



News for our Electric Customers

January/February 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](https://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

15 Buttrick Road
Londonderry, NH 03053

407 Miracle Mile
Lebanon, NH 03766

116 North Main Street
Concord, NH 03301

Bill Payment Locations

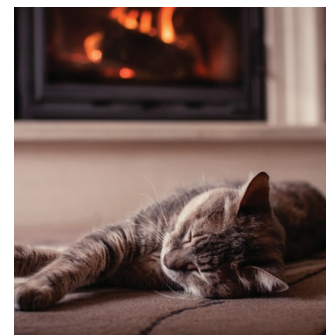
Payments can be made using the drop boxes at one of our walk-in centers, Western Union locations, most Walmart locations, and other authorized CheckFreePay® locations. Visit www.libertyenergyandwater.com to find one near you.

Save Energy and Money

With energy prices on the rise, there are things customers can do to help ease the burden of increasing electricity bills.

Follow these tips to reduce your energy usage while still staying comfortable. After all, the cheapest form of energy is the energy you don't use!

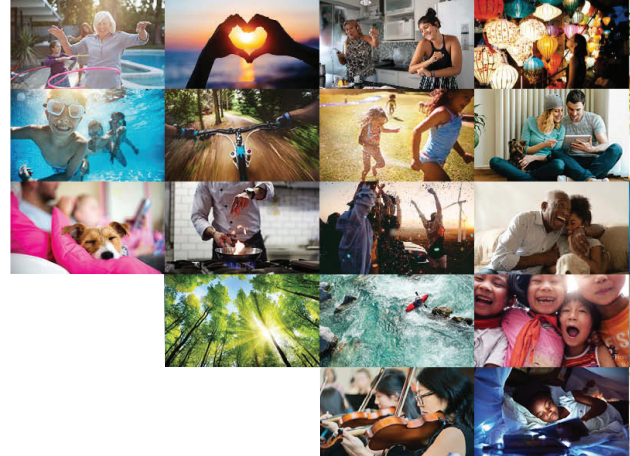
- Plug electronic devices into advanced power strips, which automatically shut off power to devices that aren't in use.
- Replace incandescent bulbs with LEDs, which are at least 75% more efficient than incandescent bulbs and last longer.
- Inspect windows, doors and walls for air leaks and seal any you find. Letting in cold air makes it harder to keep your house warm.
- Leaving the fridge door open while you're weighing your snack options can let a lot of cold air escape. Open and close the door quickly to reduce energy waste.
- Adjust thermostat temperatures to save energy at night or when you are away from home.



For more energy-saving tips, visit the "Smart Energy Use" section of www.libertyenergyandwater.com.

Spreading Holiday Cheer

For the 10th year in a row, Liberty employees partnered with local organizations to make sure less fortunate children in our communities had presents to open on Christmas morning. Employees pulled together and collected money, gifts and winter jackets for over 100 children in local communities.





Snow and Meter Safety

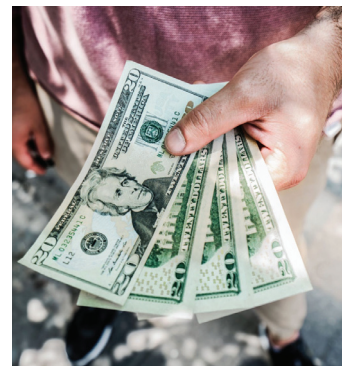
During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly. When snow and ice accumulate on your roof, there can often be an unexpected avalanche which can be dangerous to items underneath.

This also applies to customers with solar panels. If your electric meter is located under solar panels, please call us at 800-375-7413 to let us know. We will send someone out to assess the situation and work with you to find alternative ways to protect your meter.



Keep More of What You Earned

Soon it will be time to start thinking about filing your 2021 tax return. When filing taxes, people are often unaware of the Earned Income Tax Credit (EITC). This credit, available to low-to-moderate income wage earners and income-qualified families with dependents, will reduce your tax amount owed and could mean a refund. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file.



For more information, or to see if you qualify, visit the IRS web site at www.irs.gov. Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.

Be Prepared in the Event of a Power Outage



We work hard to provide our customers with safe and reliable service. Despite our best efforts to prevent outages, winter storms and heavy wind conditions can occasionally knock out power.

If you experience a power outage, call us at 1-855-349-9455 or report it by using the power outage form located on our website. Make sure to report your outage even if you are sure others in your area have already notified us. The more information we have, the faster we can assess the situation and get the necessary crews on site.

For up to date information on restoration progress, please visit the outage map located www.libertyenergyandwater.com.

Do You Need Help Paying Your Electricity Bills?

If you need assistance paying your energy bills, there are several programs that may help. Contact your local Community Action Agency to find out if you qualify for these or other assistance programs:

- Discount Rate
- Neighbor Helping Neighbor
- Fuel Assistance Program

Contact information for Community Action Agencies can be found by visiting www.libertyenergyandwater.com and selecting "Electric Financial Help" under the "My Account" drop down. If you're still having trouble paying your bill on time, please let us know right away. We may be able to offer you a credit extension or special payment arrangement.