



# News for our Electric Customers

January/February 2021

NH



## 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

Currently closed due to Covid-19 restrictions

130 Main Street  
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 using the drop boxes at one of 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).

## Liberty's Commitment to Kindness



Every year at Christmas time we partner with local organizations to make sure less fortunate children in our communities have presents to open on Christmas morning.

Because of the ongoing pandemic, these children needed us more than ever.

With most employees still working remotely, we collected monetary donations instead of giving out gift tags. The money donated was used to buy gift cards or items on the children's online wish list. In addition to gift cards, we were also able to donate additional funds for the organizations to purchase needed clothing, as the number of homeless or displaced children has been rising.

Because of our employees' generosity, approximately 200 children at the following organizations received a gift card to a store of their choice.

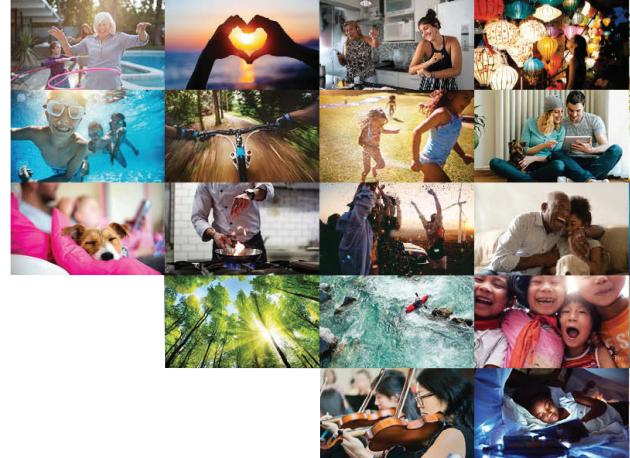
### Organizations sponsored in 2020:

- The Nashua Children's Home
- David's House, Lebanon
- The Boys and Girls Club, Salem & Derry
- Salvation Army, Laconia
- NH DCYF, Child Protective Services, Laconia



## Reporting a Power Outage

January and February are notorious for snow and ice storms that can lead to power outages. If you experience a power outage, call us at 1-855-349-9455 or report it by using the power outage form located on our website. We are standing by ready to get your power restored.





## Keep More of What You Earned

Soon it will be time to start thinking about filing your 2020 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.



## 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

Contact information for Community Action Agencies can be found by visiting [www.libertyutilities.com](http://www.libertyutilities.com) and selecting "Electric Financial Help" under the "My Account" drop down.

## Look Out Below! 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 call us at 800-375-7413 to let us know. We will send someone out to assess the situation and work with you to find alternative ways to protect your meter.



## **NEW!** Increased Incentives on Energy Audits

You are at home more than ever these days, so why not make it more comfortable? We are pleased to announce we have increased the rebate amount available to customers who take advantage of our Home Performance with ENERGY STAR (HPwES) program from \$4,000 to \$8,000!

The HPwES program takes a holistic approach to saving energy in your home. An audit will evaluate your home's characteristics and energy usage and provide recommendations on ways you can improve efficiency and save money.

A participating weatherization contractor will determine your specific home areas of improvement and provide recommendations to reduce your energy use and save you money. If air sealing and insulation is recommended, you may receive a rebate of 75% (up to \$8,000) off the installed cost.

For more information, rules and restrictions, please visit [www.nhsaves.com/hpwes](http://www.nhsaves.com/hpwes).

