



Liberty Utilities[®]

Billing and Payment Options

Your payment options have recently changed. Here are the methods now available for you to pay your bill.

Online Account Access:

By registering your account on our website, you will be able to view your recent payments and last statement balance, update your profile/settings, and add a service or equipment to your property. You can also go paperless or, for a fee, use a one-time payment option. Visit www.libertyutilities.com for more information or to access one of these options.



NEW Authorized Pay Agent

(Pay in Person):

In addition to paying your bill at our Keene office on Pearl Street, customers can now pay their bills at the Walmart located at 350 Winchester Street in Keene. Please be aware that only cash is accepted at this agent, but there is no fee. In order to utilize Walmart to pay your bill, you will need your new account number. If you have any trouble locating your account number on your new bill, please call us at 603-352-1230 and our Customer Service Representatives would be happy to look it up for you. Remember, we can only accept payments from authorized payment agents.

Phone Payments:

With your new account number, you will be able to make a payment using a credit/debit card or checking account through Bill Matrix at 800-243-6092. This payment method will incur a fee of \$3.75. This fee is charged by the payment provider. Liberty does not profit from it.

Mailing a Payment:

Remember, the address for mailing payments by check has also changed.

To mail a payment, send it to:

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

General correspondence can still be sent to:

Liberty Utilities
80 Pearl Street
Keene, NH 03431-3549

Our Customer Service and Emergency
phone number has not changed. It
will remain:
603-352-1230