



Liberty Utilities®

News for our Electric Customers



Liberty Utilities' line workers set new poles in Lebanon.

SEPTEMBER/OCTOBER 2017

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

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.

**Know What's Below.
Call Before you Dig.**



Did you know that utility lines could be buried on your property? Please call 811 before you dig. It's free and it's the law. Hitting a live utility line could cause an injury and service outage.

Natural Gas is Coming to Pelham



Liberty Utilities' contractors installing gas piping near Pelham Elementary School.

We are pleased to announce that as of August 10, 2017, construction to bring natural gas into Pelham is officially underway. Pelham will be Liberty Utilities' first service area that provides customers with both electric and gas services exclusively. Midway, one of Liberty Utilities' contracted companies, will be installing our natural gas distribution system.

The initial build-out will focus on bringing natural gas to the businesses and town buildings located in the center of town and down Route 38. Pipe installation is being completed on Marsh Road first to ensure we do not interfere with the start of the 2017-2018 school year.

Over the coming years, we hope to expand into more residential neighborhoods to allow more people to have access to a reliable, clean, and cost effective fuel source that was not previously available.

To find out if your home or business will have access to natural gas, please contact the Business and Community Development Team at 800-833-4200 option 5.

Play it Smart - When Paying in Person

Not all payment agencies are authorized to collect payments on our behalf. We cannot guarantee that your payment will be applied to your account correctly if you use an unauthorized payment agency. Be cautious. Most importantly, always keep your receipt.

Liberty Utilities has authorized several agencies to collect payments on our behalf. For a list of authorized payment agents, visit our website www.libertyutilities.com or call Customer Service at 1-800-375-7413.

How We Respond to Power Outages

During a major outage, our crews begin restoring service as quickly as possible, once safe conditions are established. Under our priority system, repair crews typically first address problems with transmission lines and substations that serve large numbers of customers, and restore critical customers such as hospitals and public safety facilities.

While those problems are being resolved, crews also begin to work on substations and primary lines that serve many customers. Crews then target secondary lines that serve local neighborhoods. Lines and transformers within neighborhoods and the wires that connect them to homes and businesses come next—starting with areas that involve the most customers.



Welcome Sue Fleck Liberty Utilities NH President

We are pleased to announce that Sue Fleck has been appointed as the new President of our New Hampshire companies. Sue brings with her an extensive knowledge of our industry; most recently serving as the Vice President of Gas Pipeline Safety and Compliance at National Grid. Sue received her Bachelor's Degree in Civil Engineering at Carnegie-Mellon University in Pennsylvania and her MBA with a focus on Finance from Boston College in Massachusetts.

Do You Need Help Paying Your Energy Bills?

If you need assistance paying your energy bills, there are several programs that may help. Contact your local Community Action Agency to find out if you qualify for these or other assistance programs:

- **Discount Rate**
- **Neighbor Helping Neighbor**
- **Fuel Assistance Program**

Belknap and Merrimack Counties - www.bm-cap.org (603) 225-3295

Coos, Carrol and Grafton Counties - www.tccap.org (603) 752-7001

Hillsborough County - www.snhs.org (603) 668-8010

Rockingham County - www.rcaction.org

(603) 965-3029 DERRY, (603) 893-9172 SALEM

Cheshire and Sullivan County - www.scshehelps.org (603) 352-7512

Keeping Your Electric Meter Clear

Did you know that overgrown vegetation can impede our ability to access your meter? It can also damage your meter and interfere with its operation. Please check the location of your electric meter and verify that all vegetation is a minimum of 36" away. If you need to dig to remove brush, call 811 first. Keep this in mind in winter as well. Keep your meter free of snow and ice using a broom or hand brush.

