



Liberty Utilities®

News for our Electric Customers



MAY/JUNE 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 St
Salem, NH 03079
9AM - 4PM M-F

15 Buttrick Road
Londonderry, NH 03053
9AM - 4PM M-F

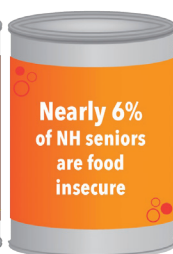
407 Miracle Mile
Lebanon, NH 03766
9AM - 4PM M-F

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.

Did You Know...?



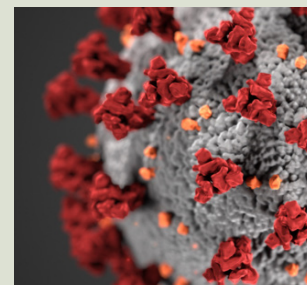
Joining Forces to End Hunger

Throughout the month of February, we held a food drive in all NH offices. Non-perishable items and monetary donations were collected to be donated to two local food pantries: St. John's Food Pantry in Hudson, NH and Listen Community Services in Lebanon, NH. In addition to the money and food donated by employees, the company also donated \$5,000 that was used to purchase additional supplies.

On Tuesday, March 10th, a group of employees delivered the food to the pantries and helped unload and put away donated goods. We are so proud of our employees for the care and effort they put forth into everything they do, including caring for the communities we serve.

Taking Action During COVID-19

We are committed to delivering safe, reliable energy. For the health and safety of our communities, we are following social distancing protocols. We closed our walk-in customer service centers as part of this protective measure but the drop boxes are still available and our representatives are still taking calls.



We recognize that the pandemic has created financial uncertainty for many of our customers. If you are facing a potential hardship, we urge you to call us to discuss payment options and available assistance. We are here to help.

Our customers and communities depend on us now more than ever. Rest assured, we take this responsibility to heart. We remain focused on providing safe, reliable energy and we are ready to respond to any emergencies. For more information on our COVID-19 response, visit www.libertyutilities.com

Keep Meters Clear From Vegetation

With warmer weather on its way, so is vegetation growth. Be sure to check your electric meter and carefully remove any 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. We will come and mark out where your natural gas line is so you can avoid it. **Help us keep you safe and clear those meters!**



Powerline Safety

- Look up before you start working. Overhead powerlines can carry extremely high voltage which can be deadly.
- Maintain at least 10 ft of clearance from overhead power lines.
- See a branch or something on the powerline? **Never try to remove it.** Give us a call at 1-855-349-9455.

Time For a Service Call?

Many family pets don't like strangers around their humans, so don't forget to put Fido away! This will help keep our technicians safe and your furry friend happy.

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.

ENERGY STAR® Products



Looking to conserve energy, save money on your utilities and help reduce air pollution? Look no further than the ENERGY STAR® label! We offer rebates for numerous ENERGY STAR® products such as air purifiers, room air conditioners and mini splits.

DID YOU KNOW...?

- ☆ ENERGY STAR® qualified room air purifiers are 40% more energy-efficient than standard models, saving consumers approximately \$45 annually. Plus, you can earn \$40 back through a mail-in rebate from Liberty Utilities after you purchase an eligible ENERGY STAR® qualified room air purifier.
- ☆ ENERGY STAR® certified room ACs now save even more energy and money with better sealing and insulation materials that keep you cool and comfortable.
- ☆ ENERGY STAR® certified Ductless mini splits provide both heating and cooling through a single device.

Want more information on other ENERGY STAR rated equipment? Visit our website at www.libertyutilities.com or www.nhsaves.com.

