that vents through the side of your home or business, be sure to keep snow away from those vents. Neglecting to do so could cause the airflow to be blocked, and could result in deadly gas migrating back into the building.

