


Liberty Utilities®

News for our Electric Customers

Liberty employees showing their support at last year's breast cancer walk.



SEPTEMBER/OCTOBER 2020

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
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

 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.

Tesla Batteries Installed in Lebanon

Over the summer, one of Liberty's customers became the very first to have Tesla batteries installed at his home in Lebanon, NH as part of our cutting-edge battery storage program.

This first-of-its-kind pilot program was created to help save customers money by reducing demand on the electric grid, and also provide residential customers with a backup power source during an outage. The batteries are programmed by Liberty to charge at off-peak times when rates are low, and then provide energy for customers' homes during the times of greatest demand, when rates are high.



According to Lebanon homeowner Mike, "I had been interested in getting Tesla Powerwalls to begin with and was excited to find out that Liberty was taking the initiative to bring this program forward. Having the ability to be more self-reliant was appealing to me, in addition to the environmental benefits as well."

The battery storage program is just one of the innovative and environmentally conscious programs Liberty is currently working on to help save customers money and aid in decarbonization in our service territories. For more information about the battery storage program, or to watch the customer testimonial video, please visit the "Smart Energy Use" section of www.libertyutilities.com.



HELLO, FALL!



Authorized Payment Agents

If you use a third-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.

Liberty Utilities has authorized several agencies to collect payments on our behalf. For a list of authorized payment agents, visit www.libertyutilities.com or call Customer Service at 800-375-7413.



We Scare Pets

Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If you know it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for company representatives to arrive. This will keep your pets happy and our employees safe.



Regional Greenhouse Gas Initiative

The Regional Greenhouse Gas Initiative (RGGI) is the first mandatory, market-based CO₂ emissions reduction program in the United States. Carbon allowances are auctioned periodically, and the revenue we receive goes back to our customers in the form of a credit under transmission rates. For the 2020-2021 period, which runs from May 1, 2020 - April 30, 2021, we will be giving \$1,384,246 back to our electric customers. This money is distributed on a per kWh basis. Please visit www.rggi.org to learn more.

Fall Cleanup Safety

Thinking of doing some fall cleanup? If your gutters need to be cleaned, please remember to steer clear of power lines by keeping ladders and other equipment at least ten feet away at all times. If you believe you will not be able to keep at least ten feet away from the power lines during your work, call us at 800-375-7413 before starting your job. We can wrap your power lines to keep you safe.



Upgrade Your Lighting and SAVE



As the days get shorter, you may notice your lights are staying on longer. Did you know that LED bulbs use over 75% less energy than incandescent light bulbs? Just by swapping your bulbs with high efficiency LED lighting, you can help keep your energy bill in check this winter. What's even better? Liberty Utilities customers can get instant rebates on LED bulbs when shopping at select retailers. LED bulbs can also be purchased using the online store at www.NHSaves.com. For more information, visit the "Smart Energy Use" section of www.libertyutilities.com.

FREE Energy Savings Measures

We are pleased to offer low-income electric customers with FREE energy saving offers as part of our Visual Audit program. Free energy saving measures include Wi-Fi thermostats, flow control showerheads, LED light bulbs and more. To qualify, you must be a Liberty Utilities low income electric customer, your home must be Wi-Fi compatible and we need to be able to upgrade at least one thermostat in your home to a Wi-Fi thermostat. Call Horizon, an approved contractor for Liberty Utilities, at 603-369-4834 or email NHSaves@horizon-res.com for more information.