



Liberty®

News for our Electric Customers

Winter 2024



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_NHwww.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

Check our website for up-to-date information about which walk-in centers are currently open and the hours of operation.

116 North Main Street
Concord, NH 03301

Bill Payment Locations

Payments can be made using the drop box at our Concord walk-in center, Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. Visit www.libertyenergyandwater.com to find one near you.

Because We Care



We care about - Your safety

Winter weather is here, and that means fireplaces are lit, heaters are running, and warm meals are cooking. Here are some important reminders to help ensure our community members safely enjoy the remainder of the winter season.

- Between meals, make sure all kitchen equipment – mainly your stove and oven – is turned off. Kitchen equipment should never be used for heating.
- Keep anything that can catch on fire away from cooking equipment – like oven mitts, bags, and towels.
- Install smoke and carbon monoxide detectors throughout your home and set a reminder at least twice each year to test and/or replace the batteries.
- Liberty needs to access your meter year-round. **Please keep your meter clear.** If there is snow on your meter, use a soft brush or your hand to remove the snow. Never use a shovel or other hard tool.



We care about - Convenient reporting



Outages happen on occasion despite our best efforts to keep your power on. To make things easier for customers, you can now report your outage online through our My Account app, or by calling us at 1-855-349-9455.



We care about – Your counters

Why clutter your counter with paper bills when you don't need to? Make room for the things that really matter by switching to **Paperless Billing**.

With Paperless, you can choose to receive an email or text letting you know your bill is available to view and pay online.

Paperless customers can also pay their bill electronically with their checking account.

Visit My Account today to sign up for Paperless or scan the QR code below.



We care about – Helping those in need

Did you know that Liberty has programs to help customers who are having a hard time paying their electric bills? Many customers experiencing financial difficulties may also be eligible to participate in NH's Energy Assistance Program.

For more information, visit the "Customer Service" menu of www.libertyenergyandwater.com. Make sure to select your location first.

We care about – Simple ingredients for savings

Cooking at home is a great way to save money and make healthy and delicious meals for your family. Bad cooking habits, however, can really make a mess of your energy bills. Use these simple tips to cook your meals more efficiently.



- Keep your range top and oven clean. A well-maintained appliance will cook more evenly and efficiently.
- Limit the number of times you open the oven door. Opening the door can lower the oven temperature by as much as 25°F.
- Match the size of the pot or pan to the size of the burner. A 6-inch pan on an 8-inch burner can waste 40% of the energy used.
- Cover pots and pans to cook food faster and more efficiently.

We care about – Pro cleaning tips

Dishwashers generally use less energy and water than hand washing. So, if you have a dishwasher, use it.

If the household pet isn't inclined to help with the cleanup process by giving plates a 'pre-wash,' don't use the sink to rinse them. Instead, scrape dishes before loading them.

And don't forget to wait until the dishwasher is full before running it!

