



For our natural gas customers

At Your Service

Getting to know our
programs and services



Liberty UtilitiesSM

You've made an important decision by choosing natural gas. It's the fuel of choice for home heating. The best chefs insist on it for cooking. And most of the natural gas used in the United States is produced right here in North America.

That makes it a reliable energy choice, but natural gas is also the cleanest and most efficient fossil fuel. That's good for your home or business, and our planet. Using natural gas instead of other fuels reduces the emissions that contribute to smog, acid rain and global warming.

Liberty Utilities provides natural gas distribution service to approximately 87,000 customers in New Hampshire.

Our dedicated employees are committed to unparalleled customer service and satisfaction. We are pleased to serve you.

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Reading Your Gas Bill

If your name appears on your household's gas bill, you are responsible for payment. Please verify your billing name and address and notify us of any changes. Payment can be made by

mail using the return envelope enclosed with your bill, in person, at an authorized payment agency or through our web site. Call the number on your bill for any questions you may have about your bill.

Meter Bar:

This section displays your meter readings and the calculation of your gas usage during this bill period. In the Account Activity box you will see a breakdown into separate delivery and supply charges.

Distribution Adjustment:

The costs of environmental, energy efficiency and low income assistance programs.

Distribution Charge:


This is the cost of operating and maintaining the Liberty Utilities distribution system.

Gas Supply Charge:

This is the cost of purchasing, storing and the transmission of gas through interstate pipelines.

Minimum Charge:

The cost to provide services such as metering, billing and account maintenance. This is a fixed cost not affected by the amount of gas you use.



Liberty Utilities
 PO Box 1380
 Londonderry, NH 03053-1380
 Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 833-4200
 FOR EMERGENCIES CALL (855) 327-7758

0000002 9230308 0001 092170 10Z

JANE E SMITH
 123 MAIN STREET
 MANCHESTER NH 03104-0000

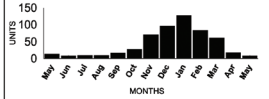
Statement

ACCOUNT INFORMATION

Account Number: XXXXXXXX-XXXXXXX
 Statement #: 71898
 Bill Date: 06/21/2013
 Due Date: 07/15/2013
 Next Meter Read: 07/22/2013

Service Address: 123 MAIN STREET
 MANCHESTER NH 03104-0000

MONTHLY CONSUMPTION CHART



Meter #	Rate Code	Read Type	# Days	Service Dates	(Current - Previous)	x Multiplier =	Usage	Thermal Factor	Therms
0000TC916	40-GR3	Manual Read	31	05/21/2013 06/21/2013	2801	2792	1.00000	9.00	1.00350 9.27540

ACCOUNT ACTIVITY

Previous Balance: 0.00
 Payments Received: 0.00
 Current Charges:

- Distribution Adjustment 9.0000 units @ 0.02257 0.23
- Distribution Charge 2.3334 units @ 0.22830 0.53
- Distribution Charge 6.8696 units @ 0.27390 1.83
- Gas Supply Charge 9.0000 units @ 0.6732 6.06
- Minimum Charge 5.77

Miscellaneous Charges: 0.00
 Total Current Charges: 14.42
 Total Amount Due: 14.42

Please include your account number on your check
 Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

PREVIOUS BALANCE	CURRENT CHARGES	TOTAL AMOUNT DUE	AMOUNT ENCLOSED
0.00	14.42	14.42	
		Check Number	

Please check box and see reverse for: Update phone/address

Service Address: 123 MAIN STREET
 MANCHESTER NH 03034-0000

JANE E SMITH
 123 MAIN STREET
 MANCHESTER NH 03104-0000

LATE PAYMENT FEE: Payments received after the due date are subject to 1.5% per month late fee.

Account Number: XXXXXXXX-XXXXXXX
 Statement #: 71898
 Bill Date: 06/21/2013
 Due Date: 07/15/2013

Liberty Utilities - NH
 75 Remittance Drive
 Suite 1032
 Chicago, IL 60675-1032

28445491144419957330000000144200000023624

Account Number:

This is where you'll find your account number. Each customer has an individual account number. Please use this number in any correspondence with us.

Monthly Consumption

This is your most recent billing history. It helps you monitor gas usage and compare it to past months.

Unit

A unit is the equivalent of one therm.

Meter Reading and Billing



Meters are scheduled to be read each month. Your meter-reading date is shown on your bill, in the box labeled **Next Read Date**.

Liberty Utilities employees read meters remotely via a device located on the gas meter. This device is called an ERT (which stands for Encode, Receive and Transmit) and is operated using a low power radio signal.

What this means for you is no estimated readings and always an accurate and timely gas bill. If your gas meter does not have an ERT, a Liberty Utilities employee will read the meter manually.

Billing Information

You will receive a monthly bill for gas used. Monthly bills are due and payable upon receipt. If the bill is not paid by the next meter read, a late charge of 1.5% per month may be assessed. The due date is shown on the front of your monthly bill.

Rates

The rates you pay for natural gas service consist of a monthly Minimum Charge, a Gas Delivery Charge and a Gas Supply Charge. The Minimum Charge refers to the monthly charge associated with the metering and maintenance of natural gas service to your location. It is based on a 30-day billing cycle, and will fluctuate if a bill covers more or less than 30 days. The Gas Delivery Charge represents the cost of delivering gas within the Liberty Utilities system.

The Minimum Charge and the Gas Delivery Charge are approved by the New Hampshire Public Utilities Commission (NHPUC). The Gas Supply Charge is generally approved by the NHPUC twice per year - once for the winter period (November through March) and once for the summer period (April through October). The approved Gas Supply Charge may be adjusted up or down monthly based on changing market prices for natural gas supply.

Payment Options and Programs

E-Bill

With e-Bill, instead of receiving a paper bill each month, you will receive an email notification that your bill is ready to view online. You can make a one time payment or enroll in Automatic Payments.

Balanced Billing

We offer residential heating customers a plan to level out the cost of monthly gas bills over the entire year. The amount you pay each month is based on a rolling 12-month average of your past bills. If you have lived in your home less than 12 months, Liberty Utilities will calculate your monthly payment or gas usage based on the home's previous 12-month history.

This average is recalculated each billing cycle, which will cause the payment amount to fluctuate somewhat from month to month, but it should help reduce the highest winter gas bills.

Payment Difficulties

If you have trouble paying a gas bill, please call us. Liberty Utilities provides a number of services designed to help you. We can either work out a payment arrangement tailored to match your budget or refer you to a number of agencies in your area that may be able to assist you.

Fuel Assistance

This program provides benefits on a funds-available basis to low-income qualified households in New Hampshire to help with their energy needs during the heating season. Please contact your local Community Action Program agency for eligibility information.

Neighbor Helping Neighbor

If you are unable to pay your gas bill due to financial hardship, and you do not qualify for Fuel Assistance, you may be eligible to receive help from the Neighbor Helping Neighbor Fund. For details, contact your local Community Action Program agency.

Friendly Follow-up

If you are unable to respond to a bill or notice that your gas service may be turned off, you can name a friend, relative, clergy member, attorney, physician or even a governmental agency to receive a copy of your bill or other notices. This enables your third party to check into matters on your behalf, if necessary. However, your third party is in no way responsible for your bill payment. This voluntary program is particularly helpful to those who are ill or elderly and live alone.

Customer Communications

Liberty Utilities includes inserts with your gas bill, keeping you informed about new and on-going programs, products and services. The inserts also provide safety tips and useful information to help you make your energy decisions.

Safety

Gas Leaks

A distinctive odor is added to the natural gas delivered to your home. If you think you smell gas in your home, it's important that you take the following precautions:

- Leave the building immediately, then call 911.
- Don't strike a match.
- Don't switch lights or appliances on or off.
- Don't do anything that might create a spark.
- Ventilate the area by opening windows and doors.

TO REPORT THE SMELL OF GAS, 24 HOURS A DAY, 7 DAYS A WEEK, CALL 1-855-327-7758

Carbon Monoxide

Natural gas appliances have an excellent safety record, but you should know what carbon monoxide (CO) is and how it may affect you.

Carbon monoxide is a colorless, tasteless, odorless substance that is created by the incomplete combustion of any fossil fuel. The symptoms of CO exposure are similar to those of the flu including headaches, nausea, dizziness, coughing, ringing in the ears and spots before the eyes. If anyone in your family suffers from any of these symptoms, get outside to fresh air immediately and **call 911** and Liberty Utilities at **1-855-327-7758**.

Keeping your gas appliances in good working order and being sure they are properly vented and clear of obstructions is the best way to stop carbon monoxide from accumulating. In addition, you should install one or more carbon monoxide detectors in your home.

Using Your Gas Range

Nothing cooks food better than a gas range, but never use your gas range to heat your home or apartment. This practice creates a serious fire hazard and puts you and your family at risk from dangerous carbon monoxide fumes.

Employee Identification

Liberty Utilities employees are seen each and every day throughout the state. For your safety, if anyone comes to your door claiming to be a Liberty Utilities employee, please ask for identification. The identification card will have a color picture of the employee along with their name. If you have any doubt in attempting to identify someone as a Liberty Utilities employee, please have the employee wait outside your door while you call our office for verification.

Before You Dig

If you are planning to dig on your property, notify Dig Safe® at least 72 hours (not including holidays) in advance of the scheduled dig date. Dig Safe is a statewide program designed to help contractors safely locate all underground utility lines before they dig. Damage to underground telephone, gas, electrical or cable TV lines is potentially hazardous and disruptive. State law requires all such underground lines to be located and marked before excavation can begin. Excavation near gas lines should be done with hand tools. Please call Dig Safe at **811 or 1-888-344-7233** or visit their web site at **www.digsafe.com**. There is no charge for this service.

Customer-Owned Gas Pipes

Company-owned gas pipes are diligently maintained to ensure safety and efficiency. As the customer of record, you or the property owner are responsible for the customer-owned gas lines that begin at the outlet of the gas meter and extend either above or below ground to natural gas burning appliances. Of these customer-owned gas lines, buried gas lines are notable because if they are not maintained, they may corrode or leak. While most people do not own buried gas lines, the following are just a few examples of where customer-owned buried pipes may be involved.

- Outside gas lighting
- Gas heaters for pool or hot tub
- Natural gas barbecue
- Detached buildings with gas appliances

These examples are not all inclusive; you must determine whether you have buried piping extending from your meter. To properly care for a buried pipe, it is recommended that the pipe be inspected periodically for leaks on your gas lines and for corrosion if those lines are metallic. If unsafe conditions are found, the pipe should be repaired immediately. To have your gas lines checked, contact your local plumbing/heating contractor or a leak survey corrosion expert. A fee for this service is involved.

Energy Efficiency

Residential Customers

Liberty Utilities offers a number of ways you can save on energy costs. FREE energy efficiency information and in-home energy assessments are available to all New Hampshire residential customers. Call 1-800-833-4200 or visit www.libertyutilities.com to learn how you can qualify for generous rebates on additional energy saving measures such as:

- ENERGY STAR® Programmable Thermostat Program
- High-Efficiency Heating Equipment Program
- On-Demand Tankless Water Heating Program
- Weatherization Program

If you are on Fuel Assistance, you may be entitled to receive up to \$5,000 of weatherization services for FREE. To enroll or receive more information about the Low Income Weatherization Program, contact your local Community Action Program agency.

Belknap & Merrimack County

The Community Action Program Belknap-Merrimack Counties, Inc. 603-225-3295

Rockingham or Hillsborough County

Southern New Hampshire Services
1-800-322-1073

Cheshire or Sullivan County

Southwestern Community Services
1-800-529-0005

Coos, Carroll or Grafton County

Tri-County Community Action
1-888-842-3835

Commercial Customers

Commercial customers may be eligible to receive FREE on-site energy assessments and rebates for the installation of qualifying energy efficiency measures. Commercial High Efficiency Heating Equipment rebates range from \$225-\$10,000 depending on the size of the equipment. Custom rebates are available for other energy saving measures. For more information, call Liberty Utilities at 603-595-2304

Your Rights

New Hampshire Public Utilities Commission

When you have a question about your bill, contact us at Liberty Utilities immediately. Many problems can be resolved in this manner. If after contacting us you have any problem, complaint or concern that you feel we have not handled adequately, the PUC Consumer Assistant is available to help you. The Consumer Assistant can be reached Monday through Friday from 8:00 am to 4:30 pm, except holidays. Call toll-free, 1-800-852-3793.

Consumer Rights and Responsibilities

The New Hampshire Public Utilities Commission has prepared a pamphlet that summarizes the various Commission rules governing natural gas consumers' rights and responsibilities. This pamphlet is intended to assist you, the consumer, in understanding your rights, and it also provides you with answers to the most commonly asked questions. A copy of this pamphlet is available upon request.

How to Contact Us

24/7 Emergency Gas Service **1-855-327-7758**

Customer Service **1-800-833-4200**

Web Site

www.libertyutilities.com

By Mail

Correspondence only:

Liberty Utilities - New Hampshire
PO Box 1380
Londonderry, NH 03053-1380

Mail Payments to:

Liberty Utilities - New Hampshire
75 Remittance Drive Suite 1032
Chicago IL 60675-1032

Online Services

At www.libertyutilities.com, you can access your account from anywhere, anytime. Use “My Account” to pay your bill, check your balance, or view previous bills.

Here’s just some of what’s available online:

- **E-Bill** - Get email instead of paper bills. View up to 12 months of bills in full detail.
- **Automatic Payments** - No matter how you receive your bill, your bank pays it automatically 14 days after we send it to you.
- Enroll in **Balanced Billing**.
- View a printer-friendly **account statement**.