



Liberty Utilities®

News for our Electric Customers



Liberty Utilities Touch-a-Truck event in Hanover.

JULY/AUGUST 2019

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

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	116 North Main Street Concord, NH 03301 9AM - 4PM M-F
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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.

A “TREE-TASTIC” Event

Congratulations to the **Town of Hanover** and the **City of Lebanon** for their milestones of being part of “Tree City USA” for 40 and 15 years, respectively.

To be considered a “Tree City USA,” cities/towns must meet four core standards of sound urban forestry management. There are only 16 cities/towns in all of New Hampshire that received this recognition as of December 2018, three of which are Hanover, Lebanon and Enfield. In celebration of Hanover and Lebanon’s milestone anniversaries, Liberty partnered with both towns and the Arbor Day Foundation’s Energy-Saving Trees Program that allowed 100 Liberty Utilities customers from Hanover and Lebanon to receive a free tree.



Customers who received trees were educated about proper placement to ensure the growth of the trees won’t interfere with utility lines. Customers also learned that planting the right tree in the right place can reduce energy consumption by up to 20% each year and help clean the water and air.

Committed To Our Veterans

Did you know that Liberty Utilities proudly supports veterans? In May of 2018, we conducted a food drive which allowed us to send over 350 boxes filled with food and toiletries to soldiers

overseas. We also support Liberty House in Manchester and Harbor Homes in Nashua. These organizations help struggling veterans by connecting them to available resources, such as housing and employment. We are proud to have over 30 veterans currently employed with us in New Hampshire alone and proactively look

to increase that number by attending job fairs geared towards veterans.

To see other ways we are making a difference in the lives of veterans across the United States, visit the home page of our website.

www.libertyutilities.com.

How To Report an Outage

Call our emergency phone number at 1-855-349-9455.

Calling us to let us know about an outage helps us to isolate the problem and get your power restored as quickly and safely as possible. Program our emergency number into your cell phone for quick and easy access.



Considering Solar or other Renewable Energy?

Solar and Renewables (formally Net Metering) is a renewable energy program that was established by the legislature. Customers who install eligible generation sources on their property can use the generation to reduce their electric consumption.

This program measures the difference between the electricity supplied over the utility's electric distribution system and the electricity generated by an eligible customer-owned generator which is fed back into the electric distribution system over a billing period.

For frequently asked questions, connection requirements and links to rules and regulations, please visit the "Smart Energy Use" section of www.libertyutilities.com.



Are You Being Billed the Right Rate?

The following are abbreviated rate summaries that identify services offered by Liberty Utilities based on energy consumption. Although selection of the rate class is the responsibility of the customer, Liberty Utilities will gladly assist you in determining which rate is most advantageous to you. Certain provisions apply to customers changing from one rate to another. Rates are subject to change based on the tariff.



D - Domestic Service Rate

This rate is available for all domestic purposes in an individual dwelling or an individual apartment. It is the proper rate for most residential customers as other rates are based on special circumstances.

D-10 - Optional Peak Load Pricing Rate

This domestic time-of-use delivery rate requires considerable review prior to being chosen. Under this rate, the total usage is divided into two groups called "Peak" and "Off-Peak." Most residential customers will not benefit from this rate.

M - Outdoor Lighting Rate

This rate is available for street/highway lighting and also for private outdoor lighting under certain conditions. The cost varies depending on the type and size of light and whether or not a pole or accessory charge is applicable.

G-1 - Time-of-Use Rate

This time-of-use delivery rate is available for all purposes except for resale. It is for large commercial and industrial customers who have an average monthly use greater than or equal to 200 kW of demand. A customer may be transferred from a G-1 at his or her request, or at the option of Liberty Utilities, if the customer's 12-month average monthly demand is less than 180 kW of demand for three consecutive months.

G-2 - Long Hour Service Rate

This rate is available for all purposes except resale. A customer will be placed on this rate if average usage is greater than or equal to 20 kW of demand but is less than 200 kW of demand.

G-3 - General Service Rate

This rate is available for all purposes except resale and is primarily designed for non-residential customers. A customer will be placed on this rate if average usage is less than 20 kW of demand.

For additional information about the rate classes listed above and for a complete list of our current rates, please visit www.libertyutilities.com.