


Liberty Utilities®

News for our Electric Customers



Liberty employees loading Christmas presents to bring to the Nashua Children's Home.

JANUARY/FEBRUARY 2019

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.

How We Restore Power

Ever wondered how we get our customers back up and running when a storm hits? Check out our **NEW** animated video on the outage page of our website.

www.libertyutilities.com.

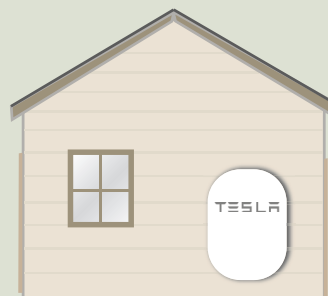


Home Battery Storage Pilot Program Update

We are pleased to announce that we have reached an agreement with the Public Utilities Commission Staff and other interested parties on the Home Battery Storage Pilot Program initially filed in December of 2017. The pilot program is the first of its kind in the United States to combine battery storage with time-of-use rates. Liberty will introduce Mid-Peak, Critical-Peak and Off-Peak pricing. The installed batteries will be charged overnight during Off-Peak times and that power will be utilized during Critical-Peak times during the day. The Off-Peak rate is expected to be a savings of over 10 cents per kWh during the summer months compared to regular residential rates. Batteries will also serve as backup power during an outage.

The home batteries will help us reduce our overall demand for electricity during peak usage times. Reducing customer usage at specific times is important because our customers pay transmission charges, which are based on our peak demand. If our peak demand is lower, it will reduce this charge and allow us to pass the savings on to our customers.

The cost to participate in the program is set at \$25 per battery, per month. Each customer will be required to use two batteries. The agreement will last for ten years. The installation, service and maintenance will be provided at no additional cost to customers.



Once Liberty Utilities receives approval from the NHPUC, it will begin Phase One of the pilot. Phase One will be limited to 200 batteries. Once Phase One is proven successful, the pilot will move to Phase Two, where Liberty will install up to an additional 300 batteries.

Customers with and without solar are encouraged to contact us at 800-375-7413 to learn more about this opportunity.



Safety Reminder

If you see wires laying on the ground, stay away even if you don't think they are energized. Call us right away to report all low hanging or downed power lines at 1-855-349-9455.



Keep More of What You Earned

Soon it will be time to start thinking about filing your 2018 tax return. When filing taxes, people are often unaware of the Earned Income Tax Credit (EITC). This credit, available to low to moderate income wage earners and income-qualified families with dependents, will reduce your tax amount owed and could mean a refund. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file.

For more information, or to see if you qualify, visit the IRS web site at www.irs.gov. Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.

Underground Electric Services: A Change in Ownership

Beginning January 1, 2019, all underground, new construction line extensions for residential customers will be owned by Liberty Utilities (Granite State Electric). We will also own primary, underground, new construction line extensions for commercial customers. Prior to this change, customers requesting underground service would be responsible for hiring an electrician to complete the line extension request. By changing this process, customers requiring a new, underground service should call us directly at 800-375-7413 (option 5) to request electric service.

Please Note: All customers with an underground service that was installed prior to January 1, 2019 will maintain ownership of their underground services. This means that should you have a problem with your electric service, you will still need to contact an electrician.

Rooftop Snow/Ice Buildup



During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly. When snow and ice accumulate on your roof, there can often be an unexpected avalanche which can be dangerous to items underneath. This also

applies to customers with solar panels. If your electric meter is located under solar panels, please contact us at 800-375-7413 to let us know. We will send someone out to assess the situation and work with you to determine alternative ways to protect your meter.

Our Employees Make a Difference



Did you know that there are over 150 households in Hudson that need assistance providing their families with clothing and food? Or that in greater Nashua, approximately 300 children are homeless? These are just a couple of the reasons that two Liberty Utilities employees decided to get involved and make a difference in their communities.

The initiative they took not only helped many local residents in need, but also helped spread awareness to the public. To hear the full story, keep an eye out for our TV commercials. You can also visit our YouTube channel to see these videos along with many others!

<https://www.youtube.com/user/LibertyUtilNH/videos>

