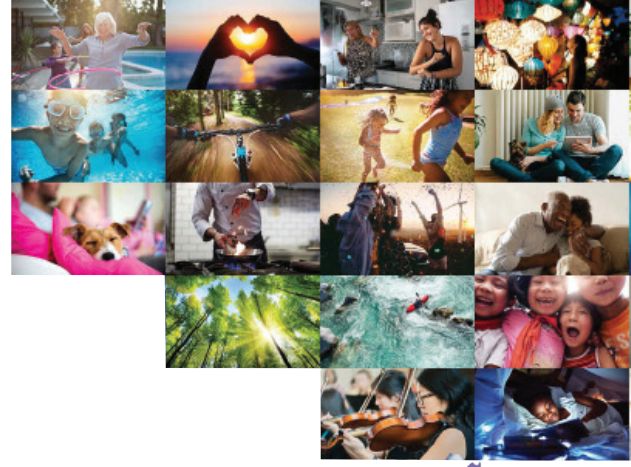




News for our Electric Customers



July/August 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

For Storm Updates and Info

www.twitter.com/LibertyUtil_NH

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

116 North Main Street
Concord, NH 03301

407 Miracle Mile
Lebanon, NH 03766

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 to find one near you.

Considering Renewable Energy?



Solar and Renewables is a renewable energy program that was established by the legislature. Customers who install eligible generation sources on their property can use the generation to reduce their electric consumption.

This program measures the difference between the electricity supplied over the utility's electric distribution system and the electricity generated by an eligible customer-owned generator which is fed back into the electric distribution system over a billing period.

For frequently asked questions, connection requirements and links to rules and regulations, please visit the "Smart Energy Use" section of www.libertyenergyandwater.com.

Earn \$30 for Recycling Old Refrigerators!

If you have an old refrigerator or freezer taking up space, we have a solution! Recycling old appliances is not only environmentally responsible, it can earn you a \$30 rebate and help reduce your electricity usage.

Did you know appliances manufactured before 1990 can use three to four times more electricity than newer models? Recycling inefficient appliances can save energy and prevents the release of greenhouse gases.

To schedule a no-cost pickup of your refrigerator or freezer, please have your electric utility account number ready and call our recycling contractor, ARCA, at 1-877-889-4763.





Liberty Awarded for Outstanding Safety Record

On May 4th, Liberty received the American Gas Association's (AGA) Safety Achievement Award in the medium sized combination utility category. This prestigious award recognizes Liberty and all our employees for their safety performance in our natural gas, electric and water operations.

Safety is our number one priority at Liberty. We have faced many challenges over the last few years, but one thing that has remained consistent is our laser focus on safety. This safety driven mentality not only protects our employees, but it also ensures our customers are receiving safe and reliable energy and water services.

As a company, we have worked over 12 million hours without a single lost-time injury across our whole North American business. This number is especially impressive considering how much work we do each day throughout thousands of communities for our more than 3 million customers.



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. Certain provisions apply to customers changing from one rate to another. Rates are subject to change based on the tariff.



D - Domestic Service Rate

This 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 - Optional Peak Load Pricing Rate

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 on the type and size of light and whether or not a pole or accessory charge is applicable.

G-1 - Time-of-Use Rate

This time-of-use delivery 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 his or her request, or at the option of Liberty Utilities, if the customer's 12-month average monthly demand is less than 180 kW of demand for three consecutive months.

G-2 - Long Hour Service Rate

This 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 Rate

This 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.

For additional information about the rate classes listed above and for a complete list of our current rates, please visit our website at www.libertyenergyandwater.com.