



## News for our Electric Customers



JANUARY/FEBRUARY 2018

### 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://www.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
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407 Miracle Mile Lebanon, NH 03766 9AM - 4PM M-F	116 North Main Street Concord, NH 03301 9AM - 4PM M-F
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### 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).

### Pelham Expansion Update

The majority of our natural gas distribution system and gas services have been installed. We are now working on completing construction of the infrastructure required to supply the town with gas. We anticipate the system will go live by the end of January, 2018. For more information, please visit [www.libertyutilities.com](http://www.libertyutilities.com).

## Liberty Files for Home Battery Storage Pilot Program

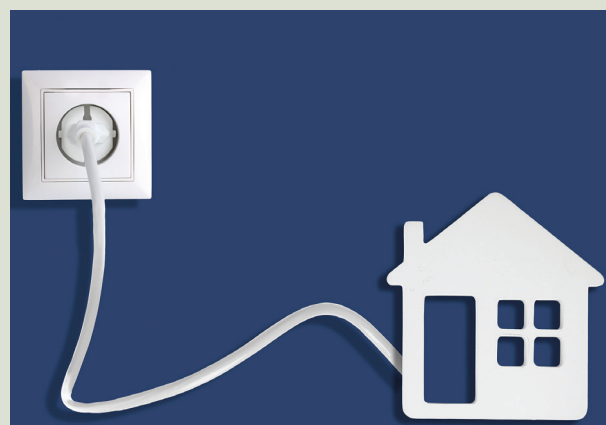
In December 2017, we filed a request with the New Hampshire Public Utilities Commission (NHPUC) to introduce a pilot program for our residential electric customers. This program, the first-of-its-kind in New Hampshire, is designed to provide backup power during an outage and reduce energy costs. As part of the program, Liberty will also be introducing On-Peak, Off-Peak and Critical-Peak rates.

The pilot would involve installing batteries at approximately 1,000 of our customers' homes. The battery would be charged during off-peak times when costs are low and activated during critical peak times when costs are high. This will allow our customers to save money on their electric bills and gain peace of mind knowing they have access to another power supply during an outage.

Liberty will also benefit from this program by shifting some of that high demand to times of the day when usage is lower. This means less investment in upgrading our infrastructure to meet growing demand.

The program details have been submitted to the NHPUC who will review its merits before it can be put into place.

More information on this project will be posted on our website as it becomes available.



**SCHEDULE EIC**  
(Form 1040A or 1040)

**Earned Income Credit**  
Qualifying Child Information

▶ 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 at [www.irs.gov](#).

Department of the Treasury  
Internal Revenue Service (IRS)

Name(s) shown on return

**Before you begin:**

- See the instructions for Form 1040A, lines 42 and 43, to make sure that (a) you can take the EIC, and (b) you are eligible for the credit.
- 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 reject it. If the social security card is not correct, call the Social Security Administration.

**CAUTION**

- If you take the EIC even though you are not eligible, you may not be allowed to take it in later years.
- It will take us longer to process your return and issue your refund if you take the EIC and you are not eligible.

**Qualifying Child Information** **Child 1**

**1 Child's name**  
If you have more than three qualifying children, you have to list only three to get the credit.

First name Last name

## TAX TIP: Earned Income Tax Credit

Soon it will be time to start thinking about filing your 2017 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. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file.

For more information, or to see if you qualify, visit the IRS web site at [www.irs.gov](http://www.irs.gov). Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.



## The Giving Tree

Every year, we partner with local non-profit organizations that provide underprivileged children with Christmas gifts. In 2017, we provided gifts for 200 children. Liberty Utilities and its employees remain committed to giving back to the communities we serve in New Hampshire.

## Solar Panels and Snow/Ice Buildup



During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly. If you have solar panels installed on your roof, it is important to note what is below. When snow and ice accumulate, there can often be an unexpected avalanche which can be dangerous to items underneath.

If your electric meter is located under your solar panels, please contact us at 800-375-7413 to let us know. We will send someone out to assess the situation and if needed we will relocate your service or find alternative ways to protect your meter.

## Using the Outage Map

Did you know that the Liberty Utilities website has an outage map that allows you to see the number of customers affected by an outage, estimated restoration times, and more? Here are some things to keep in mind when using the map:

- Once a customer reports an outage, it will generate an "incident" which will then show on our outage map.
- As incidents are reported by our customers, our system will automatically group the calls into larger incidents with the number of customers affected.
- The map is updated every 20-30 minutes.
- The points on the map represent neighborhoods that are experiencing outages; the map will not reflect individual homes.
- Even though you may see someone from your neighborhood has already called in to report the outage, we still recommend you call us at 1-855-349-9455 to let us know your property does not have power.
- Estimated restoration times are not always available right away because our crews need to assess the damage. Once that happens, estimated restoration times are updated. It is important to remember that these times are estimated and may change depending on the extent of the damage causing the outage.

