



# News for our Electric Customers

March/April 2021

NH



## 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

Currently closed due to COVID-19 restrictions

130 Main Street  
Salem, NH 03079

15 Buttrick Road  
Londonderry, NH 03053

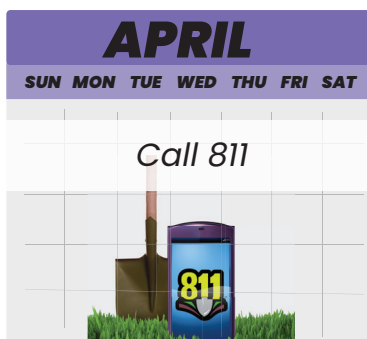
407 Miracle Mile  
Lebanon, NH 03766

116 North Main Street  
Concord, NH 03301

### 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. To find one near you, visit [www.libertyutilities.com](http://www.libertyutilities.com).

## April is National Safe Digging Month



Planting a tree? Installing a fence? Planning a home improvement? Call 811.

Did you know it's the law to make this call? Electric power lines, natural gas pipelines, water pipes and other utility services can be within a few feet of the ground's surface. Not knowing where these

lines are can result in personal injury, property damage and neighborhood service interruptions. Even a small dent or a scrape can cause damage, resulting in a leak or disruptions.

## Electric Safety for All Ages

It is hard to imagine what our day-to-day life would be like without electricity. But even with how important it is, it can still be very dangerous if not used properly.

Many of the safety rules that we know today we learned when we were kids. Visit [www.libertyutilities.com](http://www.libertyutilities.com) to see a fun kids' electric safety video to make sure they stay safe around electricity. It's a great refresher for parents too! The video can be found on the "For Kids" section of the Electric Safety Page.



### Calling All Teachers!

If you are Interested in showing this video to your students but do not have internet access in your classroom, contact us at 1-800-375-7413 and we can get you a copy of the video.



## Go Green, Get Green! \$\$

Heat Pump water heaters use electricity to move heat from one place to another instead of generating their own heat like a traditional electric water heater. Because of this, they can be two to three times more energy efficient than conventional water heaters, according to the Department of Energy (DOE).

Heat pump water heaters also:

- Save energy and money
- Have longer lifespan than conventional electric water heaters
- Produce a lot of hot water
- Can qualify for substantial rebates up to **\$750**

To learn more, visit  
<https://nhsaves.com/rebates/heat-pump-water-heater/>



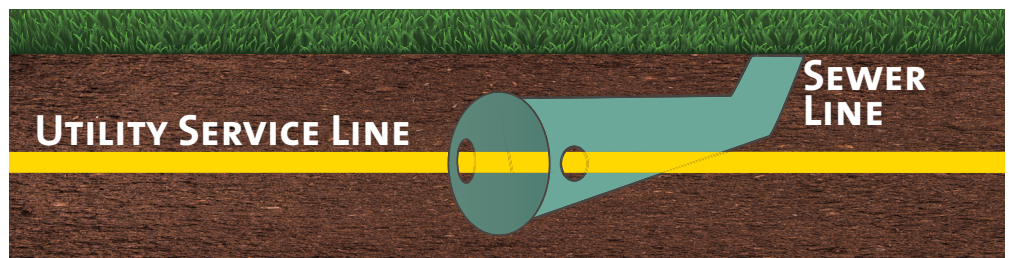
## Stand United Against Scams

Scammers are getting increasingly sophisticated in their attempts to get your money or personal details. The best way to protect yourself is to be educated. Follow these tips below to help protect yourself from scams:



1. Always ask for a photo ID from anyone knocking at your door.
2. Ask anyone claiming to be a representative of Liberty to verify these options:
  - What is my service address?
  - What is my billing address?
  - What is my utility account number?
  - What is the phone number associated with my account?
3. Unless you have enrolled in secure Paperless Billing, Liberty will never request payment by e-mail.
4. During any phone or online survey, Liberty and our approved partners will never ask for your full Social Security number.

## Clogged Sewer Line? Use Caution



A blocked sewer line may be the result of another utility line (gas, electric, telecommunications) accidentally cross boring through the sewer line. A cross bore is an unsafe intersection of two different utility lines. Do not try to clear a sewer line blockage yourself. It could result in a serious accident. The safest way to ensure there is no cross boring in your sewer line is to have a professional inspect the line with a video inspection system.

## Pay It Safe!

### Only Use Authorized Payment Agents

If you use a third party bill payment agent, either online or in person, please be sure it is authorized to accept payments on our behalf. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly.

Western Union and Walmart are both authorized to accept payments on our behalf. You can pay your bill using either service without paying a fee. For a list of authorized payment agents near you, please visit our website at [www.libertyutilities.com](http://www.libertyutilities.com).