

Explanation of Billing Terms

for our Electric Customers

- KWH** Kilowatt-hour, a basic unit of electricity used.
- Off-Peak** Period of time when the need or demand for electricity on Liberty Utilities' system is low, such as late evenings, weekends and holidays.
- Peak** Period of time when the need or demand for electricity on Liberty Utilities' system is high, normally during the day, Monday through Friday excluding holidays.
- Estimated Bill** A bill which is calculated based on your typical monthly usage rather than on an actual meter reading. It is usually rendered when we are unable to read your meter.
- Meter Constant** A number by which the usage on certain meters must be multiplied to obtain total usage.
- Demand Charge** The cost of providing electrical transmission and distribution equipment to accommodate your largest electrical load.



Liberty UtilitiesSM

Delivery Service Charges are related to the delivery of electric service to your home or business. These charges are comprised of the following components:

Customer Charge The cost of providing customer related services such as metering, meter reading and billing. These fixed costs are unaffected by the actual amount of electricity you use.

Distribution Charge The cost of delivering electricity from the beginning of Liberty Utilities' distribution system to your home or business.

Transmission Services Charge The cost to deliver electricity from the generation company to the beginning of Liberty Utilities' distribution system.

Stranded Cost Charge The cost associated with recovering the financial commitments made by Liberty Utilities to supply power to consumers in a regulated environment.

System Benefits Charge The cost of providing energy efficiency programs and low income programs such as required by the Public Utilities Commission.

Consumption Tax A tax imposed by New Hampshire law.

Supply Service Charges are comprised of a Generation Charge.

Generation Charge The cost of generating electricity and other services provided by the electricity supplier. Any customer who is not purchasing generation service from another entity will receive and pay Liberty Utilities for energy supply service.

To question or contest the reason for termination (residential customers only)

If you wish to question termination, you may call 1-888-211-1313 or write to request a meeting with Liberty Utilities. You must do this prior to the date of termination.

If you are not satisfied with Liberty Utilities' explanation of termination, you may call or write to request a meeting with the Public Utilities Commission ("PUC"). Your request for a conference with a member of the staff of the PUC must be made before the date of the proposed disconnection or within five (5) days after the issuance of the utility's notification to the customer of a resolution of the dispute, whichever is later. You may request this conference in person, by calling or writing to the PUC.

New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10,
Concord, N.H. 03301-2429
(603) 271-2431

Important Notice - Residential Only

If disconnection of your service would result in a medical emergency, and a valid payment arrangement is established where arrears exist, we will postpone disconnecting your service. The medical emergency must be certified to us by a licensed physician or mental health practitioner in writing or by phone. Phone certification must be followed by written certification within 7 calendar days. Certification of a medical emergency is effective for no less than 90 days and no more than one year and can be renewed if the medical emergency continues to exist.

You are reminded that under all circumstances the bill must be paid. Please contact us at 1-888-211-1313 to work out a payment arrangement.

Liberty Utilities
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Salem NH 03079
1-800-375-7413
customerservicenh@libertyutilities.com
www.libertyutilities.com

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