



Liberty Utilities®

News for our Electric Customers



Mt. Support Substation Dedication Ceremony, Lebanon NH

MARCH/APRIL 2017

How to reach us

Power Outages/Emergencies
1-855-349-9455

Customer Service/Billing/Payments
1-800-375-7413 or www.libertyutilities.com

For Storm Updates and Info
www.twitter.com/LibertyUtil_NH
www.facebook.com/LibertyUtilitiesNH

Customer Walk-In Centers
See us in person

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

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.

Take a few moments now...

Program our emergency number into your cell phone so you'll have it handy if an emergency situation should arise.
Electric Emergencies: 1-855-349-9455

Lebanon Substation Upgrade Offers Enhanced Reliability and Room for Growth



Liberty Utilities put the finishing touches on an electrical substation enhancement project, that will increase reliability and allow for future growth in Lebanon and Hanover, NH. The project, performed in cooperation with a National Grid, took over four years to plan, engineer and construct.

Growth over the years in the upper valley area has created a large demand for electricity. Liberty's Mt. Support Substation was reaching the maximum amount of power that it could deliver to the area. The upgrade consists of two new distribution circuits by Liberty Utilities and a new 115kV transmission circuit into the substation, which was provided by National Grid. The additional transmission and distribution circuits will provide full redundancy in the event of a supply failure.

This project will allow for future business growth in the region. Before the upgrade, it would have been difficult to satisfy the electrical needs of new and growing businesses in the area.

Storm Safety Tip

During storms and extreme weather, power lines and other electrical equipment can be damaged by plow trucks, sliding vehicles, falling branches or ice. When equipment is hit or damaged, electric current may not be safely contained.

Be sure to keep a safe distance and call our emergency line at 1-855-349-9455 to report any possible damage to electrical equipment, whether it is visible or not. Always remember to stay away from downed power lines.



Report an Outage

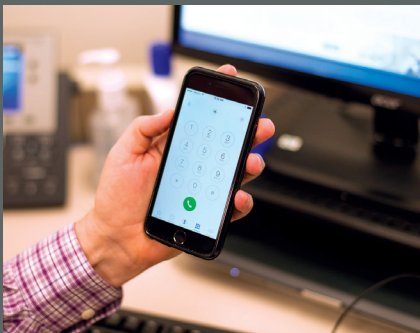
When the power is out, it's not always easy to look up a phone number. For many, an outage means no computer and no Internet. So take a couple of minutes now to be ready for a power outage.

Program our emergency number into your cell phone so you'll have it handy if an emergency situation should arise.

Electric Emergencies: 1-855-349-9455

For tips on being prepared for a power outage and how to stay safe, visit our website at www.libertyutilities.com

Always remember to stay away from downed power lines.



How Does Your Home Perform?

An in-home energy audit is the first step in making your home more efficient. An audit will evaluate your home's characteristics and energy usage and provide recommendations on ways you can improve efficiency and save money. There is a \$100 fee for this service, which includes diagnostic testing for air and duct leakage (\$100 audit fee is reimbursed if you move forward with weatherization recommendations.)

You can receive a 50% rebate on up to \$4,000 in services for qualified energy efficiency improvements. Incentives are available to replace inefficient lighting and refrigerators and to add insulation and air sealing while funding is available. Homes heated with oil, propane, wood, natural gas, kerosene, or electricity may qualify.

To complete the Home Heating Index application, visit www.NHSaves.com/homeheating.

Flip Your Fridge and Get Money Back

Replacing an old refrigerator with a new ENERGY STAR® certified model will save energy and money. You could save \$260 in energy costs over the next five years.

Receive a \$20 mail-in rebate when you purchase select ENERGY STAR refrigerators. The program has been expanded to both PRIMARY and SECONDARY refrigerators.

There is also a \$30 mail-in rebate available when you recycle your old refrigerator. ARCA Recycling will pick up your appliance/s, and you'll receive a check by mail 3-6 weeks later.

Go to www.NHSaves.com/rebate to apply.



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 plumbing professional inspect the line with a video inspection system.

Please Only Use Authorized Payment Agents

If you use a 3rd party bill payment agent either online or in person, please be sure they are 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. Visit our website for a full list of authorized payment agents. www.libertyutilities.com