



News for our Electric Customers

September/October 2021

NH



How to Reach Us

Power Outages/Emergencies

1-855-349-9455

Customer Service/Billing/Payments

1-800-375-7413 or

www.libertyenergyandwater.com

For Storm Updates and Info

www.twitter.com/LibertyUtil_NH

www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

Check our website for up-to-date information about which walk-in centers are currently open and safety protocols still in place.

130 Main Street
Salem, NH 03079

15 Buttrick Road
Londonderry, NH 03053

407 Miracle Mile
Lebanon, NH 03766

116 North Main Street
Concord, NH 03301

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. Visit www.libertyenergyandwater.com to find one near you.



Pay it Safe With Authorized Payment Agents

If you use a third-party bill payment agent either online or in person, please be sure it is 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. Liberty has authorized several agencies to collect payments on our behalf. For a list of authorized payment agents, visit our website at www.libertyenergyandwater.com or call Customer Service at 800-375-7413.

NEW!

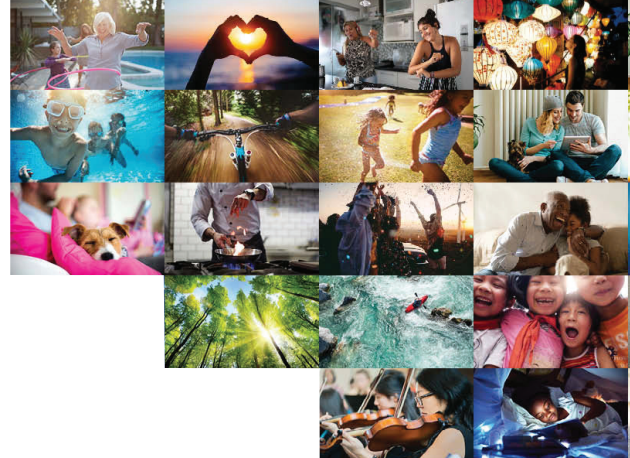
Time-of-Use Rate for EV Charging



As electric vehicles become more popular, many of our customers have questions about vehicle charging, operating costs and billing options. As of July, 2021, customers can now charge electric vehicles at home with a more affordable rate.

Time-of-Use rates (TOU) is a rate category where customers pay a different rate based on what time of day they are consuming electricity. Rates will be highest during times of the day when usage is highest (typically when a lot of customers are using energy at the same time) and lowest during the times of the day when very little consumption is going on, such as in the middle of the night. Because most customers will charge their electric vehicles overnight, this rate category will help customers who own electric vehicles save money.

For more information about electric vehicles, Liberty's TOU rate or for a list of frequently asked questions, visit the "Rates" menu on our website. www.libertyenergyandwater.com





Fall into Energy Savings

Soon, the weather will turn cooler and nights will be longer. Take action now to make sure your home is ready to keep you comfortable when the cold weather comes.

Door and Windows:

- Replace old weather stripping around doors and windows
- Caulk around gaps in windows and doors
- Install storm doors
- Consider replacing older windows with newer, more energy-efficient models

Insulation and Air Sealing:

- Hire a contractor to ensure that your home is insulated according to recommended levels for your area

Heating System:

- Hire a qualified professional to clean/inspect your furnace
- Clean vents and other heating system components
- Replace your furnace filter regularly
- Install a Wi-Fi enabled programmable thermostat, which can save energy by automatically adjusting temperatures according to your schedule



Reporting An Outage

Although we are committed to providing you with the most reliable service possible, events that are beyond our control sometimes occur. Everything from weather, animals and emergencies can trigger a power outage. If you experience a power outage, you can report it by calling us at 1-855-349-9455 or using our

outage form located on the "Outages and Emergencies" drop down menu at www.libertyenergyandwater.com. Rest assured, our crews will be standing by ready to restore your power as quickly as possible.

Regional Greenhouse Gas Initiative

The Regional Greenhouse Gas Initiative (RGGI) is the first mandatory, market-based CO2 emissions reduction program in the United States. Carbon allowances are auctioned periodically, and the revenue we receive goes back to our customers in the form of a credit under transmission rates. For the 2021-2022 period, which runs from May 1, 2021 - April 30, 2022, we will be giving \$1,855,928 back to our electric customers. This money is distributed on a per kWh basis. Please visit www.rggi.org to learn more.

Restrain Your Pets During Service Calls

Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If you know it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for company representatives to arrive. This will keep your pets happy and our employees safe.



2021 ENERGY STAR Partner of the Year



Liberty and the joint NH utilities received the U.S. Environmental Protection Agency's (EPA) ENERGY STAR Partner of the Year 'Sustained Excellence' Award in April. This is the 7th consecutive year Liberty and the NH utilities have been recognized by the EPA for outstanding leadership in reducing American energy bills and tackling climate change.