



News for our Electric Customers



Liberty employees volunteering at the Lawrence, MA shelter.

NOVEMBER/DECEMBER 2018

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](https://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.

Did You Know...?

We encourage all of our employees to volunteer by giving them three "Liberty Days" a year to volunteer out in the communities we serve.



Sleep Out for Homelessness



On September 21, 2018, six Liberty Utilities' employees, and one of their family members, participated in United Way's Sleep Out for Homelessness. The purpose of this event was two-fold; to raise awareness on the extreme poverty issues in Nashua and to raise funds to help break the cycle of poverty. To make the evening more realistic, participants were only allowed to bring a sleeping bag, the clothes on their backs, one piece of outerwear and a toothbrush.

On the night of the event, the Liberty team participating in "United We Sleep" arrived on Amherst Street in Nashua, assembled their boxes, and prepared to spend a cold, windy, rainy night sleeping outside. A large part of the night was spent trying to keep the boxes over their heads, but they continued to get blown over by the wind. They managed to make it under the big tent before the heavy rain began, but the street noise along with the other conditions made for a restless night.

Their efforts not only helped to raise awareness, but also raised \$6,586.08 for the United Way! We are so proud of our employees for taking the initiative to participate in this event. Because of their efforts, along with the United Way and all other participants, a light has been shed on the growing problem of hunger and homelessness in the greater Nashua area.



Neighbor Helping Neighbor

The holiday season is a great time to give back to others that are less fortunate. With today's soaring energy costs, many New Hampshire residents are unable to pay their utility bills due to job loss, uninsured illness, or other bad breaks.

By contributing to Neighbor Helping Neighbor, you can help others who face an energy emergency but don't qualify for federally funded energy assistance programs. Your donation is 100% tax-deductible and goes directly to someone who needs help.

Included in your bill is a pre-addressed envelope that can be used for your donation. You can also donate by going to www.nhfund.org.



From all of us at Liberty Utilities, we would like to wish our customers, friends and families a wonderful holiday season and a happy new year!

Shop Around for Electricity Supply



You have a choice in who supplies the electricity that we deliver. We encourage you to consider all available energy supply options to determine which one will best meet your needs. You can use 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 Utilities will continue to deliver your electricity, respond to service and emergency needs, and provide storm restoration services.

For more info, visit our website at www.libertyutilities.com or www.puc.nh.gov/Consumer/consumer.htm.

Protect Yourself from Scams

Did you receive a suspicious phone call from someone claiming to be a Liberty Utilities employee? Some fraudulent callers have the ability to change their call display information so that it appears to be from a local area code or from Liberty Utilities. Be sure to verify the identity of

anyone who claims to be representing us by asking them a question only we would know the answer to, such as your billing address or account number.



If you are contacted by anyone claiming to be a Liberty Utilities representative and you cannot verify their identity, do not provide any personal financial information and terminate the call.

Tuscan Village Update

Construction of Tuscan Village in Salem, NH is well underway! When complete, this 170 acre development will be home to parks, piazzas and wide open spaces for family and community events. Phase one of the project began in 2017. Since then, our crews have been working on bringing power to the area. As of the printing of this newsletter, the Ford dealership and 148 residential units have been energized. The Ford dealership is now open, and many of the residential units are occupied.

Phase two of the project is scheduled to begin mid to late fall of 2018. We are very excited to be a part of this project and look forward to watching this unique development become a part of Salem's growing community.