



Liberty Utilities®

News for our Electric Customers



Liberty Electric Technical Trainer posing for photo.

WHAT DOES A TECHNICAL TRAINER DO?

NOVEMBER/DECEMBER 2020

How to reach us

Power Outages/Emergencies
1-855-327-7758

Customer Service/Billing/Payments
1-800-833-4200 or www.libertyutilities.com

For Storm Updates and Info
www.twitter.com/LibertyUtil_NH
www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers
Currently closed due to Covid-19 restrictions

130 Main Street 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 using the drop boxes 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.

A Holiday Message

2020 has been a year filled with uncertainty. It is more important than ever that we sit back and reflect on everything we have to be grateful for. From our family to yours, we wish you a safe, happy and healthy holiday season and new year.

New Hampshire Goes Electric



We value sustainability and are always looking for ways to continue providing safe and reliable service while reducing our carbon footprint. By 2030, we hope that all new company vehicles purchased will have zero carbon emissions. This could include technologies such as electric and hydrogen vehicles.

With that in mind, we have launched an electric vehicle pilot program in New Hampshire and purchased our first fully electric vehicle. A 2020 Chevy Bolt was purchased in July and assigned to an employee based out of Londonderry. This electric vehicle is equipped with a 200 horsepower motor but has no engine noise.

As we evaluate our annual replacement needs, we will consider electric vehicles. Some of the challenges we face are mileage range and charging infrastructure. It is unlikely heavy duty vehicles will be replaced with electric vehicles. However, we will continue to evaluate the marketplace across all vehicle types to look for opportunities to utilize alternative fuel sources.

On-The-Job Highlight: Technical Trainer

Technical Trainers are responsible for developing, delivering and evaluating training programs that ensure employees are working in the safest manner possible. They also conduct field audits and make sure field employees keep up with their certifications.

The Promise of Green Hydrogen

In the field of alternative energy, there's a lot of excitement about so-called green hydrogen. Proponents say it could heat our homes, fuel our cars, charge our laptops and help reduce carbon at the same time. Liberty NH President, Sue Fleck, was featured on NHPR's *The Exchange* to talk about Liberty's interest and initiatives using green hydrogen and renewable natural gas (RNG) as future alternative fuel sources.

According to Sue, "At Liberty, we are guided by our sustainability policy, which aligns directly with the UN sustainable development goals around emissions and climate action. We're driven by our purpose, which is sustaining energy and water for life. And we work towards that every day. We've been named the 10th most sustainable company in the world and the number one most sustainable utility by Corporate Knights, who run the Global100 sustainability index."

To listen to the recorded audio program or read the full program transcript, visit www.nhpr.org.



Shop Around for Electricity Supply

You have a choice in who supplies the electricity that we deliver. We encourage you to consider all available energy supply options to determine which one will best meet your needs. You can use the Energy Service that Liberty purchases, or you can purchase from a third party, known as an energy marketer or energy supplier.



If you do switch to another supplier, Liberty Utilities will continue to deliver your electricity, respond to service and emergency needs, and provide storm restoration services. For more info, visit our website at www.libertyutilities.com or www.puc.nh.gov/Consumer/consumer.htm.



Neighbor Helping Neighbor

With today's soaring energy costs, many New Hampshire residents are one job loss, uninsured illness, or other bad break away from not being able to pay their utility bills. By contributing to Neighbor

Helping Neighbor, you can help others who face an energy emergency but don't qualify for federally funded energy assistance programs. Every cent of your tax-deductible contribution goes directly to assist someone who needs help but has nowhere else to turn. Included in your bill is a pre-addressed envelope that can be used for your donation. For more information, please visit www.nhnfund.org.

FREE Energy Saving Measures

As part of our initiative to help our customers reduce their energy usage, we are offering FREE energy savings measures as part of our Visual Audit Program. This offer is available for a limited time to our income-qualified electric customers and includes Wi-Fi thermostats, flow control showerheads and/or aerators, LED light bulbs on fixtures that are used for three or more hours per day and more!

A technician will come to your home and make recommendations on FREE weatherization measures that could provide additional savings. All technicians will adhere to strict health and safety guidelines. **This service is 100% free of charge** and there is no obligation to participate. To qualify, you must be a Liberty Utilities income-qualified electric customer.



For more information, contact our program administrator, Horizon Residential Energy Solutions, at 603-369-4834 or NHSaves@horizon-res.com.