



# Liberty Utilities®

## News for our Electric Customers

NOVEMBER/DECEMBER 2015



### Special Energy Saving Edition

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### How to reach us

**Power Outages/Emergencies**  
1-855-349-9455

**Customer Service/Billing/Payments**  
1-800-375-7413 or [www.libertyutilities.com](http://www.libertyutilities.com)

**For Storm Updates and Info**  
[www.twitter.com/LibertyUtil\\_NH](http://www.twitter.com/LibertyUtil_NH)  
[www.facebook.com/LibertyUtilitiesNH](http://www.facebook.com/LibertyUtilitiesNH)

## Energy Service Charge - 40% decrease compared to Last Winter



#### NEW RATE IN EFFECT NOVEMBER 1ST.

The New Hampshire Public Utilities Commission has approved our Energy Service charge that will go into effect November 1st. The new residential rate, set at 9.2 cents per kWh, is 40% lower than last winter. This price will be fixed until July 31, 2016. After that time, Liberty will be changing our rate periods. See page two for details.

The reason for the lower rate is due in part to overall lower energy pricing this fall. Previously our rate was locked for six months. Having a nine month contract is also likely contributing to the lower rate. For a listing of all our current rates, please visit [www.libertyutilities.com](http://www.libertyutilities.com).

#### WHAT IS THE ENERGY SERVICE CHARGE?

The Energy Service charge represents costs associated with purchasing electricity. Liberty does not generate its own electricity so it is purchased on the unregulated regional energy market. The cost of the electricity is passed onto our customers. We don't profit from this charge.



## Usage Calculators

Have you ever wondered how much electricity a particular appliance uses in your home? We have two ways you can answer that question:

### TOOLS YOU CAN USE:

We have usage calculators on our website that will give you estimated usage for many common appliances. Take a look at our "In the News" section near the bottom of our homepage at [libertyutilities.com](http://libertyutilities.com).

### KILL-A-WATT

This is a device that is plugged into a wall outlet. Plug anything into the device and see a readout showing the amount of electricity being used.

We have provided most local libraries with a unit that can be checked out for fee. Check your local library. They can also be found at home improvement centers and hardware stores for between \$20 and \$40.

## Purchasing a New Appliance?

LOOK FOR THE ENERGY STAR® LABEL.



# We're Changing our Rate Periods

## PRICING FLUCTUATIONS

Over the past few years the Energy Supply rate has bounced up and down from winter to summer. Last winter electric customers across New England saw some of the highest energy supply rates. In an effort to smooth out electric rates from season to season, Liberty is making a change to the Energy Supply rate periods.

## A CHANGE IN THE RATE PERIODS

Previously we purchased Energy Supply for the "summer" period of May-October and the "winter" period of November-April. We have decided to adjust our contract periods to February-July and August-January. This will split the two most expensive Energy Supply months (January and February) into two different rate contracts. This should help even out electric costs over the year.

We purchase electric Energy Supply on the energy market and cannot control price. However, this change will distribute the price differently and lessen the shock of high winter prices. The new rate periods will begin August 1, 2016.

# Ways to Control your Energy Costs

## NO-COST ENERGY CONSERVATION TIPS:

### WATER HEATER

Your electric water heater most likely uses more energy than any other appliance in your home. Check the temperature of your water at a water faucet using a thermometer. If the temperature is above 120 degrees, you are wasting energy. Reduce the temperature setting on the water heater. For additional savings, reduce the amount of water you need to heat by installing low flow sink aerators and low flow shower heads.

### CLOTHES DRYER

Your clothes dryer is another large energy user. Always wash and dry full loads of laundry to get the most efficient use of your laundry equipment. Keep your lint screen clean. Periodically unplug the dryer, remove the lint screen and vacuum inside the lint cavity.

Periodic cleaning of the exhaust vent will also ensure your dryer is not working harder than it has to. For additional savings, don't use your dryer at all. Air dry your clothes on an inexpensive drying rack or on a clothes line.

### REFRIGERATOR/FREEZER

Your refrigerator needs good ventilation to run efficiently. Vacuum the vents on the front of the unit and remove dust and dirt from the coils on the rear of the unit.

Keep your freezer full. If you don't typically keep your freezer full with food, pack it with ice. This will reduce the amount of power needed to keep the freezer cold.

Do you have a second fridge or freezer that you aren't fully utilizing? Recycle it for free! Call 1-877-545-4113 and schedule a free pick up at your home. We'll even give you a \$30 rebate to spend any way you want.



## HOME ELECTRONICS

Computers, monitors, printers, TVs, DVD players, gaming systems and other home electronic devices use power even when they are turned off. To save energy, plug these items into a power strip and switch off the power at the strip when they are not in use.

## Rebate Programs

Liberty Utilities offers rebates and incentives for customers who take advantage of certain high efficiency measures. Many of our programs are fully committed for 2015 but in January 2016 new funding will be available.

### LIGHTING

Liberty Utilities offers rebate coupons (instant or mail-in) at participating retailers for ENERGY STAR® light bulbs and fixtures. For more information on ENERGY STAR® lighting, participating retailers, and how to recycle, visit [www.NHSaves.com](http://www.NHSaves.com) or call 1-877-647-2833. Customers can also order a variety of efficient lighting products at discounted prices via our online catalog at [www.catalog.nhsaves.com](http://www.catalog.nhsaves.com). NOTE: Liberty Utilities does not profit from the sale of any of these items.

### HEATING AND COOLING

If your heating or cooling system is more than 10 years old, or not keeping your house comfortable, consider replacing with ENERGY STAR® rated equipment. We offer rebates based on the efficiency of the unit you purchase. Check with us in 2016 for rebate information at [www.libertyutilities.com](http://www.libertyutilities.com).

### APPLIANCES

We offer rebates when you purchase certain ENERGY STAR® rated appliances. As of the printing of this newsletter funding was still available in 2015.

- Clothes Washer - \$30 Rebate
- Refrigerator - \$30 Rebate
- Room Air Conditioners - \$20 Rebate
- Room Air Purifiers - \$15 Rebate
- Smart Power Strips - \$10 Rebate

## INSULATION AND WEATHERIZATION - NEW FUNDING AVAILABLE IN 2016

An in-home energy audit is the first step in making your home more efficient. An audit will evaluate your home's characteristics and energy usage and provide recommendations on ways you can improve efficiency and save money. There is a \$100 fee for this service, which includes diagnostic testing for air and duct leakage. (\$100 audit fee is reimbursed if you move forward with weatherization recommendations.)

You can receive a 50% rebate, up to \$4,000 in services for qualified energy efficiency improvements. Incentives are available to replace inefficient lighting and refrigerators and to add insulation and air sealing. Homes heated with oil, propane, wood, natural gas, kerosene, or electricity may qualify.

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## Energy Q&A

### Q. Do I have to buy my electricity from Liberty Utilities?

A. No.

You have a choice in who supplies the energy that we deliver. We encourage you to consider all available energy supply options to determine which one will best meet your needs. You have the option to purchase your electricity 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 information, visit our website at [www.libertyutilities.com](http://www.libertyutilities.com) or [www.puc.nh.gov/Consumer/consumer.htm](http://www.puc.nh.gov/Consumer/consumer.htm).

### Q. Where can I find more energy saving tips?

A. Here are several valuable resources where you can find information about saving energy in your home or business.

[www.libertyutilities.com/efficiency](http://www.libertyutilities.com/efficiency)  
[www.NHSaves.com](http://www.NHSaves.com)  
[www.energysavers.gov](http://www.energysavers.gov)  
[www.energystar.gov](http://www.energystar.gov)  
[www.energy.gov](http://www.energy.gov)

[www.nhsaves.com](http://www.nhsaves.com)

## Rebate Programs (continued from pg. 3)

### BUILDING A NEW HOME?

The highest standard in energy efficiency for a newly constructed home is the ENERGY STAR® designation. An ENERGY STAR® qualified home is independently verified to be at least 15% more efficient than what's required by state energy code. Its remarkable performance features include enhanced insulation, air sealing, ventilation, and high-efficiency appliances.

Liberty Utilities offers a variety of incentives and technical support to help you achieve the ENERGY STAR® certification. Visit our website for more information at [www.libertyutilities.com](http://www.libertyutilities.com).

## Billing and Payment Assistance

### LEVELIZED BUDGET BILLING

This program attempts to even out electric bills on a year-round basis. The monthly payment is based on a rolling, 12-month average of your bill amount. To learn more and enroll, call 1-800-375-7413.

### PAYMENT ARRANGEMENTS

If you ever have trouble paying your bill on time, please talk to us right away before your bills get out of hand. Liberty Utilities offers payment arrangements to residential customers with past due balances. To establish a payment plan on your account, call 1-800-375-7413.

### ELECTRIC ASSISTANCE PROGRAM

The Electric Assistance Program (EAP) is a statewide program that helps reduce the amount you owe on your electric bill. If you qualify, discounts range from 9–77% on basic electric service. To apply, contact your local Community Action Agency (see sidebar for agency contact information).

### FUEL ASSISTANCE PROGRAM

The Fuel Assistance Program can help pay a portion of your heating bills if electricity is your main heating source and you meet certain eligibility requirements. To apply, contact your local Community Action Agency. New applications will be accepted beginning November 1, 2015.

### NEIGHBOR HELPING NEIGHBOR FUND

For limited income households not eligible for Electric Assistance, the Neighbor Helping Neighbor Fund may be able to help you. This is a private charitable fund that provides assistance to those customers whose income is above the Electric Assistance guidelines. Apply at your local Community Action Agency. For more information, visit [www.nhnfund.org](http://www.nhnfund.org).

### 211

Call 211 or visit [www.211.org](http://www.211.org) to learn about additional assistance programs in your area. This is a free, confidential referral service that connects callers with essential health and human services 24/7.

## Where to Apply for Assistance

**BELKNAP AND MERRIMACK COUNTIES**  
[www.bm-cap.org](http://www.bm-cap.org)  
 (603) 225-3295

**COOS, CARROL AND GRAFTON COUNTIES**  
[www.tccap.org](http://www.tccap.org)  
 (603) 752-7001

**HILLSBOROUGH COUNTY**  
[www.snhs.org](http://www.snhs.org)  
 (603) 668-8010

**ROCKINGHAM COUNTY**  
[www.rcaction.org](http://www.rcaction.org)  
 (603) 965-3029 DERRY  
 (603) 893-9172 SALEM

**CHESHIRE AND SULLIVAN COUNTY**  
[www.scshehelps.org](http://www.scshehelps.org)  
 (603) 352-7512

## New President



We are pleased to announce that David Swain has been named president of Liberty Utilities - NH. David previously served as regional president of Liberty Utilities in Missouri, Illinois and Iowa since 2013. He is very excited to serve customers in NH. David takes over for Dan Saad who has retired from the company.