



Reporting an Electric Outage

We are in snowy season, and with snow sometimes comes power outages. If you do experience a power outage, you can report it to us by calling 1-855-349-9455, through our outage map, or through our mobile app, My Account.

To access the outage map, visit www.libertyenergyandwater.com, navigate to the "Emergencies and Outages" drop-down menu, then select "Outage Center." There, you can report your outage online, view a map of affected areas, and learn more about what Liberty does to get you back up and running. Please note, **you don't need an account to view the outage map!**

If you choose to report your outage through My Account, make sure to sign up for emergency notifications while you are there.

Medically Dependent on Electricity?

Is there medical equipment in your home that depends on electricity? Would the loss of power cause a life threatening situation for someone living in your home? If the answer is yes, please call us at 1-800-375-7413 so we can note your account. This will ensure you receive a notification when storms are approaching that could cause outages.

We work hard to provide our customers with safe and reliable service. Despite our best efforts to prevent outages, there are factors beyond our control, such as adverse weather, which can occasionally knock out power. If that happens, we want you to be prepared.

Rates



Time-Of-Use Rates

Liberty customers can now charge electric vehicles at home with a more affordable rate.

Time-of-Use (TOU) is a rate category where customers pay a different rate based on what time of day they are consuming electricity. Rates will be highest during times of the day when usage is highest (typically when a lot of customers are using energy at the same time) and lowest during the times of the day when very little consumption is going on, such as in

the middle of the night. Because most customers will charge their electric vehicles overnight, this rate category will help customers who own electric vehicles save money.

For more information about Time-of-Use rates and other information about where to start if you are interested in owning an electric vehicle, visit www.libertyenergyandwater.com and select the "Electric Vehicle Charging" page located under the "Smart Energy Use" drop-down menu or scan the QR code.



Energy Efficiency



Is It Time to Flip Your Fridge?

Your inefficient, working refrigerator or freezer may be costing you up to \$80 a year in operating costs. If you are looking to replace it or just want to get rid of a secondary unit you no longer need, you can receive a no-cost pickup, have it responsibly recycled, and receive a \$75 rebate through Dec. 31, 2025.

Your choice to recycle instead of using other disposal options will help curtail growing peak load demand, reduce the release of greenhouse gases, and ensure that over 90% of the unit is being properly recycled by Resilient Buildings Group (RBG)*, our contracted vendor.

Learn more and sign up at www.nhsaves.com or by scanning the QR code below.



Heat Pump Enhanced Incentive

To support our electric heating customers, Liberty and NHSaves recently upped the rebate amount for electric heat pumps by \$1,000!! That's right - instead of giving you \$250/ton for heat pumps, we are now offering a **rebate of \$1,250/ton** for customers who have a working, electric resistance heat (like traditional baseboard heating), and are switching to a heat pump.

Heat pumps can efficiently heat your home in the winter and double as a cooling system in the summer, all while lowering greenhouse gas emissions.

Interested? Visit www.nhsaves.com/GetVerified/ to get started **before** installing the heat pump.

NEW! Connected Rewards Program

Dreaming of warmer days? Us too! Get prepared now by enrolling in Liberty's new program, Connected Rewards. Participants of this program receive incentives for lowering and/or shifting electricity usage during times of peak demand (like hot summer days).

By enrolling a smart thermostat, Liberty will automatically send a signal to your thermostat to precool your home before a peak demand event, and then slightly increase your thermostat during the event. But rest assured, you can maintain control of your thermostat and opt out of a peak event at any time by changing your thermostat setting.

What's in it for you? Upon enrollment, participants will receive a \$50 incentive for every thermostat connected to a central air conditioner or heat pump, as well as an annual \$25 incentive per thermostat.

Learn more and sign up by visiting the "Smart Energy Use" section of www.libertyenergyandwater.com, or by scanning the QR code.

