



Be Prepared in the Event of a Power Outage

Although we are committed to providing you with the most reliable electric service possible, events that are beyond our control, such as bad weather, animal interference, and emergencies can sometimes occur and cause power outages.

If you experience a power outage, **report it by calling us at 1-855-349-9455 or using our outage form located on our “Outage Center” page under the “Outages and Emergencies” drop-down menu** at www.libertyenergyandwater.com. You can also report your outage in your My Account profile on your computer or mobile app.

Rest assured, our crews will be standing by ready to restore your power as quickly as possible.

Damage Prevention



Planting a tree? Installing a fence? Planning a home improvement project? **Call 811 first.**

Electric power lines, natural gas pipelines, water pipes, communications lines, and other utility services can be within a few feet of the ground's surface. Not knowing where they are can result in personal injury, property damage, and neighborhood service interruptions. Even a small dent or a scrape can cause damage, resulting in a leak or service-wide disruptions.

If you're planning any type of excavation or digging activity, call 811 at least three full working days before starting. When you call 811, the national Call Before You Dig center will notify Liberty and other participating utilities, allowing us to mark our underground wires, pipes or cables so you'll know what areas to avoid. It's quick, it's easy, and it's the law!

System Benefits Charge

The System Benefits Charge on your electric bill is used to collect funds for our Energy Efficiency Programs and to help income-qualified 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. 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 www.libertyenergyandwater.com.