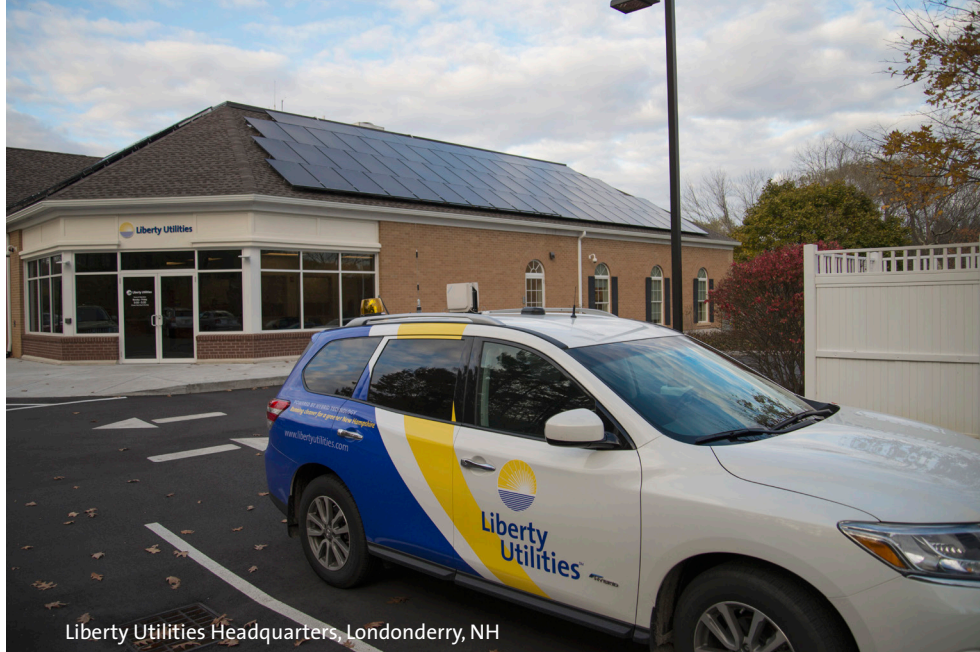




News for our Electric Customers



Liberty Utilities Headquarters, Londonderry, NH

JULY/AUGUST 2015

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

Talk to a Liberty customer service rep face to face. Visit our local offices Monday through Friday, 9:00 A.M. to 5:00 P.M.

9 Lowell Road
Salem, NH 03079

15 Buttrick Road
Londonderry, NH 03053

30 Tilton Road
Tilton, NH 03276

407 Miracle Mile
Lebanon, NH 03766

Bill Payment Locations

Payments can be made at our walk-in centers, most Wal-Mart locations, and other authorized CheckFreePay® locations. To find one near you, visit www.libertyutilities.com.



Sign up for email Storm Updates

If there is a storm coming with expected outages, we'll send you an email with safety information and updates. Sign up at www.libertyutilities.com/east/electricity/email

Save on LED and CFL Bulbs

Liberty Utilities is working hard to help customers save on their electric bills. We have partnered with several stores in our service area to offer discounts on selected energy saving CFL and LED light bulbs.

The products on store shelves are already discounted, so no coupons or rebate forms are required. Customers will see an immediate discount on the price of the bulbs. Discounts will be in effect until program funding is depleted.

TIP: To get the most energy savings, replace bulbs that you use most often with LED or CFL.

PARTICIPATING STORES

BJ's WHOLESALE CLUB - SALEM AND WEST LEBANON, NH

DOLLAR TREE - SALEM AND WEST LEBANON, NH

FAMILY DOLLAR - PELHAM, WALPOLE AND LEBANON, NH

WALMART - SALEM AND WEST LEBANON, NH

MARKET BASKET - BOTH SALEM, NH LOCATIONS



BEWARE OF SCAMS

We have noticed an increase in scam activity related to collections. Customers have reported receiving calls demanding payment within 15-30 minutes or their service will be terminated.



Be cautious. If you think a collections call may be a scam, hang up and call us at 1-800-375-7413. We can verify the status of your account. Next call your local law enforcement agency.

GET CHARGED UP

Do you drive a plug-in electric vehicle? The Liberty Utilities headquarters at 15 Buttrick Rd, Londonderry, NH has two level two charge stations with four access plugs.



HERE COMES THE SUN

We have been working on several solar energy projects at our electric and gas facilities. Below are a few facts about the projects.

Headquarters - Londonderry, NH

244 PV Solar Panels Installed

67,832 kWh Anticipated Electricity Generated/Year

Supplies 35% of the power needed for the building

Gas Operations Facility - Nashua, NH

200 PV Solar Panels Installed

55,547 kWh Anticipated Electricity Generated/Year

Gas Operations Facility -

Manchester, NH (Summer 2015)

465 PV Solar Panels Planned

113,334 kWh Anticipated Electricity Generated/Year



Control Cooling Costs in Your Home

Get the most from your air conditioner

High summer temperatures can mean high electric bills. Here are some tips to reduce your cooling costs.

- 1. Clean/Replace Filters** - The fastest way to save money on cooling is to clean or replace air conditioner filters.
- 2. Seal Cracks and Openings** - Sealing cracks around windows, doors and other openings will help keep warm air out in the summer.
- 3. Use a Ceiling Fan** - Ceiling fans can be used alone or along with air conditioners to make a room feel cooler.
- 4. Replace an Old Air Conditioner & Get a Rebate** - Is your window air conditioner old and tired? Liberty Utilities offers a \$20 rebate on ENERGY STAR® rated units. See our website for a rebate form. www.libertyutilities.com/efficiency

TIP: In addition to looking for the ENERGY STAR® label, when purchasing an air conditioner, look for the EER rating. The higher the EER rating, the more efficient the air conditioner.

Considering Solar or other Renewable Energy?

Net Metering Can Mean Savings on Your Electric Bill

Net Metering is a renewable energy program that was established by the New Hampshire Legislature. Customers who install eligible generation sources on their property can use the generation to reduce their electric consumption.

Net energy metering means measuring 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.

Please visit www.libertyutilities.com/east/electricity/net_metering.html for frequently asked questions, connection requirements and links to rules and regulations.



How to Report a Power 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.