

# Additional News



## Sustainability

### Have you heard about the birds and the bees?

What about the squirrels and EVs? Or the trees and energy powered by the breeze?

Liberty's commitment to sustainability isn't just about "the talk" - it's a vital part of who we are.

Learn more about how we are sustaining energy and water for life by scanning the code with your phone for more information.

## Energy Savings



### Two Systems, One Remote, Endless Savings

Looking for a convenient way to heat and cool your home? Consider a heat pump. Heat pumps can efficiently **heat your home in the winter** and double as a **cooling system in the summer**, all while lowering greenhouse gas emissions. Rebates may also be available for Liberty customers. Visit [nhsaves.com](https://nhsaves.com) for more information.

## Billing and Payments

### My Account Has You Covered

Life gets busy. With that in mind, Liberty offers a self-service portal called My Account.

My Account features many helpful tools to help you manage your account, anytime and from anywhere. Through My Account, you can also sign up for Paperless Billing. Ditch the paper and have your bill come straight to your inbox! Learn more about My Account and Paperless Billing by visiting [www.libertyenergyandwater.com](https://www.libertyenergyandwater.com).

### Paying in Person

Did you know that Liberty offers customers the ability to pay bills in person through one of our many Authorized Payment Agents? You can locate these agents by visiting our website and selecting "Payment Locations" under the "Customer Service" drop-down menu. **To locate authorized payment locations that do not charge a convenience fee, within the "Bill Search" box, input "Liberty Utilities" and select your state from the drop-down menu.**





## What's On My Bill?

Energy bills can be confusing. Let us break it down for you! Visit the "Customer Service" section of [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) to view an **infographic** and an **animated video** that demonstrates where all the most important information on your bill lives.

## Are You Being Billed the Right Rate?

The following are abbreviated rate summaries that identify services offered by Liberty based on energy consumption. Although selection of the rate class is the responsibility of the customer, Liberty will gladly assist you in determining which rate is most advantageous to you. Please check your rate class, which can be found on your bill. If you are being billed incorrectly, please contact us at 1-800-375-7413.

### Residential Customer Rates

#### D - Domestic Service

This delivery rate is available for all domestic purposes in an individual dwelling or an individual apartment. It is the proper rate for most residential customers, as other rates are based on special circumstances.

#### D-10 - Domestic Peak Load Pricing

This domestic time-of-use delivery rate requires considerable review prior to being chosen. Under this rate, the total usage is divided into two groups called "Peak" and "Off-Peak." Most residential customers will not benefit from this rate.

#### M - Outdoor Lighting Rate

This rate is available for street/highway lighting and also for private outdoor lighting under certain conditions. The cost varies depending upon the type of light, size of light and whether or not a pole and accessory charge is applicable.

### Commercial/Industrial Customer Rates

#### G-1 General Service - Time of Use

This time-of-use rate is available for all purposes except for resale. It is for large commercial and industrial customers who have an average monthly use greater than or equal to 200 kW of demand. A customer may be transferred from a G-1 at their request, or at the option of Liberty, if the customer's 12-month average monthly demand is less than 180 kW for three consecutive months. Contact customer service for more information regarding Peak and Off-Peak hours.

#### G-2 - General Long Hour Service

This delivery rate is available for all purposes except resale. A customer will be placed on this rate if average usage is greater than or equal to 20 kW of demand but is less than 200 kW of demand.

#### G-3 - General Service

This delivery rate is available for all purposes except resale, and is primarily designed for non-residential customers. A customer will be placed on this rate if average usage is less than 20 kW of demand.

**Don't see your rate here? Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) for a complete listing of rate classes and a summary of current rates for each class.**