





# Additional News



## We Dare You - Give Paperless Billing a Try

If you aren't already enrolled in Paperless Billing, what are you waiting for? Here's a preview of some of the benefits you'll experience when you sign up for Paperless Billing:

-  **Secure and timely** - Receive a link through email or text when your bill is ready. Don't lose another bill in the mail or in a pile.
-  **Convenient** - Access and pay your bill anytime, anyplace. Combine paperless billing with notifications and automatic payment plan for ultimate peace of mind.
-  **Eco-friendly** - Help protect our natural resources by reducing one paper bill at a time.
-  **Less is more** - No clutter. No return postage.

Not for you? Not a problem! Simply toggle back to paper statements in My Account. Get started today by signing in to My Account or **scan the QR code** for more information.



## Financial Assistance



### Time is Running Out to Take Advantage of Fuel Assistance

Spring may be right around the corner, but there is still time to enroll in the New Hampshire **Fuel Assistance Program** to get help with winter heating bills. The last day to enroll for Fuel Assistance winter benefits is April 30.

Liberty electric customers may also be eligible to take advantage of the **Electric Assistance Program (EAP)**. While the EAP is a 12 month bill assistance program, benefits are subject to the availability of funds.

For more information or to enroll in either of the assistance programs listed above, visit [www.energy.nh.gov](http://www.energy.nh.gov) or **scan the QR code**.



## Safety

### Keep Meters Clear of Snow and Ice

During winter months, it's important to keep your electric meter clear of snow and ice so it will operate properly. If snow does build up around your meter, clear it using a broom or a snow brush to prevent damage to the meter. Visit the "Safety" section of [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) for more information.

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## What's Yours, What's Ours

We diligently maintain our overhead electric infrastructure to help ensure safe and reliable service. It is important to remember, however, that as a customer, you or the property owner are responsible for the maintenance of customer-owned infrastructure. Review the information below to learn more.

### Liberty:

Responsible for the **service wire** to the **point of delivery**.  
Repairing or replacing the **electric meter**, if damaged.

### Customers:

Responsible for providing and installing the **service point of attachment**, wires after the **point of delivery**, **weatherhead**, **drip loop**, and the **meter can** housing the electric meter.

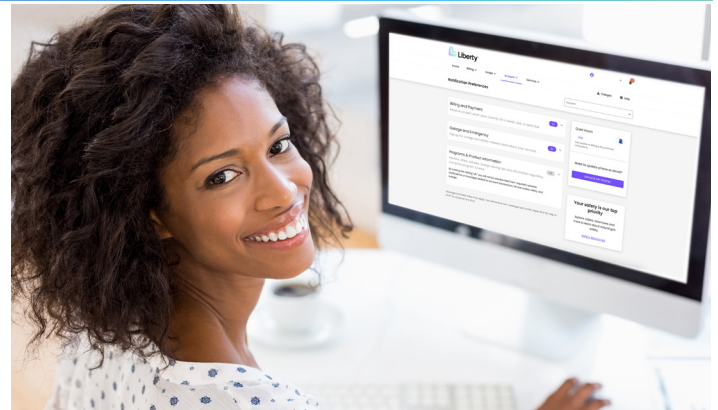
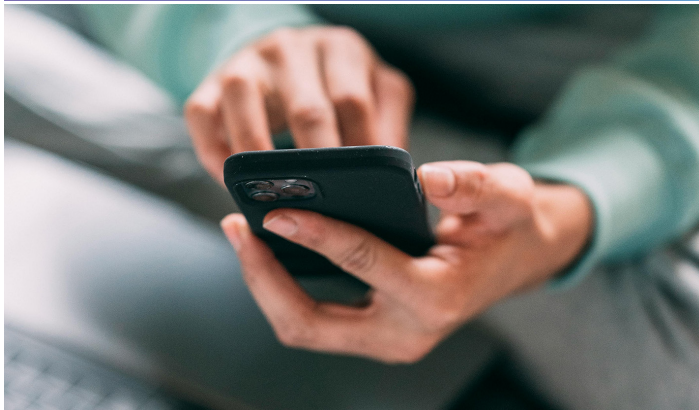
**Note:** While Liberty owns and is responsible for your service line, Liberty is not responsible for managing vegetation around service lines on private property for the majority of situations. Please visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) for more information around vegetation management.

## Overhead Electric Responsibility

Liberty's system & your home



## Staying Informed



## Reporting a Power Outage

We work hard to provide our customers with unparalleled, safe, and reliable electric service. Despite our best efforts to prevent outages, there are factors beyond our control, such as storms and heavy wind conditions that may occasionally knock out power.

If your power does go out, you can report it to us by **calling us at 1-855-349-9455** or by submitting it through the **"outages" section of Liberty's online platform, My Account**.

And don't forget - My Account is also available as a phone app, so you can still access your My Account profile during a power outage.

## Stay Informed with Outage Notifications

To help customers experiencing a power outage stay informed about the restoration process, Liberty now offers electric customers the ability to sign up to receive outage notifications, either via text or email, through our online platform, My Account.

To sign up for outage notifications, log in to your My Account profile, expand the "Account" drop-down menu, and select "Notification Preferences."

You can then press the "off" button to move it in the "on" position, and enter the phone number and/or email address you want the notifications to go to.

Knowledge is power!