



Liberty Utilities®

News for our Electric Customers



Electrical Troubleshooter, Mark Parker

MARCH/APRIL 2016

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](https://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

30 Tilton Road
Tilton, NH 03276
9AM - 4PM T, TH

407 Miracle Mile
Lebanon, NH 03766
9AM - 4PM T, TH, F

Bill Payment Locations

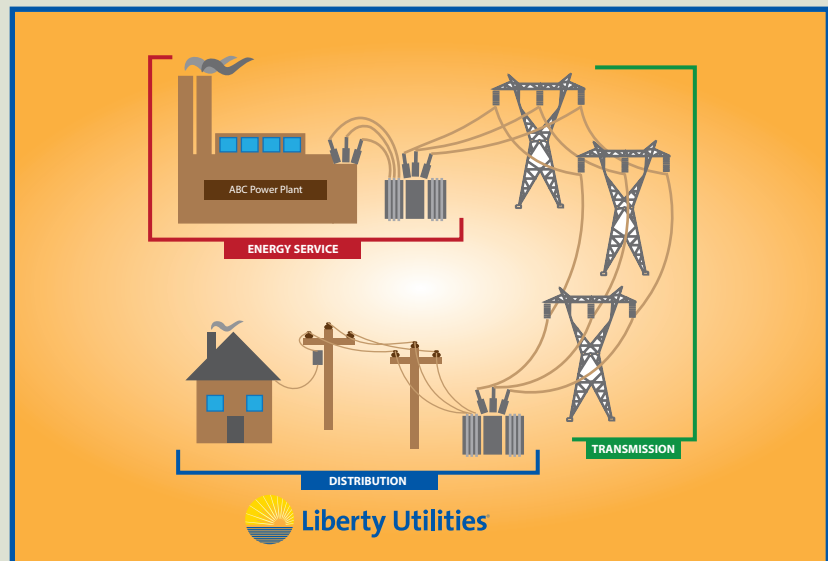
Payments can be made at our walk-in centers, Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. To find one near you, visit www.libertyutilities.com.

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

Understanding Your Electric Bill



Every month you pay your electric bill, but do you know what the charges are actually for? The three most significant charges are explained below. The remaining charges on your bill are explained on the reverse of this newsletter.

DISTRIBUTION CHARGE - Liberty Utilities is an electric distribution company. We deliver power to homes and businesses using poles, wires, substations, transformers and a host of other equipment. This charge covers the maintenance, repair and operation of all equipment needed to safely and reliably deliver power to you.

ENERGY SERVICE CHARGE - Liberty Utilities does not generate electricity. The Energy Service Charge reflects the cost to purchase electricity on the unregulated energy market. We then deliver this electricity to you. We don't profit on this charge. We simply pass on the cost to our customers.

TRANSMISSION CHARGE - This charge represents the cost to transport electricity from the source of the generation to our distribution system. Liberty Utilities does not own Transmission Lines. We pay market price for this service and pass the cost on to our customers without profit.

(Continued on reverse in sidebar.)

Understanding your bill (continued)

CUSTOMER CHARGE - Monthly charge to provide services such as metering, billing, and account maintenance. This is a fixed charge regardless of the amount of energy you use.

CONSUMPTION TAX - A tax imposed by NH law. All electric customers in NH pay this tax based on electric usage.

STORM RECOVERY - This charge is collected to recover costs of certain storms as approved by the NHPUC.

STRANDED COST - The costs associated with recovering financial commitments made by Liberty Utilities to provide power to consumers in a regulated environment.

SYSTEM BENEFITS CHARGE - This charge is used to collect funds for energy efficiency and low income programs.

Report an Outage

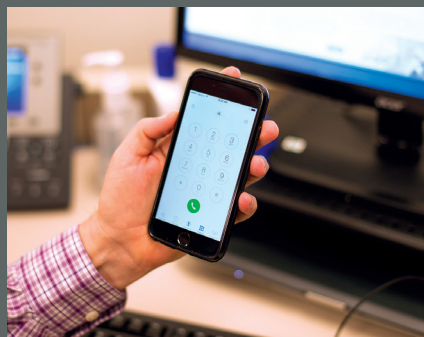
When the power is out, it's not always easy to look up a phone number. For many, an outage means no computer and no Internet. So take a couple of minutes now to be ready for a power outage.

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.



Liberty Leads the Charge for EV Charging



We care about the communities we live and work in. An EV (Electric Vehicle) is an environmentally friendly option for drivers. Auto manufacturers continue to produce more models, and pricing is becoming comparable to similar gasoline engine vehicles. One thing preventing the widespread use of EVs in NH is the lack of public charging stations. And the price to use those stations is often very high.

EV charging stations typically charge a flat hourly fee regardless of electricity used. That's because current rules and regulations prohibit the resale of electricity within a utility's service area. Charging by the kWh would allow charging stations to more accurately charge for usage and would most likely bring down pricing at the station.

Liberty has petitioned the NHPUC to allow EV charging stations to resell electricity by the kWh. The NHPUC has opened an investigation into the matter and has asked all utilities in NH to participate. For more information see DE 15-489 and DE 15-510 on the NHPUC website at <http://www.puc.state.nh.us/>

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