

# Additional news



## Is this your bill?

Have your budding artists been taking some creative 'liberties' with your bill? **Before hiding the markers, give My Account and Paperless Billing a try.** With My Account, you can:

- Sign up for Paperless Billing, which allows you to view and pay your bills securely online without a fee. Skip the postage and mail time and pay your bill with the click of a button.

### With My Account, you can also:

- Choose your account notification preferences – email or text message – and when you want to receive them.
- View your usage with easy-to-read graphs, helping you better control your usage and save on your next bill.

If your latest bill sparkles a bit more than you'd prefer, it might be time to **go Paperless**. With My Account, your bills stay neat, secure, and (most importantly) off the art table.

Scan the QR code or visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) to get started.



## During times of uncertainty, we're here to help

If you are struggling financially, we may have resources available to help you with your utility bill, such as the Electrical Assistance Program, Fuel Assistance, Neighbor-Helping-Neighbor, and more.

Please reach out to our customer care team at 1-800-375-7413 or visit the "Customer Service" section of our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).



## We're extreme weather ready. You can be, too.

Liberty works throughout the year to prepare for extreme weather. From pruning trees that endanger our lines and weatherizing our equipment to training our teams, we are ready to respond 24/7 to help keep service safe and reliable.

Are you ready? Use our extreme weather preparation checklist to help you and your loved ones prepare. To view the checklist, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) and check out the pages under the "Emergencies" drop-down menu. You can also scan the QR code.



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### 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 appropriate for your account. 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 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.” Residential customers that naturally use less energy during “Peak” hours or can shift their usage may benefit from this rate.

**D-12 – EV Charging** – This domestic time-of-use rate offers reduced supply, distribution and transmission charges for separately metered electric vehicle charging facilities during “Off Peak” hours.

**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 and 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.

**EV-L, EV-M, EV-L-E, EV M-E – Commercial Time-Of-Use** – These rates offer reduced supply, distribution, and transmission charges for separately metered electric vehicle charging facilities during “Off Peak” hours. New Rates EV-L-E and EV-M-E do not assess distribution demand charges.

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.

# Time-of-use rates for electric vehicles



As electric vehicles become more popular, many of our customers have questions about vehicle charging, operating costs, and billing options.

Time-of-Use (TOU) is a rate category where customers pay a different rate based on what time of day they are consuming electricity. Rates will be highest during times of the day when usage is highest (typically when a lot of customers are using energy at the same time) and lowest during the times of the day when very little consumption is going on, such as in the middle of the night. Because most customers will charge their electric vehicles overnight, this rate category will help

customers who own electric vehicles save money.

For more information about Time-of-Use rates and other information about where to start if you are interested in owning an electric vehicle, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) and select the “Electric Vehicle Charging” page located under the “Smart Energy Use” drop-down menu or scan the QR code.



## 2025 disclosure label – NH



### Do you know where your power comes from?

Electric providers are required by the New Hampshire Department of Energy to provide customers with an environmental disclosure label with information to evaluate services offered by competitive suppliers and electric utilities, and to provide information about the environmental and public health impacts of electric generation.

Additional information on disclosure labels is available at the New Hampshire Department of Energy’s website at [www.energy.nh.gov](http://www.energy.nh.gov) or by phone at **1-800-852-3793**.

You can also contact Liberty at **1-800-375-7413** or visit our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

### Electricity facts

#### Energy Service for Liberty’s electric customers in New Hampshire – 1/01/2024 – 12/31/2024

**Power source:** This electricity product was assigned generation from the sources in the table on the following page.

**Air emissions:** Carbon Dioxide (CO<sub>2</sub>), Nitrogen Oxides (NO<sub>x</sub>) and Sulfur Dioxide (SO<sub>2</sub>) emission rates from these sources relative to the regional average.

Air Emissions	As % of Regional Average
CO <sub>2</sub>	35.64%
NO <sub>x</sub>	18.32%
SO <sub>2</sub>	4.58%



Liberty				
Power Source	Known Resources	System Power	Total	New England Regional Average
Biomass	2.4%	2.0%	<b>4.34%</b>	2.3%
Coal	0.0%	0.2%	<b>0.17%</b>	0.2%
Hydro	6.7%	7.3%	<b>14.03%</b>	8.6%
Imported Power	0.0%	7.2%	<b>7.24%</b>	8.4%
Landfill Gas	0.0%	0.6%	<b>0.63%</b>	0.7%
Municipal Trash	0.0%	1.7%	<b>1.72%</b>	2.0%
Natural Gas	0.0%	35.3%	<b>35.25%</b>	41.2%
Nuclear	0.0%	16.3%	<b>16.33%</b>	19.1%
Oil	0.0%	4.2%	<b>4.20%</b>	4.9%
Other Renewable	0.0%	0.4%	<b>0.44%</b>	0.5%
Solar	0.6%	5.7%	<b>6.29%</b>	6.7%
Wind	4.7%	4.7%	<b>9.37%</b>	5.4%
<b>Total</b>	<b>14.3%</b>	<b>85.7%</b>	<b>100%</b>	<b>100%</b>

## Definitions

**Power sources:** The electricity you consume comes from the New England power grid, which receives power from a variety of power plants and transmits the power as needed to meet the requirements of all customers in New England. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power that is added to the power grid in an amount equivalent to your electricity use. "Known Resources" include resources that are owned by, or under contract to, the supplier. "System Power" represents power purchased in the regional electricity market. Electric suppliers are required to obtain a certain amount of renewable energy in accordance with RSA 362-F, the state's renewable portfolio standard law.

**Emissions:** Carbon Dioxide (CO<sub>2</sub>) is released when fossil fuels (e.g., coal, oil and natural gas) are burned. CO<sub>2</sub>, a greenhouse gas, is a major contributor to climate change. Nitrogen Oxides (NO<sub>x</sub>) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog) and may cause respiratory illness when there is frequent high-level exposure. NO<sub>x</sub> also contributes to oxygen deprivation of lakes and coastal waters which is destructive to fish and other animal life. Sulfur Dioxide (SO<sub>2</sub>) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO<sub>2</sub> include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO<sub>2</sub> combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments.

## Notes

Electricity customers in New England are served by an integrated power grid, not particular generating units. The above information is based on the most recently available information provided by Liberty's suppliers via the NEPOOL Generation Information System. Liberty procures its electricity supply for Energy Service, on behalf of its customers, from system power contracts and from direct market purchases, not from specific generating units. The total percentages displayed in the above table are rounded and may not add up in the "Total" column.