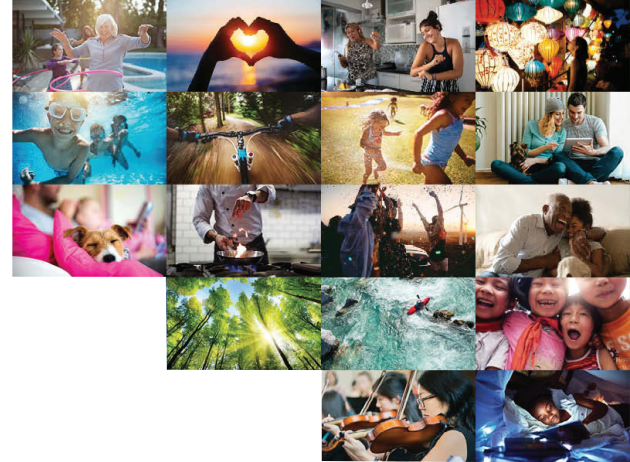




News for our Electric Customers



May/June 2022

NH



How to Reach Us

Power Outages/Emergencies

1-855-349-9455

Customer Service/Billing/Payments

1-800-375-7413 or

www.libertyenergyandwater.com

For Storm Updates and Info

www.twitter.com/LibertyUtil_NH

www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

Check our website for up-to-date information about which walk-in centers are currently open and safety protocols still in place.

130 Main Street
Salem, NH 03079

116 North Main Street
Concord, NH 03301

407 Miracle Mile
Lebanon, NH 03766

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. Visit www.libertyenergyandwater.com to find one near you.

NHSaves is Saved

After months of uncertainty following the New Hampshire Public Utility Commission's (PUC) November 2021 order cutting energy efficiency programs in NH, energy efficiency funding and programming was restored on February 24, 2022, when Governor Chris Sununu signed new legislation, HB549, into law.

The new law saves our energy efficiency programs, hundreds of local jobs and hundreds of millions in future customer energy savings. Liberty's Energy Efficiency team submitted a new plan filing for 2022 & 2023 and will continue to serve NH residents and businesses as the budgets allow.

As of this writing, not all programs have opened back up. However, we hope to have all of our valuable programs available to customers by the end of March. The programs currently open include:

- Home Performance with ENERGY STAR (HPWES)
- Home Energy Assistance
- Home Energy Reports
- All Commercial offerings



For program status and updates, visit www.nhsaves.com.

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.



Bucket Truck Safety

Our goal is to restore power as quickly as possible, but our priority is always to make sure we are not putting our employees or members of the public at risk while doing so. The Occupational Safety and Health Administration (OSHA) and truck manufacturers state that utility workers cannot operate bucket trucks in elevated winds or adverse weather conditions. Poor weather conditions could cause an employee to come into contact with flying debris or lose control of materials or equipment they are handling, posing a risk to themselves and the public.

Prior to utilizing a bucket truck, a proper risk assessment is conducted to determine the hazards and the controls to be used. As soon as our crews are able to do so safely, rest assured we will be out in the field working to get power restored.



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 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. As mentioned on the first page of this newsletter, all energy efficiency programs may not be open at this time. For more information on how you can take advantage of the efficiency programs available, please visit www.nhsaves.com.

You Have a Choice in Who Supplies Your Electricity

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.libertyenergyandwater.com or www.puc.state.nh.us to learn more.

Concord Walk-In Center Open Again

As of this writing, the pandemic situation has improved, allowing us to reopen our Concord walk-in center part time. Liberty customers can come pay their bill in person Tuesdays-Thursdays at 116 North Main Street in Concord. Visit the homepage of our website for up-to-date operating hours for the Concord walk-in center.

Safety protocols that were in place prior to closing are still in place, including mandatory masking and maintaining a six-foot distance between others in the walk-in center.