



News for our Electric Customers



The Pelham substation is scheduled for expansion this year.

MAY/JUNE 2017

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.

Take a few moments now...

Program our emergency number into your cell phone so you'll have it handy if an emergency situation should arise.
Electric Emergencies: 1-855-349-9455

Economic Development – Salem

Construction is confirmed to begin this year on a new mixed-use retail development, which will be located on the vacant Rockingham Park racetrack in Salem. A local developer plans to build grocery stores,



Rendering: PRELLWITZ CHILINSKI ASSOCIATES

theaters, retail shopping, a hotel, a car dealership, restaurants and townhouses on the site. The redevelopment of Rockingham Park is one of several new developments being proposed in the Salem area.

This new growth is a great opportunity for the region and Liberty Utilities is working closely with town officials and local engineering firms to ensure we continue to provide safe and reliable power to the area.

Natural Gas Coming to Windham and Pelham



In February 2017, Liberty Utilities received approval from the NH Public Utilities Commission (NHPUC) to expand natural gas service into Windham and Pelham, NH. Planning is underway in both towns. The initial plan is to start construction of the new system in summer 2017 and continue to build out the infrastructure and add customers over the next 4-5 years.

Visit our website for more information.
www.libertyutilities.com

Understanding Your Bill – Consumption Tax Explanation

You may have noticed a charge on your electric bill labeled Consumption Tax. The Consumption Tax is mandated by the state. All electric customers in NH pay this tax based on electric usage. The current rate was set in 1997 (BSA 83-E). Collected funds are provided to the state and used for general purposes based on need determined by the State of NH.

Medically Dependant 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.

Report an Outage

When the power is out, it's not always easy to look up a phone number. For many, an outage means no computer and no Internet. So take a couple of minutes now to be ready for a power outage.

Program our emergency number into your cell phone so you'll have it handy if an emergency situation should arise.

Electric Emergencies: 1-855-349-9455

For tips on being prepared for a power outage and how to stay safe, visit our website at www.libertyutilities.com

Always remember to stay away from downed power lines.

Stay Clear, Stay Alive



When you are working in your yard, a neighbor's yard or anywhere else, please take a moment to look up. Overhead electrical wires can carry extremely high voltage and they can be deadly if contacted.

The simple act of carrying a ladder, working with scaffolding, using a lift vehicle or transporting any long object could result in tragedy if it comes in contact with overhead power lines.

Please maintain at least 10 feet of clearance from overhead power lines. If

your project requires that you get closer than 10 feet, please call us and we will work with you to find a solution.

Did You Know, You Don't Have to Buy Your Power from Liberty?

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

Planning a Project that Requires Digging?



Before you dig for any reason, call 811 giving 72 hours advance notice. The 811 operator will contact all the utility companies in your area. 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 (Safety or Tolerance Zones).

Coming in contact with an underground utility service is not only dangerous but it may cause outages for you and your neighbors. Call 811. **It's free and it's the law.**

Visit www.digsafe.com for more information.