



# Liberty Utilities®

## News for our Electric Customers

City Hall, Lebanon, NH



SEPTEMBER/OCTOBER 2015

## 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](http://www.twitter.com/LibertyUtil_NH)

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



### Sign up for email Storm Updates

If there is a storm coming with expected outages, we'll send you an email with safety information and updates. Sign up at [www.libertyutilities.com/east/electricity/email](http://www.libertyutilities.com/east/electricity/email)

## COMING SOON - Pay Your Bill at Western Union (late Sept/early Oct)



We are pleased to announce that Western Union will soon be authorized to receive payments on our behalf. There are over 50 WU locations where you can pay in New Hampshire. Please bring your utility bill with you when making your payment. There is no fee for paying your Liberty Utilities bill through Western Union. Agents will accept cash only. Visit our website for updates on when this service will be available. [www.libertyutilities.com](http://www.libertyutilities.com).

### Additional Payment Options

We offer several different ways to pay your utility bill. Choose the best option for you.

**WEBSITE:** [www.libertyutilities.com](http://www.libertyutilities.com) - Make a one time payment or sign up for e-Bill to view your bills online and make payments.

**PHONE:** 1-800-375-7413 (option 2)

**LIBERTY CUSTOMER WALK IN CENTERS:** We have four locations where you can speak to us in person. See locations and hours on left.

**AUTHORIZED PAYMENT AGENTS:** Western Union, CheckFreePay locations such as Walmart and Kmart. See [www.libertyutilities.com](http://www.libertyutilities.com) for details.

**MAIL:** Use the payment coupon included with your bill. If you do not have the payment coupon, mail payments to: Liberty Utilities New Hampshire, 75 Remittance Drive, Suite 1032, Chicago, IL 60675-1032.



## Customer Questions

### Net Metering

**Q.** I'm planning to purchase solar panels for my house but I was told the Net Metering program is no longer available. What happened?



**A.** Net Metering is a program that provides customers who generate their own power with a credit for excess generated power that they don't consume. The state legislature has placed a cap on the amount of customer generated power that is eligible for Net Metering. Liberty Utilities has reached the cap.

We must comply with this state regulation so we are no longer allowing new customers to participate in the program.

However, customers can still install solar panels and other qualified generation systems and interconnect with our distribution system. Those customers will still see the benefits of reducing their consumption of electricity from the utility company. Customers who would like to be placed on a waiting list for Net Metering can call us at 1-800-375-7413. We'll let you know if the cap is raised or if other applicants drop out of the program.

## Play it Smart - When Paying in Person

Not all payment agencies are authorized to collect payments on our behalf. We cannot guarantee that your payment will be applied to your account correctly if you use an unauthorized payment agency. Be cautious. Most importantly, always keep your receipt.

Liberty Utilities has authorized several agencies to collect payments on our behalf. For a list of authorized payment agents, visit our website [www.libertyutilities.com](http://www.libertyutilities.com) or call our Customer Service at 1-800-375-7413.

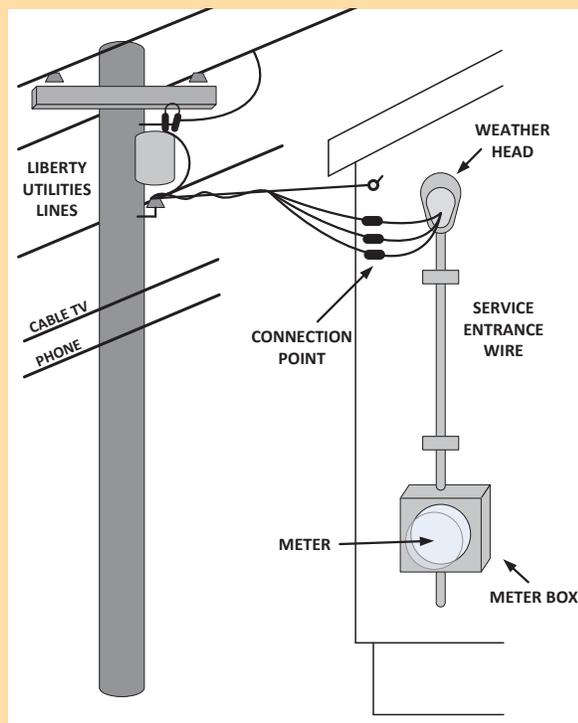
## How we respond to power outages

During a major outage, our crews begin restoring service as quickly as possible once safe conditions are established. Under our priority system, repair crews typically first address problems with transmission lines and substations that serve large numbers of customers, and restore critical customers such as hospitals and public safety facilities.

While those problems are being resolved, crews also begin to work on substations and primary lines that serve many customers. Crews then target secondary lines that serve local neighborhoods. Lines and transformers within neighborhoods and the wires that connect them to homes and businesses come next—starting with areas that involve the most customers.

## What's yours? What's ours?

We will maintain and repair overhead electrical lines that run from the utility pole to your residence. We will also maintain the electric meter, whether it's attached to the inside or outside of the building.



You should be aware that other parts of the electrical service are your responsibility.

### The following are the responsibility of the homeowner:

- The weatherhead
- The service entrance wire that runs from the connection point to the electric meter and from the electric meter to the service panel in your home.
- The Meter Box on which your electric meter is mounted.
- The main service panel which includes the fuse boxes and/or circuit breakers for the electric service in your home.

If any items listed as your responsibility need repair or maintenance, please contact a licensed electrician.