


Liberty Utilities®

News for our Electric Customers


NOVEMBER/DECEMBER 2017

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](https://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

407 Miracle Mile
Lebanon, NH 03766
9AM - 4PM M-F

116 North Main Street
Concord, NH 03301
9AM - 4PM M-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.

Pelham Update

Installation of our natural gas distribution system has been completed on Marsh Rd, Willow St, Cardinal Dr, and Pulpit Rock Rd. With all of the town roads completed, crews will now shift their focus to Route 38. For additional information, please visit our website. www.libertyutilities.com

NH Crews Tackle Hurricane Irma



After Hurricane Irma hit Florida in the beginning of September, six Liberty Utilities linemen, one supervisor, and our electric operations manager volunteered to drive to Florida to help restore power to residents. Although the area was not hit with catastrophic devastation, there were over 4 million people without power due to high winds and falling tree limbs.



Responsibilities included repairing/replacing broken poles, running new wire, and installing new services to homes (center image). They also worked closely with the Florida Environmental Protection Agency to report any contamination and even stopped to give water to a thirsty horse (bottom image).



These eight employees, who worked tirelessly for 12 days, are now back in New Hampshire safely. These individuals put their lives on hold and gave up time at their homes with their families to help those in need. We are very proud of our employees and thank them for the care they demonstrate.



Be Prepared when a Storm Hits

Staying storm-ready year-round helps keep you safe if a storm knocks out your power. Making a storm kit can help you be prepared. Include the following:

- Extra blankets and firewood.
- A supply of drinking water, canned and dried food and a manual can opener. If you have a baby, keep some ready-to-use formula on hand.
- Extra medication, first aid supplies and essential baby items.
- Working flashlights and a battery-operated radio. Be sure to stock extra batteries.
- A corded (traditional analog) telephone or cell phone. Cordless phones don't work if the power goes out.
- Program our emergency phone number into your cell phone to report outages, downed wires and other electrical emergencies. 1-855-349-9455

If you depend on electrically operated life-sustaining medical devices, make sure that you have notified us by calling 1-800-375-7413.

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 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.

Give Thanks This Season

The holiday season is a great time to give back to others less fortunate than you. With today's soaring energy costs, many New Hampshire residents are unable to pay their utility bills due to job loss, uninsured illness, or other bad breaks. 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. Your donation is 100% tax-deductible and goes directly to someone who needs help. Included in your bill is a pre-addressed envelope that can be used for your donation. You can also donate by going to www.nhfund.org.

Safe Celebration

Preparing a Thanksgiving meal at home is a lot of work that involves scheduling, coordinating, and - let's not forget - cooking. According to the National Fire Protection Association, Thanksgiving is the number one day for home cooking fires. Here are some ways to stay safe in the kitchen this holiday season.



- Keep a fire extinguisher handy in your kitchen. If you already have one, check to make sure it is still working prior to cooking
- Make sure your carbon monoxide and smoke alarms are in good working order
- Do not leave your stove or oven unattended. Stay in the kitchen so you can keep an eye on the food
- If you are deep frying your turkey, make sure you only do so outside away from the exterior of your house
- Turn on your kitchen fan or vents, open windows periodically to avoid a carbon monoxide buildup in the room
- Remove anything near the stove that is combustible. This includes dish towels, wooden utensils, or grocery bags.