


Liberty Utilities®

News for our Electric Customers



Derek Reguera, Lead Emergency Dispatcher

MAY/JUNE 2018

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
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407 Miracle Mile Lebanon, NH 03766 9AM - 4PM M-F	116 North Main Street Concord, NH 03301 9AM - 4PM M-F
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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.

NHSaves Introduces New Website

NHSaves is proud to announce their newly designed website. Check it out today at www.nhsaves.com.

NHSAVES®
we all win

Stay Clear, Stay Alive



This winter left us with a lot of spring clean up to do. It seems everywhere you look there are tree limbs down in yards, on the side of the road, and even on overhead electric and cable wires.

When you are working in your yard, please remember to maintain at least 10 feet of clearance from overhead power lines. Do not try to remove broken tree limbs from power lines! Instead, call us at 1-855-349-9455 and we will send someone to take care of the issue.

Always remember to look up before you start working. Overhead electrical wires can carry extremely high voltage and they can be deadly if contacted.

Calling all Pelham Residents!

Interested in using natural gas at your home or business? We are now in the process of installing gas services.

To see if natural gas is available to you, please e-mail the Liberty Utilities Business and Community Development Team at NHSalesmarketing@libertyutilities.com and someone will be in touch with you within 24-48 hours.



Have a Pool? Reduce Energy Usage!

Did you know you can reduce the cost of running a pool pump by 50% when you install a 12 hour timer? Visit our website for more tips on how you can help reduce the costs associated with maintaining your backyard oasis.

www.libertyutilities.com



Shop Before You Buy

Did you know you do not need to purchase electricity from Liberty Utilities? You have the option to purchase your electricity from a third party, known as an energy marketer or energy supplier.

If you do switch to another supplier, Liberty Utilities will continue to deliver your electricity, respond to service and emergency needs, and provide storm restoration services. We encourage you to consider all available energy supply options and determine which one will best meet your needs.

For more information visit www.libertyutilities.com or www.puc.state.nh.us



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 electricity customers in NH pay this charge.

Currently the rates are set as follows:

Electric Assistance Program (EAP)	\$0.00150/kWh
Energy Efficiency Programs	\$0.00275/kWh
Lost Revenue Mechanism	\$0.00032/kWh
Total System Benefits Charge	\$0.00457/kWh

Low Income Assistance funds go to customers who meet certain income criteria as determined by their local community action agency.

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.

The Lost Revenue Mechanism is a new component of the System Benefit Charge that helps us recoup some of the revenue lost from the increased usage of energy efficient appliances.

Planning a Project that Requires Digging?

Before you dig, call 811 at least 72 hours in advance. Each utility will mark where their underground services are located so you can avoid them when digging. Hand digging is required when working within 18" of a utility marking. Coming in contact with an underground utility service is not only dangerous but it may cause outages for you and your neighbors. Call 811 or visit www.digsafe.com for more information.

It's free and it's the law.



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 you or someone living in your home? If the answer is yes, please call us at 1-800-375-7413 so we can note this on your account. This will ensure you receive a notification when storms are approaching that could cause outages.