



# News for our Electric Customers

March/April 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](http://www.libertyenergyandwater.com)

### For Storm Updates and Info

[www.twitter.com/LibertyUtil\\_NH](https://twitter.com/LibertyUtil_NH)

[www.facebook.com/LibertyUtilitiesNH](https://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

15 Buttrick Road  
Londonderry, NH 03053

407 Miracle Mile  
Lebanon, NH 03766

116 North Main Street  
Concord, NH 03301

### 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](http://www.libertyenergyandwater.com) to find one near you.

## Sustainability Across Liberty

As an energy and water company, we have a responsibility to lead the way on sustainability. We have demonstrated our prioritization of sustainability through the rollout of important initiatives, such as our enterprise-wide goal to achieve net-zero by 2050. Other initiatives Liberty is focusing on include the introduction of renewable natural gas, electric vehicle charging programs, and a first of its kind battery storage pilot program. Liberty is also committed to the most advanced water reclamation technology to increase the use applications of treated water, thereby reducing demand on potable water.

## Salem Reliability Enhancement

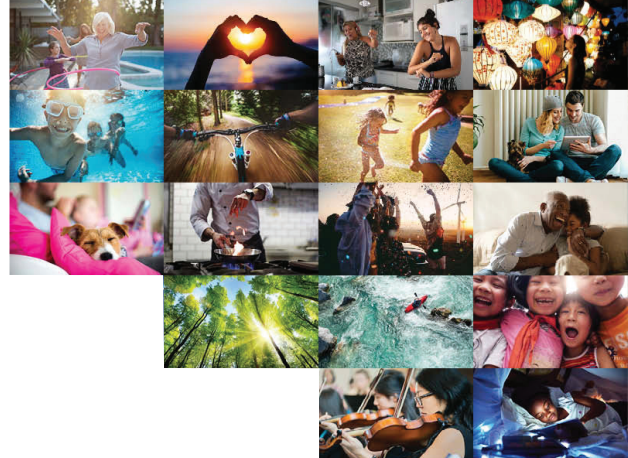


In order to continue providing our customers with reliable power, Liberty constructed a new substation to help support future growth in Salem. On Saturday, January 15, the substation was energized for the first time.

This investment will help us continue to provide reliable service to our customers while supporting economic growth. It will also allow us to retire aging equipment. A big shout out to all the hard work our employees put in to making this project a reality.

## Cost of Electricity Price Increase

Most customers have heard the news of the recent increase in energy prices being experienced across the country. Beginning on February 1, 2022, the residential Energy Service rate for residential customers will increase to \$0.11119/kWh, which represents a 12.27% total bill increase. For information about why this price increase is occurring, visit our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).





## Protect Yourself From Scams

Utility customers are frequent targets of fraud. Scammers can use emails, phone calls or text messages to trick you into giving them your personal information. If any of the following occur, end contact immediately and report the occurrence to Liberty or your local police department.

- Requests for payment over the phone by prepaid credit card
- Calls on the weekend demanding immediate payment
- Individuals requesting payment or offering services that are not in a Liberty vehicle, do not have a company identification card, and are not wearing a Liberty logo/uniform
- Emails requesting personal, or financial information
- Emails including attachments, unless you've contacted us to specifically request the information

For more information and a list of frequently asked questions, please visit the safety drop down menu of our website.



## Planning a Project That Requires Digging? Call 811



Did you know April is national safe digging month? Before doing anything that involves putting a shovel in the ground, call 811. Making this call is not only the law, but it can protect you from a dangerous situation.

Electric power lines, natural gas pipelines, water pipes, communications lines and other utility services can be within a few feet of the ground's surface. Not knowing where these lines are can result in personal injury, property damage and neighborhood service interruptions. Even a small dent or scrape can cause damage, resulting in a leak or service-wide disruptions. **Call 811. It's free, it's easy and it's the law.**

## Be Cautious When Using Third Party 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. You can pay your bill at Western Union or Walmart without paying a fee. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly. For a list of authorized payment agents near you, please visit our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).



## Clogged Sewer Line? Use Caution

A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through the sewer line. A cross bore is an unsafe intersection of two different utility lines. Do not try to clear a sewer line blockage yourself. It could result in a serious accident. The safest way to ensure there is no cross boring in your sewer line is to have a professional inspect the line with a video inspection system.

