



Liberty Utilities®

News for our Electric Customers



Liberty linemen wearing their pink hard hats.

NOVEMBER/DECEMBER 2019

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

www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers

See us in person

130 Main St
Salem, NH 03079
9AM - 4PM M-F

15 Buttrick Road
Londonderry, NH 03053
9AM - 4PM M-F

407 Miracle Mile
Lebanon, NH 03766
9AM - 4PM M-F

116 North Main Street
Concord, NH 03301
9AM - 4PM M-F

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.

Taking a Stand Against Breast Cancer



Did you know that breast cancer is the most common type of cancer in women in the US and in NH? For the month of October, Liberty Utilities employees across the state helped spread awareness in numerous ways. Our field employees wore pink hard hats and put pink ribbons on company trucks. To show their support, office employees wore pink clothing along with pink lanyards, baseball caps and ties.

We also held fundraising events, featuring cornhole tournaments, basket raffles and even a dunk tank! The money raised will be donated to the New Hampshire Breast Cancer Coalition, a statewide organization whose mission is to advocate for, and provide assistance to, NH residents with breast cancer.

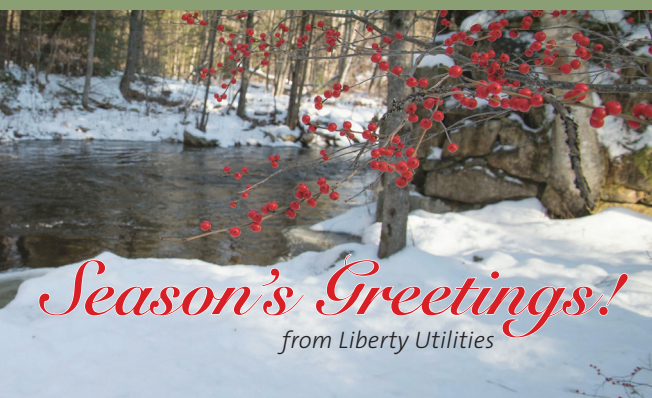


As of October 4th, **\$2,117** had been raised. Visit our social media pages or our website to see the grand total!

Salem Walk-In Center - NOW OPEN!



Our new Salem walk-in center is now open. It is located at 130 Main Street and has more parking, as well as a booth where customers can discuss their account in private. Stop in to check it out!



Season's Greetings!
from Liberty Utilities

Neighbor Helping Neighbor

With today's soaring energy costs, many NH residents are unable to pay their utility bills due to job loss, uninsured illness or other bad breaks.

By contributing to Neighbor Helping Neighbor, you can help others who face an energy emergency but don't qualify for energy assistance programs. Your donation is 100% tax-deductible and goes directly to someone who needs help.

Included in your bill is a pre-addressed envelope that can be used for your donation.



Scam Protection

Did you receive a suspicious call from someone claiming to be a Liberty Utilities employee? Be sure to verify the identity of anyone who claims to be representing us by asking them a question only we would know the answer to, such as your billing address or account number.

If you are contacted by anyone claiming to be a Liberty Utilities representative and you cannot verify their identity, do not provide any personal financial information! For more ways to protect yourself against scams, please visit our website at www.libertyutilities.com.

Shop Around for Electricity Supply

You have a choice in who supplies the electricity that we deliver. We encourage you to consider all available energy supply options to determine which one will best meet your needs. You can use Energy Service that Liberty purchases, or you can purchase 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.

For more info, visit our website at

www.libertyutilities.com or www.puc.nh.gov/Consumer/consumer.htm.



Low Income Efficiency Program - HEA

Liberty Utilities has partnered with Community Action Agencies to offer our customers the Home Energy Assistance (HEA) program. This statewide program provides up to **\$8,000 in energy efficiency improvements to income-qualified households** that may be especially vulnerable to increasing energy costs. All products and services provided by the Home Energy Assistance program are provided to qualified participants **FREE OF CHARGE**.

Weatherization improvements offered include:

- Sealing doors, windows and other areas where air is prone to infiltrate
- Adding insulation to the attic, basement and walls
- Replacing inefficient heating and cooling systems

You may even qualify to have other energy efficiency measures installed, such as:

- ENERGY STAR® refrigerators and lighting
- Water saving measures
- Insulation and air sealing measures

Please contact your local community action agency for more information:

Rockingham or Hillsborough County

Southern New Hampshire Services 1-800-322-1073

Cheshire or Sullivan County

Southwestern Community Services 1-800-529-0005

Coos, Carroll or Grafton County

Tri-County Community Action 603-752-7001

