



Liberty Utilities®

News for our Electric Customers

Liberty employees helping with summer cleanup at Benson's Park in Hudson.



SEPTEMBER/OCTOBER 2019

How to reach us

Power Outages/Emergencies

1-855-349-9455

Customer Service/Billing/Payments

1-800-375-7413 or www.libertyutilities.com

For Storm Updates and Info

www.twitter.com/LibertyUtil_NH

www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

See us in person

9 Lowell Road
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 at our walk-in centers, Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. To find one near you, visit www.libertyutilities.com.

Our Employees Make a Difference

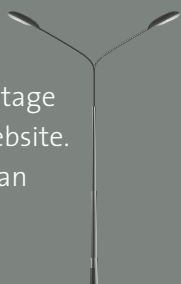
A Liberty Utilities collections specialist recruited a group of co-workers to collect supplies needed to make "Comfort Bags." The bags are given to children in difficult living situations throughout our service territory. Items inside the bags include handmade blankets, stuffed animals, toiletries, coloring/activity books and other items to help lift their spirits.

These bags have been given to the Nashua Children's Home, the NICU at the Children's Hospital at Dartmouth Hitchcock (CHaD) in Lebanon, Families in Transition in Manchester and the Webster House in Manchester. As we gather more supplies, we hope to expand our efforts to reach more children who are in need of comfort.



Did You Know...?

You can report a street light outage using a form located on our website. It can be found on the "Report an Outage" page of www.libertyutilities.com.



We're Moving!



Our walk-in center located at 9 Lowell Rd in Salem is closing **SEPTEMBER 1ST**. Our new walk-in center will open on **OCTOBER 1ST** at **130 MAIN STREET, SALEM**. The hours will be 9am-4pm. While the office is closed, payments can be made online, through authorized payment agents (list is available at www.libertyutilities.com) or by calling 1-800-375-7413. The payment drop box at 9 Lowell Rd will remain available until **SEPTEMBER 15TH**.

Authorized Payment Agents

If you use a third 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.

Liberty Utilities has authorized several agencies to collect payments on our behalf. For a list of authorized payment agents, visit www.libertyutilities.com or call Customer Service at 1-800-833-4200.



We Scare Pets

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.



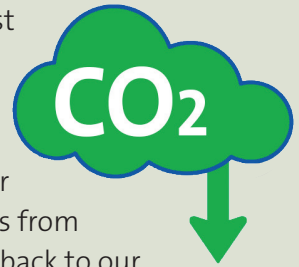
Tuscan Village Update

Our crews have been busy energizing this new, 170-acre mixed-use development project located at the former Rockingham Park Race Track site. As of August 1, 2019, North Village is about 75% complete. The Ford dealership and the new Market Basket are both open, and Home Sense is expected to open over the next couple of months. There are nearly 300 people living in the condos and apartments in North Village. Construction on South Village, the second phase of the project, has also begun. The first set of businesses will open early next year. We anticipate the total build out of the South Village will be complete in 2022.



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 2019-2020 period, which runs from May 1, 2019 - April 30, 2020, we will be giving \$1,597,989 back to our electric customers. This money is distributed on a per kWh basis. Please visit www.rggi.org to learn more.



Save Big on LED Lighting

Looking to save energy but don't want to spend too much on LED bulbs? You can visit www.energyfederation.org/nhsaves/ and receive instant rebates on different kinds of LED bulbs. Throughout the year, we also offer special incentives, such as free shipping and additional money off the total cost of your order. Don't want to order your bulbs online? No problem! Many of the stores you frequent are participating retailers and are authorized to provide instant rebates on LED bulbs. Visit www.nhsaves.com/rebates/led-light-bulbs/ for a list of participating retailers.

Fall Cleanup Safety

Thinking of doing some fall cleanup? If your gutters need to be cleaned, please remember to steer clear of power lines by keeping ladders and other equipment at least ten feet away at all times. If you believe you will not be able to keep at least ten feet away from the power lines during your work, call us at 800-375-7413 before starting your job. We can wrap your power lines to keep you safe.

