



Liberty Utilities

News for our Electric Customers



JANUARY/FEBRUARY 2018

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

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

116 North Main Street
Concord, NH 03301
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.

Pelham Expansion Update

The majority of our natural gas distribution system and gas services have been installed. We are now working on completing construction of the infrastructure required to supply the town with gas. We anticipate the system will go live by the end of January, 2018. For more information, please visit www.libertyutilities.com.

Liberty Files for Home Battery Storage Pilot Program

In December 2017, we filed a request with the New Hampshire Public Utilities Commission (NHPUC) to introduce a pilot program for our residential electric customers. This program, the first-of-its-kind in New Hampshire, is designed to provide backup power during an outage and reduce energy costs. As part of the program, Liberty will also be introducing On-Peak, Off-Peak and Critical-Peak rates.

The pilot would involve installing batteries at approximately 1,000 of our customers' homes. The battery would be charged during off-peak times when costs are low and activated during critical peak times when costs are high. This will allow our customers to save money on their electric bills and gain peace of mind knowing they have access to another power supply during an outage.

Liberty will also benefit from this program by shifting some of that high demand to times of the day when usage is lower. This means less investment in upgrading our infrastructure to meet growing demand.

The program details have been submitted to the NHPUC who will review its merits before it can be put into place.

More information on this project will be posted on our website as it becomes available.

