



Liberty Utilities®

News for our Electric Customers



NH President Sue Fleck (left) with coworker Linda Melitz highlighting one of our core values.

MAY/JUNE 2019

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](https://twitter.com/LibertyUtil_NH)
www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers
See us in person

9 Lowell Road 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.

New look, same great savings!

NHsaves 
Your Source for Energy Efficiency

www.nhsaves.com

Stay Clear, Stay Alive



When you are working in your yard, please remember to maintain at least 10 feet of clearance from overhead power lines. **Do not try to remove broken tree limbs from power lines!** Instead, call us at 1-855-349-9455, and we will send someone to take care of the issue.

Always remember to look up before you start working. Overhead electrical wires can carry extremely high voltage, and they can be deadly if contacted.

Appliance Rebates

In the market for any new appliances? Look for the ENERGY STAR® label, the symbol for energy efficiency, whenever you purchase a new appliance. You'll conserve energy, save money on your utilities and help reduce air pollution.

You can also earn rebates on certain ENERGY STAR® qualified appliances!

- Up to \$75 for a refrigerator/freezer
- Up to \$20 for a room A/C unit
- Up to \$50 for a clothes washer
- Up to \$200 a clothes dryer



Visit www.libertyutilities.com for more information on rebates and other ways to use less energy at home.

Powering Careers

On March 14th and 15th, we hosted a job fair to promote current and future career opportunities in select departments at Liberty Utilities. Numerous Liberty employees from departments such as Gas Operations, Electric Operations and Customer Care were on site to talk about job openings and answer questions related to the nature of the work they do.

Over 60 interested candidates attended, some of whom have already been hired. Having a qualified pool of candidates to draw from as future positions open increases efficiency and ensures we are growing our company with talented individuals eager to work in the utility industry.

If you are interested in working for a local company that fosters advancement and employee engagement, keep your eyes open for our next career fair! We will be sure to post updates on our social media pages.



Representatives from Finance



Engineering & Mapping Department

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 bill. 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	\$0.00373/kWh
Lost Revenue Mechanism	\$0.00012/kWh
Total System Benefits Charge	\$0.00535/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.
- The Lost Revenue Mechanism is a new component of the System Benefit Charge that helps us recoup some of the revenue lost from the increased usage of energy efficient appliances.

Planning a Project that Requires Digging?

Before you dig, call 811 at least 72 hours in advance. Each utility will mark where their underground services are located so you can avoid them when digging. Hand digging is required when working within 18" of a utility marking. Coming in contact with an underground utility service is not only dangerous but it may cause outages for you and your neighbors. Call 811 or visit www.digsafe.com for more information.

It's free, and it's the law.



Shop Before You Buy

Did you know you do not need to purchase electricity from Liberty Utilities? 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 Utilities will continue to deliver your electricity, respond to service and emergency needs, and provide storm restoration services. We encourage you to consider all available energy supply options and determine which one will best meet your needs.

For more information visit www.libertyutilities.com or www.puc.state.nh.us.