



# Liberty Utilities®

## News for our Electric Customers

Liberty lineman competing  
at the 2019 International  
Lineman's Rodeo



JANUARY/FEBRUARY 2020

## How to reach us

### Power Outages/Emergencies

1-855-349-9455

### Customer Service/Billing/Payments

1-800-375-7413 or [www.libertyutilities.com](http://www.libertyutilities.com)

### For Storm Updates and Info

[www.twitter.com/LibertyUtil\\_NH](https://www.twitter.com/LibertyUtil_NH)

[www.facebook.com/LibertyUtilitiesNH](https://www.facebook.com/LibertyUtilitiesNH)

### Customer Walk-In Centers

See us in person

130 Main St  
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](http://www.libertyutilities.com).

## Did You Know ...?

Using an LED light bulb for five hours a day only costs about \$0.25 a month!

Flip over for more energy saving tips!



## Liberty Employees Spread Holiday Cheer

The holidays can be tough for many local families. Every year, we partner with local, charitable organizations to help make Christmas wishes come true.

Each year, our offices help support organizations they are passionate about. This past year, we donated Christmas gifts to the Nashua Children's Home, the Boys and Girls Club of Greater Derry, the Salvation Army in Tilton and David's House in Lebanon.



In addition to donating gifts, our employees also donated their time. On December 13th, a group of employees volunteered at St. John's Food Pantry in Hudson. They picked up donated items from local stores, packed holiday food boxes and helped to distribute the boxes to local families in need.



Our customer care team also got into the Christmas giving spirit by adopting a family in our service area. Between collecting money to put towards a nice holiday meal and shopping for gifts for the family, their efforts surely helped make Christmas a little brighter for this family.





## Home Feeling Drafty? We Have a Solution!

Participating in the Home Performance with ENERGY STAR (HPwES) program can help make your home more comfortable and save you money. ENERGY STAR® estimates that you can save up to 20% on heating and cooling costs by adding insulation to the walls, basement, pipes, attic, attic stairs, crawl space and rim joists in your home. Participating in this program can earn you...

- A rebate of 100% of the installed cost of air sealing in your home\*
- A rebate of 50% of the installed cost of insulation\*
- Financing options through select local financial institutions

Keep in mind, **you DO NOT need to have electric heat to qualify!** Homes heated with oil, propane, wood, natural gas, kerosene or electricity may qualify. For additional information, visit <http://www.nhsaves.com/hpwes> or email [NHSaves@horizon-res.com](mailto:NHSaves@horizon-res.com).

\*\$4,000 MAXIMUM rebate for air sealing and insulation combined.

## Rooftop Snow/Ice Buildup



During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly. When snow and ice accumulate on your roof, there can often be an unexpected avalanche which can be dangerous to items underneath. This also applies to customers with solar panels. If your electric meter is located under solar panels, please contact us at 800-375-7413 to let us know. We will send someone out to assess the situation and work with you to determine alternative ways to protect your meter.

## Keep More of What You Earned

Soon it will be time to start thinking about filing your 2019 tax return. When filing taxes, people are often unaware of the Earned Income Tax Credit (EITC). This credit, available to low-to-moderate income wage earners and income-qualified families with dependents, will reduce your tax amount owed and could mean a refund. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file.



For more information, or to see if you qualify, visit the IRS web site at [www.irs.gov](http://www.irs.gov). Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.

## Winter Storm Safety



January and February are notorious for frigid temperatures and snow/ice storms. Unfortunately, power outages often go hand-in-hand with harsh winter weather. Here are some things to keep in mind this winter in the event you experience a storm-related power outage.

- Program our emergency number into your phone now so you will have it handy to report your outage. Our emergency/outage line is **1-855-349-9455**.
- If you see any low-hanging or downed powerlines, stay at least 30 feet away and call us at **1-855-349-9455**. Always assume the lines are energized.
- If you have a generator, make sure it's located where it will vent safely. Generator exhaust can be deadly.