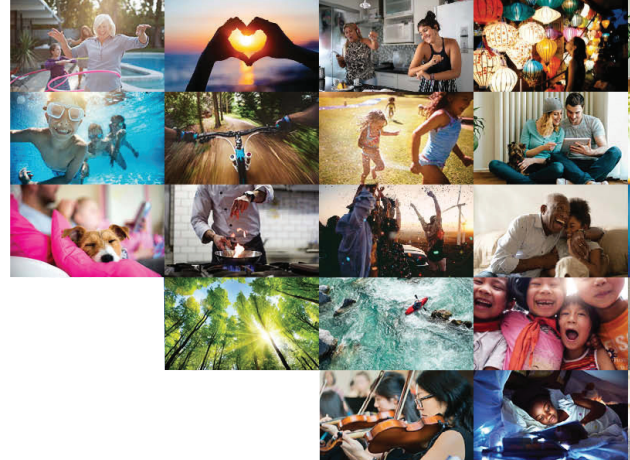




News for our Electric Customers

September/October 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.



Here to Help

Weather events. Increased demand. Supply issues. These are just three of the many factors that have caused energy prices to increase over the past year. And many are predicting the trend will continue into the winter. At Liberty, we know this creates a hardship for some of our customers. We also want you to know we're here to help.

How will this affect my bill?

The cost of electricity is based on market price. The price we pay for the electricity we deliver to our customers is passed through to our customers without a markup. Through a competitive bid process, we purchase at the lowest price possible. We don't profit on this part of your bill. The Energy Service charge on your bill represents the cost of electricity. This is where you will see the increase.

What can I do to prepare for this increase?

- **Energy Saving Tips** – The less energy you use, the more you can save. We have useful tips on how to save energy on our website.
- **Energy Efficiency Programs** – We also have Energy Efficiency programs that offer rebates and incentives for using high efficiency equipment. Please review our programs that could help you save energy.
- **Budget Billing** – By getting on a budget billing plan now, you will be able to level out the peaks and valleys of pricing that happen over the course of the year.
- **Financial Assistance** – If you need help to pay your bill, there are financial programs available that can help. Please visit our assistance page for more information.

We are here to help. Please call us at 1-800-375-7413 to discuss your options. Visit www.libertyenergyandwater.com for more information.



Fall Into Energy Savings

Soon, the weather will turn cooler and nights will be longer. Take action now to make sure your home is ready to keep you comfortable when the cold weather comes.

Doors and Windows:

- Replace old weather stripping around doors and windows
- Caulk around gaps in windows and doors
- Install storm doors
- Consider replacing older windows with newer, more energy-efficient models

Insulation and Air Sealing:

- Hire a contractor to ensure that your home is insulated according to recommended levels for your area

Heating System:

- Hire a qualified professional to clean/inspect your furnace
- Clean vents and other heating system components
- Replace your furnace filter regularly
- Install a Wi-Fi enabled programmable thermostat, which can save energy by automatically adjusting temperatures according to your schedule



Regional Greenhouse Gas Initiative

The Regional Greenhouse Gas Initiative (RGGI) is the first mandatory, market-based CO₂ emissions reduction program in the United States. Carbon allowances are auctioned periodically, and the revenue we receive goes back to our customers in the form of a credit under transmission rates. For the 2022–2023 period, which runs from May 1, 2022 through April 30, 2023, we will be giving \$3,587,112 back to our electric customers. This money is distributed on a per kWh basis. Please visit www.rggi.org to learn more.

Reporting an Outage

Although we are committed to providing you with the most reliable service possible, events that are beyond our control sometimes occur. Everything from weather, animals, and emergencies can trigger a power outage. If you experience a power outage, you can report it by calling us at 1-855-349-9455, or using our outage form located on the “Outages and Emergencies” drop down menu at www.libertyenergyandwater.com. Rest assured, our crews will be standing by ready to restore your power as quickly as possible.



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. Liberty has authorized several agencies to collect payments on our behalf. Call customer service at 1-800-375-7413 or visit www.libertyenergyandwater.com for a list of authorized payment agents.

Restrain Your Pets During Service Calls

Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for company representatives to arrive.

