



We're Extreme Weather Ready You Can Be Too

Liberty works throughout the year to prepare for extreme weather. From pruning trees that endanger our lines and weatherizing our equipment to training our teams, we are ready to respond 24/7 to help keep service safe and reliable.

Are you ready? Use our extreme weather preparation checklist to help you and your loved ones prepare. To view the checklist, visit www.libertyenergyandwater.com and check out the pages under the "Emergencies" drop-down menu. You can also scan the QR code.

Safety



Medically Dependent On Electricity?

Is there medical equipment in your home that depends on electricity? Would the loss of power cause a life threatening situation for you or someone living in your home?

If the answer is yes, please call us at 1-800-375-7413 so we can note this on your account. This will ensure you receive a notification when storms are approaching that could cause outages.



'Pay it Safe' 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.

Walmart and Western Union are both authorized to accept payments on our behalf.

As a reminder, Liberty does not accept payments through popular money transfer platforms, like Venmo, Cash App, and Apple Pay.



Are You Being Billed the Right Rate?

The following are abbreviated rate summaries that identify services offered by Liberty based on energy consumption. Although selection of the rate class is the responsibility of the customer, Liberty will gladly assist you in determining which rate is most advantageous to you. Please check your rate class, which can be found on your bill. If you are being billed incorrectly, please contact us at 1-800-375-7413.

Residential Customer Rates

D - Domestic Service

This delivery rate is available for all domestic purposes in an individual dwelling or an individual apartment. It is the proper rate for most residential customers, as other rates are based on special circumstances.

D-10 - Domestic Peak Load Pricing

This domestic time-of-use delivery rate requires considerable review prior to being chosen. Under this rate, the total usage is divided into two groups called "Peak" and "Off-Peak." Most residential customers will not benefit from this rate.

M - Outdoor Lighting Rate

This rate is available for street/highway lighting and also for private outdoor lighting under certain conditions. The cost varies depending upon the type of light, size of light and whether or not a pole and accessory charge is applicable.

Commercial/Industrial Customer Rates

G-1 General Service - Time of Use

This time-of-use rate is available for all purposes except for resale. It is for large commercial and industrial customers who have an average monthly use greater than or equal to 200 kW of demand. A customer may be transferred from a G-1 at their request, or at the option of Liberty, if the customer's 12-month average monthly demand is less than 180 kW for three consecutive months. Contact customer service for more information regarding Peak and Off-Peak hours.

G-2 - General Long Hour Service

This delivery rate is available for all purposes except resale. A customer will be placed on this rate if average usage is greater than or equal to 20 kW of demand but is less than 200 kW of demand.

G-3 - General Service

This delivery rate is available for all purposes except resale, and is primarily designed for non-residential customers. A customer will be placed on this rate if average usage is less than 20 kW of demand.

Don't see your rate here? Visit www.libertyenergyandwater.com for a complete listing of rate classes and a summary of current rates for each class.

Time-Of-Use Rates for Electric Vehicles



As electric vehicles become more popular, many of our customers have questions about vehicle charging, operating costs and billing options. **As of July 2021, we are pleased to announce 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 Time-of-Use rates and other information about where to start if you are interested in owning an electric vehicle, visit www.libertyenergyandwater.com and select the "Electric Vehicle Charging" page located under the "Smart Energy Use" drop-down menu or scan the QR code.



2024 Disclosure Label - NH



Do You Know Where Your Power Comes From?

Electric providers are required by the New Hampshire Public Utilities Commission to provide customers with an environmental disclosure label with information to evaluate services offered by competitive suppliers and electric utilities, and to provide information about the environmental and public health impacts of electric generation.

Additional information on disclosure labels is available at the New Hampshire Public Utilities Commission's website at puc.nh.gov or by phone at **1-800-852-3793**.

You can also contact Liberty at **1-800-375-7413** or visit our website at www.libertyenergyandwater.com.

Electricity Facts

Energy Service for Liberty's Electric Customers in New Hampshire - 1/01/2023 - 12/31/2023

Power Source: This electricity product was assigned generation from the sources in the table on the following page.

Air Emissions: Carbon Dioxide (CO₂), Nitrogen Oxides (NOx) and Sulfur Dioxide (SO₂) emission rates from these sources relative to the regional average.

Air Emissions	As % of Regional Average
CO ₂	5.39%
NOx	5.43%
SO ₂	8.31%

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Liberty				
Power Source	Known Resources	System Power	Total	New England Regional Average
Biomass	0.7%	2.0%	2.75%	2.3%
Coal	0.0%	0.2%	0.16%	0.2%
Hydro	8.6%	10.6%	19.18%	12.2%
Imported Power	0.0%	8.4%	8.36%	9.7%
Landfill Gas	2.6%	0.7%	3.24%	0.8%
Municipal Trash	0.0%	1.8%	1.80%	2.1%
Natural Gas	0.0%	33.8%	33.83%	39.1%
Nuclear	0.0%	14.9%	14.86%	17.2%
Oil (inc. Diesel & Jet)	0.0%	4.4%	4.38%	5.1%
Other Renewable	0.0%	0.4%	0.41%	0.5%
Solar	0.5%	5.0%	5.42%	5.7%
Wind	1.2%	4.4%	5.61%	5.1%
Total	13.5%	86.5%	100%	100%

Definitions

Power Sources: The electricity you consume comes from the New England power grid, which receives power from a variety of power plants and transmits the power as needed to meet the requirements of all customers in New England. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power that is added to the power grid in an amount equivalent to your electricity use. “Known Resources” include resources that are owned by, or under contract to, the supplier. “System Power” represents power purchased in the regional electricity market. Electric suppliers are required to obtain a certain amount of renewable energy in accordance with RSA 362-F, the state’s renewable portfolio standard law.

Emissions: Carbon Dioxide (CO₂) is released when fossil fuels (e.g., coal, oil and natural gas) are burned. CO₂, a greenhouse gas, is a major contributor to climate change. Nitrogen Oxides (NOx) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog) and may cause respiratory illness when there is frequent high-level exposure. NOx also contributes to oxygen deprivation of lakes and coastal waters which is destructive to fish and other animal life. Sulfur Dioxide (SO₂) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO₂ include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO₂ combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments.

Notes

Electricity customers in New England are served by an integrated power grid, not particular generating units. The above information is based on the most recently available information provided by Liberty’s suppliers via the NEPOOL Generation Information System. Liberty procures its electricity supply for Energy Service, on behalf of its customers, from system power contracts, not from specific generating units. The total percentages displayed in the above table are rounded and may not add up in the “Total” column.