

Additional News



You Can Help Your Neighbors

With today's soaring cost of living, many New Hampshire residents are unable to pay their utility bills due to job loss, uninsured illness, or other bad breaks. By contributing to **Neighbor Helping Neighbor**, you can help others who face an energy emergency but don't qualify for federally funded energy assistance programs.

Your donation is 100% tax-deductible and goes directly to someone in your community who needs assistance. To make a donation now, visit www.nhfund.org. We will also include a special envelope in your June bill. If you are interested in making a donation, you can write a check and use the included envelope to mail it in.

Safety



For The Love of Pets

At Liberty, we love dogs, but not all dogs love our meter readers. Even though our technicians are friendly, your four-legged family member may not know that. For the safety of our technicians and to avoid worrying about your dog, please restrain or keep your pet indoors when it is time for your meter to be serviced.



Be Aware of Downed Wires

If you see a downed wire, stay a minimum of 30 feet away, which is approximately the length of a school bus. Once you are a safe distance away, report downed wires immediately by calling us at 1-855-349-9455, or by calling 911. If you find yourself in a situation where you are within 30 feet of downed wires, bunny hop or shuffle away keeping your feet close together. You can see examples of this by scanning the QR code or by visiting the safety section of our website.



Electric Supply

Considering Renewable Energy?

Solar and Renewables is a renewable energy program that was established by the New Hampshire legislature. Customers who install eligible generation sources on their property can use that generation to reduce their electric consumption. This program measures 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.

For frequently asked questions, connection requirements, and links to rules and regulations, please visit the "Smart Energy Use" section of www.libertyenergyandwater.com.

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Are You Being Billed the Right Rate?

The following are abbreviated rate summaries that identify services offered by Liberty based on energy consumption. Although selection of the rate class is the responsibility of the customer, Liberty will gladly assist you in determining which rate is most advantageous to you. Please check your rate class, which can be found on your bill. If you are being billed incorrectly, us at 1-800-375-7413.

Residential Customer Rates

D – Domestic Service

This delivery rate is available for all domestic purposes in an individual dwelling or an individual apartment. It is the proper rate for most residential customers, as other rates are based on special circumstances.

D-10 – Domestic Peak Load Pricing

This domestic time-of-use delivery rate requires considerable review prior to being chosen. Under this rate, the total usage is divided into two groups called “Peak” and “Off-Peak.” Residential customers that naturally use less energy during “Peak” hours or can shift their usage may benefit from this rate.

D-12 – EV Charging

This domestic time-of-use rate offers reduced supply, distribution and transmission charges for separately metered electric vehicle charging facilities during “Off Peak” hours.

M – Outdoor Lighting Rate

This rate is available for street/highway lighting and also for private outdoor lighting under certain conditions. The cost varies depending upon the type of light, size of light, and whether or not a pole and accessory charge is applicable.

Commercial/Industrial Customer Rates

G-1 General Service – Time of Use

This time-of-use rate is available for all purposes except for resale. It is for large commercial and industrial customers who have an average monthly use greater than or equal to 200 kW of demand. A customer may be transferred from a G-1 at their request, or at the option of Liberty, if the customer's 12-month average monthly demand is less than 180 kW for three consecutive months. Contact customer service for more information regarding Peak and Off-Peak hours.

G-2 – General Long Hour Service

This delivery rate is available for all purposes except resale. A customer will be placed on this rate if average usage is greater than or equal to 20 kW of demand and less than 200 kW of demand.

G-3 – General Service

This delivery rate is available for all purposes except resale and is primarily designed for non-residential customers. A customer will be placed on this rate if average usage is less than 20 kW of demand.

EV-L, EV-M, EV-L-E, EV M-E – Commercial Time-Of-Use

These rates offer reduced supply, distribution, and transmission charges for separately metered electric vehicle charging facilities during “Off Peak” hours. New Rates EV-L-E and EV-M-E do not assess distribution demand charges.

Don't see your rate here? Visit www.libertyenergyandwater.com for a complete listing of rate classes and a summary of current rates for each class.