



Liberty Utilities®

News for our Electric Customers



Liberty linemen
working in Derry, NH.

JULY/AUGUST 2020

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

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 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.

Our Commitment Through Trying Times

Protecting and supporting our communities is vitally important to us. That is why the company made a donation of \$500,000 to a variety of community organizations and local assistance agencies in the United States and Canada. In New Hampshire, funds were distributed to Neighbor Helping Neighbor, NH Food Banks and Meals on Wheels. The funding will provide much-needed supplies and support services for our COVID-19 heroes working tirelessly on the frontlines.

In addition to the monetary donation made, Liberty also donated 20,000 facemasks to help ensure local heroes receive the protection they need as they continue to provide critical assistance to many individuals.

To lessen the financial hardship and stress that the COVID-19 pandemic may have on customers, the company has also committed to suspending service disconnections for customers until further notice, temporarily waiving late fees and increasing the number of employees available to answer customer calls.

Through these trying times, it is important that all of us stick together and support one another. Together, we can make a positive difference in our communities during this challenging time.

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.

How To Report an Outage

Call our emergency phone number at 1-855-349-9455.

Calling us to let us know about an outage helps us to isolate the problem and get your power restored as quickly and safely as possible. Program our emergency number into your cell phone for quick and easy access.



Considering Solar or other Renewable Energy?

Solar and Renewables (formally Net Metering) is a renewable energy program that was established by the legislature. Customers who install eligible generation sources on their property can use the generation to reduce their electric consumption.

This program measures the difference between the electricity supplied over the utility's electric distribution system and the electricity generated by an eligible customer-owned generator which is fed back into the electric distribution system over a billing period.

For frequently asked questions, connection requirements and links to rules and regulations, please visit the "Smart Energy Use" section of www.libertyutilities.com.

Are You Being Billed the Right Rate?

The following are abbreviated rate summaries that identify services offered by Liberty Utilities based on energy consumption. Although selection of the rate class is the responsibility of the customer, Liberty Utilities will gladly assist you in determining which rate is most advantageous to you. Certain provisions apply to customers changing from one rate to another. Rates are subject to change based on the tariff.



D - Domestic Service Rate

This rate is available for all domestic purposes in an individual dwelling or an individual apartment. It is the proper rate for most residential customers as other rates are based on special circumstances.

D-10 - Optional Peak Load Pricing Rate

This domestic time-of-use delivery rate requires considerable review prior to being chosen. Under this rate, the total usage is divided into two groups called "Peak" and "Off-Peak." Most residential customers will not benefit from this rate.

M - Outdoor Lighting Rate

This rate is available for street/highway lighting and also for private outdoor lighting under certain conditions. The cost varies depending on the type and size of light and whether or not a pole or accessory charge is applicable.

G-1 - Time-of-Use Rate

This time-of-use delivery rate is available for all purposes except for resale. It is for large commercial and industrial customers who have an average monthly use greater than or equal to 200 kW of demand. A customer may be transferred from a G-1 at his or her request, or at the option of Liberty Utilities, if the customer's 12-month average monthly demand is less than 180 kW of demand for three consecutive months.

G-2 - Long Hour Service Rate

This rate is available for all purposes except resale. A customer will be placed on this rate if average usage is greater than or equal to 20 kW of demand but is less than 200 kW of demand.

G-3 - General Service Rate

This rate is available for all purposes except resale and is primarily designed for non-residential customers. A customer will be placed on this rate if average usage is less than 20 kW of demand.

For additional information about the rate classes listed above and for a complete list of our current rates, please visit www.libertyutilities.com.