



# Liberty Utilities®

## News for our Electric Customers



Liberty employees pose after presenting at a Young Women in Engineering event.

MARCH/APRIL 2020

## 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](https://www.twitter.com/LibertyUtil_NH)  
[www.facebook.com/LibertyUtilitiesNH](https://www.facebook.com/LibertyUtilitiesNH)

**Customer Walk-In Centers**  
See us in person

130 Main Street 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](http://www.libertyutilities.com).

## NEW Efficiency Offerings!

We are pleased to announce we now have a visual energy audit program designed for homeowners that don't qualify for the Home Performance with Energy Star (HPwES) Program! See page two for more information.

## Our Phone Menu Options Will Be Changing



In order to make it easier for our customers to contact us, we will be changing our phone menu options to help you get where you need to go more efficiently. Please see below for the new list of phone prompts you will experience when calling our customer service line at 1-800-375-7413:

To report an outage - **Press 1**

To report an electric emergency such as a wire/tree/pole down, partial power or flickering lights - **Press 2**

To make a payment - **Press 3**

For additional options - **Press 4**

To repeat these options - **Press \***

**If you have an emergency or outage, you can also reach us 24 hours a day, seven days a week at 1-855-349-9455.**

## Pay It Safe!

### Only Use Authorized Payment Agents

If you use a 3rd party bill payment agent, either online or in person, please be sure it is authorized to accept payments on our behalf. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly.

Western Union and Walmart are both authorized to accept payments on our behalf. You can pay your bill using either service without paying a fee. For a list of authorized payment agents near you, please visit our website at [www.libertyutilities.com](http://www.libertyutilities.com).

## Seasonal Allergies?

Adding an air purifier to your home can help remove airborne particles that make allergies worse. You can also earn a \$40 rebate when purchasing an eligible ENERGY STAR® qualified room air purifier. Learn more: [NHSaves.com/Rebates](https://NHSaves.com/Rebates).



## Spring Safety Tips

Spring is right around the corner! Here are some safety tips to keep in mind when getting your home ready for the new season:

- Move combustible material away from fireplaces, dryers and other heating elements to prevent a fire.
- Make sure the batteries work in your smoke and carbon monoxide detectors.
- Inspect ladders for loose rungs before climbing and keep them secure when in use.
- Help purify the air in your home by changing filters in furnaces.
- Planting a tree, installing a fence or planning other work that requires digging? Make sure to call 811 at least 72 hours before digging to have the location of utility lines marked. This process helps prevent injuries, property damage and outages. For more information, visit [www.digsafe.com](https://www.digsafe.com).

## Clogged Sewer line? Use Caution



A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through the sewer line. A cross bore is an unsafe intersection of two different utility lines. Do not try to clear a sewer line blockage yourself. It could result in a serious accident. The safest way to ensure there is no cross boring in your sewer line is to have a plumbing professional inspect the line with a video inspection system.

## Report an Outage

When the power is out, it's not always easy to look up a phone number. For many, an outage means no computer and no Internet. So take a couple of minutes now to be ready for a power outage. Program our emergency number into your cell phone so you'll have it handy if an emergency situation should arise. **Electric emergencies: 1-855-349-9455**

You can also report outages using our website. Visit the "Emergencies & Outages" section of [www.libertyutilities.com](https://www.libertyutilities.com).

## NEW! Visual Audit Program

We are pleased to announce that electric customers can now participate in the Visual Audit Program. This program is for electric customers who do not qualify for the full Home Performance with ENERGY STAR (HPwES) program.

Participation in this program allows you to have certain energy saving measures installed at your home completely **free of charge**. A technician will come to your home and install equipment such as Wi-Fi thermostats, flow control showerheads and/or aerators, LED light bulbs and more.

Program applications are processed on a first-come, first-served basis and funds are limited, so don't wait! Call Horizon, a contractor for Liberty Utilities, at **603-369-4834** or email [NHSaves@horizon-res.com](mailto:NHSaves@horizon-res.com) for more information.

