



News for our Electric Customers

Fall 2023



How to Reach Us

Power Outages/Emergencies

1-855-349-9455

NEW! Outage Center located on our website

Customer Service/Billing/ Payments

1-800-375-7413 or

www.libertyenergyandwater.com

For Storm Updates and Info

www.twitter.com/LibertyUtil_NH

www.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

We offer a variety of methods to pay your bill, including online or by phone. Payments can also be made at Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. Visit www.libertyenergyandwater.com to find one near you.

Fall... We Only Have 'Pies' For You



New Hampshire

Follow us on social media for our favorite pie recipe!

Fall For Kindness...

Putting Our Heart Where It Matters



Liberty provides more than safe, reliable energy and water services. Our team cares about our communities and pitches in with helping hands and willing hearts.



Scan the code to learn how our teams give their time, energy, and service to put their heart where it matters for our customers and communities.

From Clean Ups to Food Banks, We Do It All



In September, a group of employees gathered at Benson's Park in Hudson, NH to clean up the grounds by performing light landscaping duties.



One employee also spent the afternoon at the Friendly Kitchen in Concord, an establishment that serves more than 140 meals per day to people in need.



Fall for Savings...

Renters, This One is for You

Renters make up more than one third of all US households,¹ so we want to make sure you have the information needed to keep your residence affordable. Follow these tips to reduce energy usage without altering the property. The best part – all can come with you if you move!

- Replace incandescent light bulbs with ENERGY STAR® LEDs. These bulbs are at least 80% more efficient and last longer.
- Install water-efficient showerheads.
- Use curtains to keep heat in and out. In the colder months, open them during the day to let in the warmth of the sun and close them at night to retain heat.

Take energy-savings further!

Ask your landlord to visit nhsaves.com to learn more about additional energy efficiency improvements. ENERGY STAR appliances and other upgrades will not only help reduce energy bills, they're also a great investment.

¹ According to Joint Center for Housing Studies of Harvard University

Fall For Safety...

Safe, Sound, and Underground

If your property has an underground electric service, you most likely have a box in your yard mounted on a cement or fiberglass pad. That box is called a transformer and it reduces the voltage coming from our distribution lines before entering your home.



In the event of an emergency, or other issues with your service line, our crews need immediate access to your transformer. Please do not place vegetation, or other material, 10' in front of the transformer's doors and 4' around the other three sides. Also, be sure to never sit or climb on top of the transformer or store items on or around it.

Snow, Shrubs, and Ice – Not So Nice

Fall cleanup calls for lots of raking and hedging. While preparing for cold weather, don't forget to ensure your electric meter is clear of any shrubbery. If a hand shovel or more is required to remove vegetation, be sure to always call 811 prior to digging.

And don't forget – snowy season is right around the corner. Gently remove snow from your meter with your hand or a soft brush. Never use a shovel.



Call 811 Before You Dig

Planning a project that requires you to break out your shovel? **Call 811 before starting!** It's quick, it's the law, and it can prevent serious accidents and neighborhood-wide outages. You can also visit www.digsafe.com to learn more about this free program or to submit a request for a mark out. No job is too small to notify Dig Safe first.

Fall For Knowledge...

Know What is On Your Bill

The **System Benefits Charge** on your electric bill is used to collect funds for our Energy Efficiency Programs and to help qualified low income 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. Low Income Assistance funds go to customers who meet certain income criteria as determined by their local Community Action Agency.