



# News for our Electric Customers

May/June 2021

NH



## 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

Currently closed due to COVID-19 restrictions

130 Main Street  
Salem, NH 03079

15 Buttrick Road  
Londonderry, NH 03053

407 Miracle Mile  
Lebanon, NH 03766

116 North Main Street  
Concord, NH 03301

80 Pearl Street  
Keene, NH 03431

### Bill Payment Locations

Payments can be made using the drop boxes at one of 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).

## Showing the Local Love

Over the last decade, Liberty has been partnering with the United Way to help the communities where we work and live. Through the United Way, we help support a variety of local programs and organizations.



Despite not being able to hold in-person events due to COVID restrictions, we saw our biggest fundraising year yet for our 2020 United Way workplace campaign. Nationwide, our employees raised over \$200,000 to be distributed among our communities. This is an amazing effort and we are so proud of our employees for pulling together and helping others in need.

## Shop Before You Buy

Did you know you do not need to purchase electricity from Liberty? You have the option to purchase your electricity from a third party, known as an energy marketer or energy supplier.

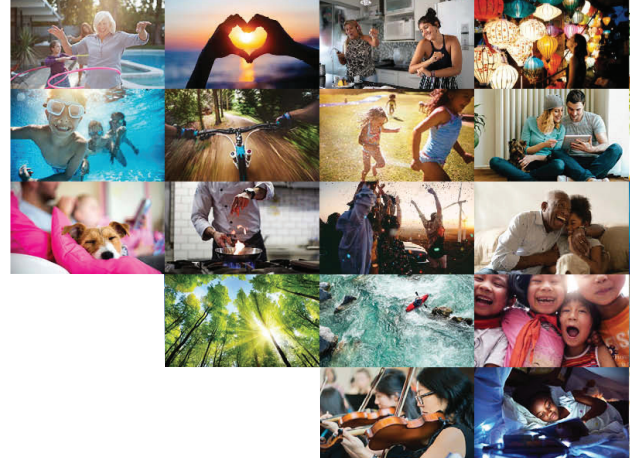


If you do switch to another supplier, Liberty will continue to deliver your electricity, respond to service and emergency needs and provide storm restoration services. Visit

[www.libertyutilities.com](http://www.libertyutilities.com) or [www.puc.state.nh.us](http://www.puc.state.nh.us) to learn more.

## Mini-Split with Max Energy Savings!

When properly installed, an air-source heat pump can deliver one-and-a-half to three times more heat energy to a home than the electrical energy it consumes. Plus, you can earn a rebate of up to \$400 per ton! Visit [www.nhsaves.com](http://www.nhsaves.com) for more information.





## NEW! One-Time Payment Vendor

We are pleased to announce that the online, one-time payment processing fee charged by our payment vendor is now \$1.75. This is a \$2.00 reduction and is a result of us changing to a new payment vendor, KUBRA.

We get it. No one likes hidden fees, so we keep them right out in the open. In order to allow our customers the opportunity to pay their Liberty bills online, we utilize a third party payment vendor. This vendor charges a fee that is paid directly to them. We do not profit off this fee.

We offer many other ways for our customers to pay their bills that do not incur a fee, such as enrolling in Paperless Billing or using one of our authorized payment vendors. For more information, visit the "Pay My Bill" page of our website at [www.libertyutilities.com](http://www.libertyutilities.com).



## Improvements Up Ahead!

Every year, we invest money in our electric distribution system to keep the services we offer as safe and reliable as possible. Because of the nature of our business, the majority of our infrastructure is found on road sides and underground, which means our customers and other residents/businesses in the area could be affected by construction related traffic delays. While work is ongoing, please bear with us! The upgrades we are making will help us provide safe and reliable service.



For a list of streets where our scheduled work will be taking place, please visit [www.libertyutilities.com/construction/](http://www.libertyutilities.com/construction/).

## Keep Meters Clear From Vegetation



Did you know that shrubbery growing near your electric meter can interfere with our technicians' ability to read it or access it in an emergency? Be sure to check your meter often throughout the spring and summer months. When necessary, carefully remove anything such as shrubbery or items that may impede

our technicians' ability to access it. If a hand shovel or more is required to remove vegetation, be sure to always call 811 prior to digging.

## System Benefits Charge

The System Benefits Charge on your electric bill is used to collect funds for our Energy Efficiency Programs and to help qualified low-income households pay their bills. All electricity customers in NH pay this charge.

### Currently, the rates are set as follows:

Electric Assistance Program (EAP)	\$0.00150/kWh
Energy Efficiency Programs	\$0.00528/kWh
Total System Benefits Charge	\$0.00678/kWh

- Low-Income Assistance funds go to customers who meet certain income criteria as determined by their local community action agency.
- The funding for Energy Efficiency goes towards rebates and incentives we provide to customers for qualifying high-efficiency measures installed in homes, businesses or municipalities. It is because of this charge that we are able help property owners decrease their energy usage and lower their electric bills. For more information on how you can take advantage of the efficiency programs we offer, please visit [www.nhsaves.com](http://www.nhsaves.com).