


**Liberty Utilities®**

## News for our Electric Customers

Travis Singer, Electric Operations Supervisor,  
at a Touch-a-Truck event in Walpole.



**JULY/AUGUST 2018**

## How to reach us

**Power Outages/Emergencies**  
1-855-349-9455

**Customer Service/Billing/Payments**  
1-800-375-7413 or [www.libertyutilities.com](http://www.libertyutilities.com)

**For Storm Updates and Info**  
[www.twitter.com/LibertyUtil\\_NH](https://www.twitter.com/LibertyUtil_NH)  
[www.facebook.com/LibertyUtilitiesNH](https://www.facebook.com/LibertyUtilitiesNH)

### Customer Walk-In Centers

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](http://www.libertyutilities.com).

## Let's Be Friends!

Did you know that we are on social media? And it's not just outage related information! Like our Facebook page (LibertyUtilitiesNH) or follow us on Twitter (LibertyUtil\_NH) to see pictures from our latest community events, participate in trivia questions, get energy savings tips, and MORE!

## Liberty Utilities Supports Troops



On May 22nd, 250 Liberty Utilities employees from NH and MA, along with Red Cross personnel, worked to put together over 350 boxes filled with items donated by Liberty employees. Donated items included shaving cream, shampoo and conditioner, t-shirts, snacks, and more. In addition to donated items, employees and some of their children wrote letters and took photos to be included in the boxes.

Once items were packaged, employees formed an assembly line to move the boxes into the Red Cross van. The items will go to U.S. military members stationed at Camp Lemmonier in Djibouti and Camps Arifjan and Buehring in Kuwait. This was a very meaningful event to all of our employees, especially the 50+ veterans that are currently employed with us. We are truly honored we were able to be a part of supporting the men and women that keep our country safe.



## Considering Solar or other Renewable Energy?

Solar and Renewables (formally Net Metering) 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 our website.  
[www.libertyutilities.com](http://www.libertyutilities.com)



## How to Report a Power Outage

**Call our emergency phone number at 1-855-349-9455.**

Calling us to let us know about an outage helps us to isolate the problem and get your power restored as quickly and safely as possible. Program our emergency number into your cell phone for quick and easy access.

## Are You Being Billed the Right Rate?

The following are abbreviated rate summaries that identify services offered by Liberty Utilities based on energy consumption. Although selection of the rate is the responsibility of the customer, Liberty Utilities 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 delivery rates listed above, please contact our Customer Service Department at 1-800-375-7413.**