



News for our Electric Customers

July/August 2021

NH



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_NH

www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

Currently closed due to COVID-19 restrictions

130 Main Street
Salem, NH 03079

15 Buttrick Road
Londonderry, NH 03053

407 Miracle Mile
Lebanon, NH 03766

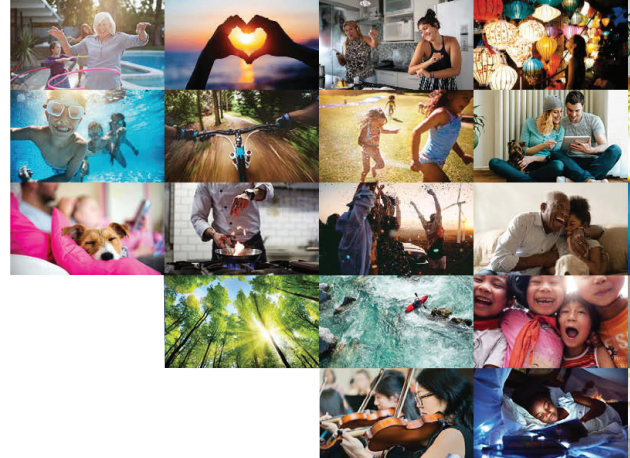
116 North Main Street
Concord, NH 03301

Bill Payment Locations

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

New Website Address - Coming Soon!

Our logo isn't the only thing getting updated! As part of our new brand, the URL to our website will also be changing. You can now access our website by visiting www.libertyenergyandwater.com.



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 will continue to deliver your electricity, respond to service and emergency needs, and provide storm restoration services.

For more info, visit www.libertyenergyandwater.com or www.puc.nh.gov/Consumer/consumer.htm.

Considering Renewable Energy?

Solar and Renewables is a renewable energy program that was established by the legislature. Customers who install eligible generation sources on their property can use the generation to reduce their electric consumption.

This program measures the difference between the electricity supplied over the utility's electric distribution system and the electricity generated by an eligible customer-owned generator which is fed back into the electric distribution system over a billing period.



For frequently asked questions, connection requirements and links to rules and regulations, please visit the "Smart Energy Use" section of www.libertyenergyandwater.com.



Save Energy and Money at Home

By partnering with NHSaves, Liberty's energy efficiency programs offer valuable incentives, services and cost-saving tips. The options available to property owners can help reduce utility bills while increasing comfort, year round! For more information, please visit our website at www.libertyenergyandwater.com.

About NHSaves

NHSaves is a collaboration of New Hampshire's electric and natural gas utilities working together to provide NH customers with information, incentives and support designed to save energy, reduce costs and protect our environment. Visit www.NHSaves.com for more information.



Are You Being Billed the Right Rate?

The following are abbreviated rate summaries that identify services offered by Liberty based on energy consumption. Although selection of the rate class is the responsibility of the customer, Liberty will gladly assist you in determining which rate is most advantageous to you. Certain provisions apply to customers changing from one rate to another. Rates are subject to change based on the tariff.



D – Domestic Service Rate

This rate is available for all domestic purposes in an individual dwelling or an individual apartment. It is the proper rate for most residential customers as other rates are based on special circumstances.

D-10 – Optional Peak Load Pricing Rate

This domestic time-of-use delivery rate requires considerable review prior to being chosen. Under this rate, the total usage is divided into two groups called "Peak" and "Off-Peak." Most residential customers will not benefit from this rate.

M – Outdoor Lighting Rate

This rate is available for street/highway lighting and also for private outdoor lighting under certain conditions. The cost varies depending on the type and size of light and whether or not a pole or accessory charge is applicable.

G-1 – Time-of-Use Rate

This time-of-use delivery rate is available for all purposes except for resale. It is for large commercial and industrial customers who have an average monthly use greater than or equal to 200 kW of demand. A customer may be transferred from a G-1 at his or her request, or at the option of Liberty Utilities, if the customer's 12-month average monthly demand is less than 180 kW of demand for three consecutive months.

G-2 – Long Hour Service Rate

This rate is available for all purposes except resale. A customer will be placed on this rate if average usage is greater than or equal to 20 kW of demand but is less than 200 kW of demand.

G-3 – General Service Rate

This rate is available for all purposes except resale and is primarily designed for non-residential customers. A customer will be placed on this rate if average usage is less than 20 kW of demand.

For additional information about the rate classes listed above and for a complete list of our current rates, please visit our website at www.libertyenergyandwater.com.