



Liberty Utilities®

News for our Electric Customers



Liberty lineman training

MARCH/APRIL 2019

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
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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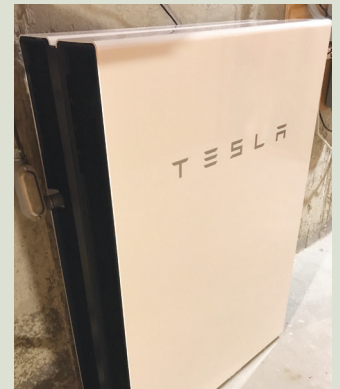
407 Miracle Mile Lebanon, NH 03766 9AM - 4PM M-F	116 North Main Street Concord, NH 03301 9AM - 4PM M-F
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Bill Payment Locations

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.

Battery Storage Program Approved

We are happy to announce that on January 18, 2019, we received approval from the NH Public Utilities Commission (NHPUC) to begin a Home Battery Storage Pilot Program. The approval from the NHPUC requires their review of the customer contract and the communications to explain time-of-use rates. Once that happens, we will begin signing up customers.



The home batteries will help reduce overall demand for electricity and serve as back-up power for customers during a power outage. Reducing customer demand at peak times will reduce the cost of transmission, which is something all electric customers pay for, not only those participating in the program.

The pilot program is the first of its kind in the United States to combine battery storage with time-of-use rates. Liberty will introduce Mid-Peak, Critical-Peak and Off-Peak pricing. The installed batteries will be charged overnight during Off-Peak times, then that power will be utilized during Critical-Peak times during the day.

For more information about this opportunity, please call us at **800-375-7413**. You can also visit www.libertyutilities.com for more information about the program. Once the program is officially launched, you can view commonly asked questions and view a video explaining how the program works.

SCAM Warning



Scam activity in our electric service territory has been reported. Please be cautious when giving out your account information. Visit our website for more information.



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**

For tips on being prepared for a power outage and how to stay safe, visit our website at www.libertyutilities.com.

Income Eligible Programs

By partnering with Community Action Agencies, we are able to offer our customers the Home Energy Assistance program. This statewide program provides up to \$8,000 in energy efficiency improvements to income qualified households. All products and services provided by the Home Energy Assistance program are provided to qualified participants FREE OF CHARGE. Learn more by visiting www.libertyutilities.com.

Only Use Authorized Payment Agents

If you use a 3rd party bill payment agent either online or in person, please be sure they are authorized to accept payments on our behalf. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly.

Western Union and Walmart are both authorized to accept payments on our behalf. You can pay your bill using either service without paying a fee. For a list of authorized payment agents near you, please visit our website at www.libertyutilities.com.

Clogged Sewer line? Use Caution

A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through the sewer line. A cross bore is an unsafe intersection of two different utility lines.

Do not try to clear a sewer line blockage yourself. It could result in a serious accident. The safest way to ensure there is no cross boring in your sewer line is to have a plumbing professional inspect the line with a video inspection system.



Reach Us Faster By Phone

We know your time is valuable. That is why we want to make calling us as quick and easy as possible so you can get on your way. Below is a list of our menu options and the services that can be performed in each. When you call **1-800-375-7413**, you can bypass the recording by pressing one of the numbers below. Please have your account number ready.

- 1** Report an emergency or power outage
- 2** Make a payment - Account info - Billing info
- 3** Inquire about a past due notification
- 4** Turn on/off your service due to moving in/out of a premises
- 5** Request a new electric service (temporary or permanent)
Relocate or upgrade an existing service
Municipal inspector inquires and requests
- 6** Obtain addresses for customer correspondence and payments
Find a local Liberty Utilities walk-in center
- 7** All other inquires

If you have an emergency or need to report a power outage, you can also reach us 24 hours a day at 1-855-349-9455.