



News for our Electric Customers

November/December 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.



Stay Safe When Working Around Your Home

Before you start exterior work on your home, find the location of all overhead electrical wires. If you will be working within 10 feet of those wires, please contact us so we can wrap them or remove the service from your home until the job is

complete. This free service will help keep you safe. For questions or to schedule a time to have your wires wrapped, please contact customer care at 1-800-375-7413.

System Benefits Charge

The System Benefits Charge on your electric bill is used to collect funds for our Energy Efficiency Programs and to help qualified low income households pay their bill. All electricity customers in NH pay this charge.

The funding for Energy Efficiency goes towards rebates and incentives we provide to customers for qualifying high efficiency measures installed in homes, businesses or municipalities.

Low Income Assistance funds go to customers who meet certain income criteria as determined by their local community action agency. For more information on these programs, please visit our website at www.libertyenergyandwater.com.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	278.37
Payments Received:	0.00
Balance Forward:	278.37
Current Charges:	
Customer Chg	11.79
Consumption Tax 228.00 units @ 0.00055	0.13
Distribution Chg 228.00 units @ 0.03208	7.31
Energy Service 228.00 units @ 0.07063	16.10
Storm Recovery 228.00 units @ 0.00221	0.50
Stranded Cost Chg 228.00 units @ -0.00150	0.34 CR
Sys Benefits Chg 228.00 units @ 0.00330	0.75
Transmission Chg 228.00 units @ 0.03557	8.11
Miscellaneous Charges:	0.00
Total Current Charges:	44.35



Salem Touch-A-Truck Event



On October 2nd, Liberty attended two touch-a-truck events at the Rockingham Mall and St. Joseph School in Salem. For both events, kids enjoyed sitting in our electric utility vehicles, learning about some of the equipment used and interacting with the linemen responsible for keeping our power on. We look forward to seeing everyone at our next event!

Seasons Greetings

from all of us at Liberty



Neighbor Helping Neighbor

With today's soaring energy costs and the current COVID 19 pandemic, many New Hampshire residents are not able to pay their utility bills. By contributing to Neighbor Helping Neighbor, you can help others who don't qualify for federally funded energy assistance programs. Your tax-deductible contribution goes directly to assist someone who needs help. Included in your bill is a pre-addressed envelope that can be used for your donation. For more information, please visit www.nhnfund.org.

Underground Electric Service Safety



If your property has an underground electric service, you most likely have a box in your yard mounted on a cement or fiberglass pad. That box is called a transformer and it reduces the voltage coming from our distribution lines before entering your home.

In the event of an emergency, or other issues with your service line, our crews need immediate access to your transformer. Please do not place vegetation, or other material, 10' in front of the transformer's doors and 4' around the other three sides. Also, be sure to never sit or climb on top of the transformer or store items on or around it. For more important electric safety information, please visit www.libertyenergyandwater.com.

Medically Dependant on Electricity?

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



Shop Around for Electric Supply

Did you know you have a choice in who supplies the electricity that we deliver to you? We encourage you to consider all available energy supply options to determine which one will best meet your needs. You can use the Energy Service that Liberty purchases or you can purchase from a third party, known as an energy marketer or energy supplier.

If you do switch to another supplier, Liberty will continue to deliver your electricity, respond to service and emergency needs, and provide storm restoration services. For more info, visit www.libertyenergyandwater.com or www.puc.nh.gov/Consumer/consumer.htm.