



News for our Electric Customers



Ken Salter, HR Technical Trainer, Concord

JULY/AUGUST 2017

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.

Concord Office Open!

We are pleased to announce the new Liberty Utilities walk-in center in Concord is now open! Located at 116 North Main Street, this office is more easily accessible to our customers.

Salem HS Saves with Liberty



Salem High School's newly renovated entrance with energy efficient LED lighting.

Salem High School recently completed the second phase of their extensive renovation plan to turn the school into a modern and efficient learning establishment. The project, which started in spring of 2015, is slated for completion by the start of the 2018 school year.

Liberty Utilities has been involved throughout the renovation process to help the School District make sure they are selecting the best equipment to increase efficiency, decrease operating costs, and maximize the amount of incentive money they are able to receive.

The first two phases of the project included interior and exterior energy efficient LED lighting and a new 36 ton HVAC rooftop unit. All of these measures have allowed the high school to qualify for approximately \$38,000 in incentives for 2015 and 2016.

Liberty Utilities is happy to be involved in the renovation project, and looks forward to the continued partnership with the Salem School District.

For more information on how your home or business could benefit from Liberty Utilities' energy efficiency programs, visit NHSaves.com.

Energy Efficiency Programs

Rebates and incentives are available for all types of customers. Visit NHSaves.com for more information and don't delay. Rebates are only available while funding lasts.

Got a refrigerator or freezer you don't need? We'll pay you for it.

That old refrigerator or freezer in your basement or garage could be costing you up to \$150 a year to run. Liberty Utilities will pay you \$30 when you recycle your old refrigerator or freezer with NHSaves.

The process is simple: ARCA Recycling will pick up your appliance, and you'll receive a check by mail 3-6 weeks later. All you have to do is schedule your pickup. Learn more at NHSaves.com/recycle.

Breathe In Some Savings

Room air purifiers remove airborne pet allergens and odors, as well as mold spores, dust, and other harmful substances that can affect the health of your family and your pets.

Liberty Utilities is now offering a \$15 rebate on ENERGY STAR® certified room air purifiers.

ENERGY STAR certified room air purifiers are 40% more efficient than standard models, saving consumers about 225 kWh/year and \$30 annually on utility bills. These savings could add up to \$230 over its lifetime!

Energy Service Charge

The electricity that we supply you with is purchased on the energy market and delivered to the area via overhead transmission lines. The cost to purchase and bring the electricity to our distribution system is reflected in the Energy Service Charge on your bill. We don't profit from this charge.

For residential and small commercial customers, the charge is fixed for six month increments. This means that you will only notice a change in your Energy Service Charge twice a year. On August 1, 2017 your new Energy Supply Charge will go into effect and last for 6 months. For larger commercial customers, the charges are also determined twice a year, but each month will have a different predetermined fixed rate.



Considering Solar or other Renewable Energy?

Net Metering is a renewable energy program that was established by the NH Legislature. Customers who install eligible generation sources on their property can use the generation to reduce their electric consumption.

Net energy metering means measuring 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 our website. www.libertyutilities.com



How to Report a Power Outage

Call our emergency phone number at 1-855-349-9455

Calling us to let us know about an outage helps us to isolate the problem and get your power restored as quickly and safely as possible. Program our emergency number into your cell phone for quick and easy access.