



News for our Electric Customers

November/December 2022

NH



How to Reach Us

Power Outages/Emergencies

1-855-349-9455

Customer Service/Billing/Payments

1-800-375-7413 or

www.libertyenergyandwater.com

For Storm Updates and Info

www.twitter.com/LibertyUtil_NH

www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

Check our website for up-to-date information about which walk-in centers are currently open and safety protocols still in place.

130 Main Street
Salem, NH 03079

116 North Main Street
Concord, NH 03301

407 Miracle Mile
Lebanon, NH 03766

Bill Payment Locations

Payments can be made using the drop boxes at one of our walk-in centers, Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. Visit www.libertyenergyandwater.com to find one near you.

My Account is Here! This is What You Need to Know

Over the past couple of months, you may have noticed some changes on your Liberty bill and our website. The changes you see are the result of us switching to a new customer portal to provide you with new and improved options. This new portal, called My Account, provides customers with the ability to view account usage, make payments and set up notification preferences online.

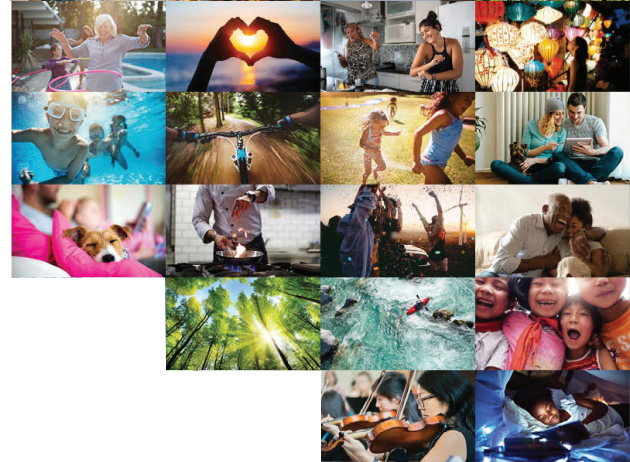


We are aware some customers have had trouble using this new platform, which led to large call volumes and longer-than-average wait times. To provide customers with the information they are looking for, now and well into the future, we have added self-serve options on our website, including a step-by-step guide walking you through the setup of your new account and a list of frequently asked questions.

One of the most common questions we are receiving is from customers who had the old My Account. If you are one of these customers, a profile has already been set up on your behalf. All you need to log in to the new My Account platform is your email address and your old password (the password you were using to log in to the previous system).

If you are still having problems after visiting our website to look at the tools available to you, please email us at customerserviceNH@libertyutilities.com.

We are very sorry for any frustrations the new system has caused and thank you for your patience as we navigate this transition. We are confident the many benefits and features will serve you for years to come.





Underground Service Safety

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' in front of the transformer's doors and 4' around the other three sides. Also, be sure to never sit or climb on top of the transformer or store items on or around it.



Hot Savings on Hot Water

Heat pump water heaters can be two to three times more efficient than conventional electric resistance water heaters.

For a limited time, Liberty is offering an **instant discount of \$750** on select ENERGY STAR® Heat Pump Water Heaters. For more info, visit nhsaves.com/learn/rebate/heat-pump-water-heater-2/.

System Benefits Charge

The System Benefits Charge on your electric bill is used to collect funds for our energy efficiency programs and to help qualified low income households pay their bill. All electric customers in NH pay this charge.

The funding for energy efficiency goes towards rebates and incentives we provide to customers for qualifying high efficiency measures installed in homes, businesses, or municipalities.

Low Income Assistance funds go to customers who meet certain income criteria as determined by their local community action agency. For more information on these programs, please visit our website at www.libertyenergyandwater.com.

Meet Sweeney Liberty's Puppy With a Purpose®

Liberty is excited to announce its newest team member, Sweeney, our Puppy With a Purpose®. Through a collaboration with national nonprofit organization, the Guide Dog Foundation, Liberty is raising a puppy who will one day provide independence for an individual who is blind or has low vision. Sweeney, a 12-week-old black Labrador Retriever, will learn basic obedience, good house manners and socialization skills for approximately 16 to 18 months to mold him into a well-rounded future guide dog. He will then return to the Guide Dog Foundation for formal training and ultimately be matched with an individual who is blind or has low vision at no cost to them. Sweeney will be visiting New Hampshire soon! Stay tuned for opportunities to meet him.



Shop Around for Electric Supply

Did you know you have a choice in who supplies the electricity that we deliver to you? We encourage you to consider all available energy supply options to determine which one will best meet your needs. You can use the Energy Service that Liberty purchases or you can purchase from a third party, known as an energy marketer or energy supplier.

If you do switch to another supplier, Liberty will continue to deliver your electricity, respond to service and emergency needs, and provide storm restoration services. For more info, visit our website or www.puc.nh.gov/Consumer/consumer.htm.

