



Liberty Utilities®

News for our Electric Customers



MAY/JUNE 2015

How to reach us

Power Outages/Emergencies

1-855-349-9455

Customer Service/Billing/Payments

1-800-375-7413 or www.libertyutilities.com

For Storm Updates and Info

www.twitter.com/LibertyUtil_NH

www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

Talk to a Liberty customer service rep face to face. Visit our local offices Monday through Friday, 9:00 A.M. to 5:00 P.M.

9 Lowell Road
Salem, NH 03079

15 Buttrick Road
Londonderry, NH 03053

30 Tilton Road
Tilton, NH 03276

407 Miracle Mile
Lebanon, NH 03766

Bill Payment Locations

Payments can be made at our walk-in centers, most Wal-Mart locations, and other authorized CheckFreePay® locations. To find one near you, visit www.libertyutilities.com.



**Program our
emergency/
outage number
into your phone**

**It's not easy to find our
number in the dark.**

Electric Rates to Decrease!

After a long, cold winter with the highest electric supply rates in recent memory, we can all breathe a sigh of relief. Summer Electric Supply rates are in effect from May 1st - Oct 31st.

**EFFECTIVE
MAY 1ST!**

Residential Electric Supply Rate

Summer 2014	Winter 2014/2015	Summer 2015
7.7 cents/kWh	15.4 cents/kWh	7 cents/kWh

How will this effect your bill?

The residential Electric Supply rate is 54.5% lower than winter 2014/15 and 9.1% lower than last summer's rate. An average residential customer using 655 kWh/month will see a \$46 reduction in their monthly bills. Commercial and industrial customers will see similar reductions as well. Visit our website for complete rate information.

What is the Electric Supply Charge?

The Electric Supply charge represents the cost of electricity that we deliver to your home or business. We do not generate our own electricity so we purchase it on the unregulated regional energy market. We don't profit from this charge. We pass the cost along to customers without marking up the price.

What about next winter?

Unfortunately, we expect the rate to go up again in November. Until additional natural gas pipeline capacity is added to the region, we can expect electric supply rates to be high during the winter months.

Customer Questions

LEVELIZED BUDGET BILLING

Q. With rates going up and down each season, is there a way to smooth out payments over the course of the year?

A. Yes. Consider enrolling in Levelized Budget Billing. Under this program your monthly payment is based on a rolling average of your previous 12 monthly bills.

This program will not provide a fixed payment each month but it will help to level out steep increases that typically happen in the winter.

Please visit our website for more information.

SYSTEM BENEFITS CHARGE

Q. What is the System Benefits Charge on my electric bill?

A. The System Benefits Charge, mandated by the state of NH, collects funds for energy efficiency and low income assistance programs.

The energy efficiency funds are returned to customers in the form of rebates for using energy efficient appliances, lighting and more. Visit our website for information about our energy efficiency programs.

Funds for low income programs are distributed to customers who meet income guidelines. Local community action agencies determine eligibility. Visit our website for more information about low income programs.

Medically Dependant on Electricity?

Is there medical equipment in your home that depends on electricity? Would the loss of power cause a life threatening situation for you or someone living in your home?

If the answer is yes, 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.

You Can Choose your Electric Supplier

Customers are not required to purchase power from Liberty Utilities

Liberty Utilities is an electric distribution utility. We own and maintain the power lines, utility poles, substations, electric meters and other equipment needed to deliver power to your home. However, we don't generate the power that we deliver. We purchase power on the regional electric market and pass those costs on to customers without an increase in cost.

You have a choice in who supplies the energy that we deliver. We encourage you to consider all available energy supply options and determine which one will best meet your needs. If you choose another supplier, we will continue to provide safe, reliable energy delivery services and will respond in emergencies and provide storm restoration services.

For more information about Energy Choice, please visit the Liberty Utilities website or www.puc.nh.gov.

Vegetation Management

Keeping trees and limbs away from power lines helps keep the power on

The single largest cause of power outages is tree limbs and other vegetation interfering with power lines. Liberty Utilities has a very aggressive vegetation management program that addresses this issue. We prune limbs, remove trees, vines, brush and other vegetation to clearance specifications set by the New Hampshire Public Utilities Commission.

Liberty Utilities invests approximately \$2 million annually in vegetation management. The program is crucial to ensuring the integrity and reliability of our electric distribution system.

You can help the success of this program

We use professional foresters and clearing crews to complete this year-round work. If a potentially hazardous tree is located on private property, we will ask permission to prune or remove the tree. Consent to trim is very important in preventing outages before they happen.

