



Liberty Utilities®

News for our Electric Customers

MARCH/APRIL 2018

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
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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.

Did You Know...?

When you use incandescent light bulbs, only 10% of the energy used goes towards lighting. The other 90% is expended as heat.



Source : USAtoday

Reach Us Faster By Phone

We know your time is valuable. That is why we want to make calling us as quick and easy as possible so you can get on your way. Below is a list of our menu options and the services that can be performed in each. When you call [1-800-375-7413](tel:1-800-375-7413), you can bypass the recording by pressing one of the numbers below. Please have your account number ready.

- 1 Report an emergency or power outage
- 2 Make a payment - Account info - Billing info
- 3 Inquire about a past due notification
- 4 Turn on/off your service due to moving in/out of a premises
- 5 Request a new electric service (temporary or permanent)
Relocate or upgrade an existing service
Municipal inspector inquires and requests
- 6 Obtain addresses for customer correspondence and payments
Find a local Liberty Utilities walk-in center
- 7 All other inquires

If you have an emergency or need to report a power outage, you can also reach us 24 hours a day at 1-855-349-9455.

Got The Winter Bill Blues?

There is no doubt about it, this winter has been a cold one! The extreme cold temperatures and less daylight means heaters are working harder and lights are on longer, both of which lead to high utility bills.

Signing up for Budget Billing is one way to ensure your monthly bill is more manageable. We also offer incentives on energy efficient appliances, which use less energy than standard appliances.



Report an Outage

When the power is out, it's not always easy to look up a phone number. For many, an outage means no computer and no Internet. So take a couple of minutes now to be ready for a power outage.

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**

For tips on being prepared for a power outage and how to stay safe, visit our website at www.libertyutilities.com

Always remember to stay away from downed power lines.

Spring Safety Tips

Spring is right around the corner! Here are some safety tips to help get your home ready for the new season:

- Move newspapers, rags, and other combustible material away from fireplaces, dryers, and other heating elements to prevent a fire.
- Make sure the batteries work in your smoke and carbon monoxide detectors.
- Inspect ladders for loose rungs before climbing and keep them secure and level when in use.
- Help purify the air in your home by changing filters in furnaces.

How Does Your Home Perform?



An in-home energy audit is the first step in making your home more efficient. An audit will evaluate your home's characteristics and energy usage and provide recommendations on ways you can improve efficiency and save money. There is a \$100 fee for this service, which includes diagnostic

testing for air and duct leakage (\$100 audit fee is reimbursed if you move forward with weatherization recommendations).

You can receive a 50% rebate on up to \$4,000 in services for qualified energy efficiency improvements. Incentives are available to replace inefficient lighting and refrigerators and to add insulation and air sealing while funding is available. Homes heated with oil, propane, wood, natural gas, kerosene, or electricity may qualify. To complete the Home Heating Index application visit www.NHSaves.com/homeheating.



PAY IT SAFE - Stick with Authorized Payment Agents

If you use a 3rd party bill payment agent either online or in person, please be sure they are authorized to accept payments on our behalf. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly.

Western Union and Walmart are both authorized to accept payments on our behalf. You can pay your bill using either service without paying a fee.

Please note that Hannaford is no longer one of our Authorized Payment Agents.

For a list of authorized payment agents near you, please visit our website at www.libertyutilities.com.

Clogged Sewer line? Use Caution

A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through the sewer line. A cross bore is an unsafe intersection of two different utility lines.

Do not try to clear a sewer line blockage yourself. It could result in a serious accident. The safest way to ensure there is no cross boring in your sewer line is to have a plumbing professional inspect the line with a video inspection system.

