

Additional News



Gives thanks by helping your neighbors

The holiday season is a great time to give back to others who are less fortunate. Did you know that many New Hampshire residents are unable to pay their utility bills due to job loss, uninsured illness, or other bad breaks? By contributing to Neighbor Helping Neighbor, you can help others who face an energy emergency but don't qualify for federally funded energy assistance programs.

Your donation is 100% tax-deductible and goes directly to a neighbor who needs help. Included in your bill is a pre-addressed envelope that can be used for your donation. You can also donate by visiting www.nhfund.org.

Need help paying utility bills? See if you qualify for assistance.

Winter temperatures can mean increased energy usage to heat your home. If you need help with your utility bills, financial assistance may be available to you.

Fuel Assistance is a federally funded program that provides assistance to income-eligible customers. It is not a welfare program or a loan, and you do not have to pay back any money granted. The amount of assistance you receive will vary according to your total household income before taxes.

Call 211 or contact your local Community Action Agency for more information.

Payment options

Budget Billing

Budget Billing allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. Liberty will calculate your monthly payment for usage based on your previous 12-month history. Since we recalculate your average each month, no balance settle up is required. For more information, call customer care at 1-800-375-7413 or visit www.libertyenergyandwater.com.

Take control of your energy budget and sign up for Budget Billing today in My Account.



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Safety



Electric power lines up ahead

When you are working in your yard this fall, remember to always look up before starting work and maintain at least 10 feet of clearance from overhead power lines.

Do not try to remove broken tree limbs from power lines! Overhead electrical wires can carry extremely high voltage and can be deadly if you come in contact with them.

If there is foreign material that needs clearing, or if you are working on a project that requires you to be within 10 feet of your electric service, **please contact customer service at 1-800-375-7413** so we can send someone out to remove the material or wrap your electric service as an added layer of safety.

And don't forget to teach your children to never climb or play in trees that are near our electric wires.

Steer clear, stay alive.

Clear your meter during fall cleanups

While preparing for colder weather, don't forget to clear your electric meter of any shrubbery. If a hand shovel or more is required to remove vegetation, call 811 prior to digging.

Electric power lines, natural gas pipelines, and other utility services can be within a few feet of the ground's surface. Not knowing where they are can result in personal injury, property damage, and neighborhood service interruptions.



**Know what's below.
Call before you dig.**

Safe, sound, and underground



If your property has an underground electric service, you most likely have a box in your yard mounted on a cement or fiberglass pad. That box is called a transformer and it reduces the voltage coming from our distribution lines before entering your home.

In the event of an emergency or other issues with your service line, our crews need immediate access to your transformer. Please do not place vegetation, or other material, 10 feet in front of the transformer's doors and 4 feet around the other three sides. Also, avoid sitting or climbing on top of the transformer or storing items on or around it.