


Liberty Utilities®

News for our Electric Customers

Liberty employees taking donated food to St. John's Food Pantry in Hudson.



SEPTEMBER/OCTOBER 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
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
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407 Miracle Mile Lebanon, NH 03766 9AM - 4PM M-F	116 North Main Street Concord, NH 03301 9AM - 4PM M-F
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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.

Why Are Electric Prices So High?

Did you know that New Hampshire has the 6th highest electric rates in the country?¹ All New England states are on the list of the top 10 highest electric rates in the US. Why is this the case? The biggest single reason is natural gas.

Natural gas is clean burning, reliable and inexpensive. Power plants love it. This is why more than 60% of the electricity that is generated in New England is created by burning natural gas.² The problem is there is a limited pipeline capacity to bring that natural gas to the region. So with a huge demand for power generation and a huge demand for residential heating and other uses, the price goes up significantly. In winter, sometimes power plants can't get enough gas to meet demand, so they are forced to use a more expensive back up fuel.

Liberty Utilities does not generate power. We purchase it on the open market and pass that cost on to our customers. The good news is we have ways you can save on your bill. We offer rebates when you use certain energy efficient measures in your home and business. Check out our Energy Efficiency programs at www.nhsaves.com.

1- *Electric Power Monthly*, U.S. Energy Information Administration, www.eia.gov/electricity/monthly

2- *Resource Mix*, ISO New England, www.iso-ne.com/about/key-stats/resource-mix

Did You Know...?

Once a month a group of our employees donate their time and volunteer at a local food pantry. They also organize food drives throughout the year to help ensure the shelves are never bare.





Efficiency on a Budget!

By partnering with the NH Weatherization Assistance Network, we are able to offer qualified customers the **Home Energy Assistance Program (HEAP)**. This statewide program provides up to \$8,000 in energy efficiency improvements to income qualified households.

What does it entail? An energy manager will provide an analysis indicating how much each appliance costs to operate and how much you could save. You may also qualify for other items such as water saving measures, ENERGY STAR® appliances, and more.

Please contact your local community action agency for more information:

Rockingham or Hillsborough
County Southern New
Hampshire Services -
1-800-322-1073

Cheshire or Sullivan County
Southwestern Community
Services - **1-800-529-0005**

Coos, Carroll, or Grafton County
Tri-County Community Action -
1-603-326-6626

Regional Greenhouse Gas Initiative

The Regional Greenhouse Gas Initiative (RGGI) is the first mandatory, market-based CO₂ emissions reduction program in the United States. Carbon allowances are auctioned periodically and the revenue we receive goes back to our customers in the form of a credit under transmission rates. For the 2018-2019 period, which runs from June 1, 2018 - April 30, 2019, we will be giving \$697,272 back to our electric customers. This money is distributed on a per kWh basis. Please visit www.rggi.org to learn more.



Authorized Payment Agents



Not all payment agencies are authorized to collect payments on our behalf. We cannot guarantee that your payment will be applied to your account correctly if you use an unauthorized payment agency. Be cautious. Most importantly, always keep your receipt.

Liberty Utilities has authorized several agencies to collect payments on our behalf. For a list of authorized payment agents, visit our website www.libertyutilities.com or call Customer Service at 1-800-375-7413.

We Scare Pets

Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If you know it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for company representatives to arrive. This will help keep your pets happy and our employees safe.



Trick-or-Treat!



Here is a safety tip to help your Halloween go off without a "witch"...

Be aware of your surroundings! Dangerous situations such as loose tree limbs or low hanging power lines could be closer than you think.