


Liberty Utilities®

News for our Electric Customers

Electrical Lineworker, Gunnar Laro

NOVEMBER/DECEMBER 2016

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

See us in person

9 Lowell Road
Salem, NH 03079
9AM - 4PM M-F

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

30 Tilton Road
Tilton, NH 03276
9AM - 4PM T, TH

407 Miracle Mile
Lebanon, NH 03766
9AM - 4PM T, TH, 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.

Take a few moments now...

Program our emergency number into your cell phone so you'll have it handy if an emergency situation should arise.
Electric Emergencies: 1-855-349-9455

Reminder about Rate Periods

ENERGY SERVICE CHARGE

Liberty Utilities is an electricity distribution company. Our business is delivering safe and reliable electricity to homes and businesses. We purchase the electricity we deliver on the regional energy market. We have very little influence over the market cost of electricity supply. Liberty does not profit on this charge.

In recent years the market price for Energy Service has bounced up and down from winter to summer. In an effort to smooth out electric rates between seasons, Liberty made changes to the rate periods.

A CHANGE IN THE RATE PERIODS

Previously we purchased Energy Service for the "summer" period of May-October and the "winter" period of November-April. Last year we adjusted our contract periods to February-July and August-January. This split the two most expensive Energy Service months (January and February) into two different rate contracts. This is intended to even out electric costs over the year.

The current Residential Energy Service rate of \$0.06868/kWh is fixed until January 31, 2017. For a complete list of all rates, please visit our website at www.libertyutilities.com.

Shop around for Electricity Supply

You have a choice in who supplies the electricity that we deliver. We encourage you to consider all available energy supply options to determine which one will best meet your needs. You can use Energy Service that Liberty purchases or you can purchase 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. For more info, visit our website at www.libertyutilities.com or www.puc.nh.gov/Consumer/consumer.htm.



Be Prepared when a Storm Hits

Staying storm-ready year-round helps keep you safe if a storm knocks out your power. Making a storm kit can help you be prepared. Include the following:

- Extra blankets and firewood.
- A supply of drinking water, canned and dried food and a manual can opener. If you have a baby, keep some ready-to-use formula on hand.
- Extra medication, first aid supplies and essential baby items.
- Working flashlights and a battery-operated radio. Be sure to stock extra batteries.
- A corded (traditional analog) telephone or cell phone. Cordless phones don't work if the power goes out.
- Program our emergency phone number into your cell phone to report outages, downed wires and other electrical emergencies. 1-855-349-9455

If you depend on electrically operated life-sustaining medical devices, make sure that you have notified us by calling 1-800-375-7413.

Payment Options

We offer several options for customers to make payments. Choose the option that works best for you. Some payment options require a transaction fee of \$3.75. This fee is assessed by our payment processing provider. Liberty Utilities does not profit from this fee.



WEBSITE (NO FEE FOR PAYMENTS TAKEN FROM A CHECKING ACCOUNT THROUGH PAPERLESS BILLING)

Make Payments online at www.libertyutilities.com. Sign up for Paperless Billing and make payments using your checking account without a transaction fee. You can make a one-time payment or select automatic payments. Customers can also make a one-time payment using a credit card online. A Fee applies for credit card payments.



PHONE (FEE APPLIES)

Payments can be made through our automated phone system by calling 1-800-375-7413 24/7.



IN PERSON AT LIBERTY UTILITIES WALK-IN CENTER (NO FEE FOR CASH OR CHECK TRANSACTIONS)

Liberty Utilities has four walk-in centers (see front page of this newsletter for locations) where customers can make payments and speak directly to Liberty Utilities customer service representatives.



IN PERSON AT AUTHORIZED PAYMENT AGENTS (NO FEE)

There are several retailers authorized to accept payments on our behalf including Walmart. A full list of authorized retailers can be found on our website at www.libertyutilities.com



WESTERN UNION (NO FEE)

There are over 50 Western Union locations in our service territory where you can pay your utility bill. There is no fee to use this service. See our website for a list of Western Union locations in our service territory.



MAIL (NO FEE)

Please return the lower portion of your statement along with a check or money order in the envelope provided with your bill and mail to:

Liberty Utilities - New Hampshire
75 Remittance Dr
Suite 1032
Chicago IL 60675-1032