



# How to read your utility bill

Whether you receive your bill in the mail or electronically, it contains important information about the energy you use. Please take a moment to learn about the charges, rates and other useful information included with each bill.

Here's where you'll find the **customer name**, **service address** and your **account number**.

How much do you owe and **when is it due?** You'll find that right here.

This section of the bill is a great way to **track your usage**. Compare the current 12 months with the previous 12 months and see your average daily usage. The more you know about your usage, the better you can plan and manage it.

We put **important messages** here. Please read these and share the info with family members.

If **paying by mail**, please detach and **return the bottom of the bill** with your payment and place in the provided payment envelope.

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**Account Information**

Customer Name: **MARY Q. PUBLIC**  
 Service Address: 123 MAIN ST, ANYTOWN NH US 12345-1000  
 Account Number: 123456789012

**What do I owe?**

\$381.65

Payment will be drafted on the due date

**How much did I use?**

1,127

kWh

**When is it due?**

Feb 21, 2023

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**Your Monthly Electricity Use At a Glance**

Volume of Electricity Used (kWh)

- Prior 12 Months
- Current 12 Months
- Avg Daily kWh Usage

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**Important messages from Liberty**

**ELECTRIC EMERGENCIES:** For electric emergencies, or to report power outages, call 800-833-4200.

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MARY Q. PUBLIC  
123 MAIN ST.  
ANYTOWN NH US 12345-1000

Pay online at LibertyEnergyandWater.com, or return this portion with your payment. Please include your account number on your check and make payable to Liberty Utilities.

**Account Number:** 123456789012  
**Service Address:** 123 MAIN ST.  
**Bill Date:** 23-JAN-2023  
**Due Date:** 21-FEB-2023

\$381.65\*

Amount Due

Amount Enclosed

\*Payment will be drafted on the due date

**REMIT TO:**  
 LIBERTY UTILITIES - NH  
 75 REMITTANCE DR, SUITE 1032  
 CHICAGO, IL 60675-1032

30702000026353040000381656

This page also includes information such as **general correspondence address, medical emergency info, and contact information.**

Each bill contains a **glossary of terms** on page two. Visit this section if you need information about terminology used on the bill.

Learn about **payment and billing options** here.

Go green and sign up for paperless billing today! Online access gives you the ability to make payments, set up autopay and activate useful email or text notifications about your usage.



### Understanding Your Bill

For additional information please visit [www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com).

#### Your Monthly Electricity Use At a Glance

**Units:** A unit is equal to one kWh (Kilowatt Hours).

#### Charges

**Consumption Tax:** A tax imposed by New Hampshire law.

**Customer Charge:** This is a fixed cost regardless of your usage and covers metering, billing and account maintenance.

**Demand:** For business customers only, the kilowatt (kW) charge is based on the greatest amount of electricity used by customeres during the billing period.

**Distribution Charge:** The cost of operating and maintaining the Liberty electric distribution system that delivers electricity to your home or business.

**Electric Charge:** This represents the cost of energy if you choose to purchase from a 3rd party supplier.

**Energy Service:** This is the cost of the energy commodity that we deliver to your home or business if you do not purchase energy from a 3rd party supplier.

**Multiplier:** Converts the metered unit of measure to the standard billing unit of measure, where applicable.

**Off Peak:** Period of time when demand for electricity is low such as nights, weekends and holidays.

**Peak:** Period of time when demand for electricity is high such as Monday through Friday during the day.

**Prorated Bill:** If applicable, we will adjust, or prorate, the charges on bills with more or less than the standard days of service.

**Rate:** This code represents the rate used to calculate your bill.

**Read Type (Actual):** If we are unable to read your meter we will estimate your consumption for the month.

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

**Storm Recovery:** This charge is collected to recover costs associated with certain storms as approved by NHPUC.

**System Benefits Charge:** Charge collected to fund energy efficiency, and low income assistance programs.

**Transmission Charge:** The cost of delivering electricity from the generation company to the beginning of Liberty's distribution system.

**Usage:** This represents your energy usage for the billing period measured in kilowatt hours (kWh) and kilo volt amperes (kVA).



### Other Information

#### General Correspondence

Please remember your 12-digit account number on any correspondence to us. Contact us if you have had a change in mailing address or name.

#### Mail to:

Liberty  
PO Box 1380  
Londonderry, NH 03053-1380

#### Dispute Resolution

If you have called Liberty and are unable to resolve a dispute, you may call the Public Utilities Commission, Consumer Affairs Division at 800-852-3793.

Copies of your applicable rate schedule and the "Consumer Rights and Responsibilities" pamphlet are available upon request.

#### Medical Emergency

If you believe that a medical emergency exists in your home or would exist if service were to be disconnected, you may be protected from disconnection. Please contact us at 800-833-4200 for more information.



### Important Information

Customer Service: 800-375-7413

Emergency: 800-833-4200 (available 24/7)

Website: [www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)

Social Media: @LibertyUtil\_NH

Phone Service for Hearing and Speech Impaired: 7-1-1

Dig Safe\*: 8-1-1

- **Aviso importante:** Faça favore de traduzir imediatamente.
- **Avis important:** Veuillez traduire immediatement.
- **Aviso importante:** Por favor tradúzcalo inmediatamente.

### Payment Options



#### EFT (Automatic) Payments

Pay your bill automatically from your bank account.



#### Online

[www.LibertyEnergyandWater.com](http://www.LibertyEnergyandWater.com)



#### Phone

800-375-7413



#### Mail Payments

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



#### In Person

Visit [LibertyEnergyandWater.com](http://LibertyEnergyandWater.com) for our office locations or authorized payment centers.

### Billing Programs

#### Budget Billing (BBP)/Levelized Budget Billing (LVL)

Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the difference between Budget/Levelized Budget Billing and Actual Charges to Date otherwise known as Settlement Amount.

#### Installment Plan

An extended payment plan where past-due bills may be paid in installments over a specific time period. The statement will also show the Remaining Installment Plan amount to be billed.

Here you'll find the **billing period** and the **number of days included** in this bill. Typically we bill for 30 days of service each month but in some cases your bill may have as few as 28 and as many as 33 days included.

Account Activity for Your Electric Service from 12/16/2022 - 01/16/2023  
 Rate: D - Domestic Service Rate  
 Next Scheduled Meter Read Date: 02/21/2023  
 Point of Delivery ID: 000000000000



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	KWH Used	Multiplier	Usage
GS12345678	Actual	32	12/16/22 - 1/16/23	58709	57582	1127	1	1,127

Payments received and unpaid balances appear here.

### What am I paying for?

Additional messages

Previous Balance as of 12/21/2022	\$ 334.48
Payment(s) Received as of 01/23/2023	\$ -334.48
<b>Balance Forward</b>	<b>\$ 0.00</b>

### Current Charges

	QUANTITY USED	COST PER KWH		
<b>DELIVERY CHARGES</b>				
Customer Charge			\$	14.74
Distribution Charge	563.00 KWH	\$ 0.05857	\$	32.97
Distribution Charge	564.00 KWH	\$ 0.06138	\$	34.62
Stranded Cost Charge	1,127.00 KWH	\$ -0.00051	\$	-0.57
System Benefits Charge	563.00 KWH	\$ 0.00792	\$	4.46
System Benefits Charge	564.00 KWH	\$ 0.00700	\$	3.95
Transmission Charge	1,127.00 KWH	\$ 0.03635	\$	40.97
<b>TOTAL DELIVERY CHARGES</b>			\$	<b>131.14</b>
<b>ELECTRICITY CHARGES</b>				
Energy Service	1,127.00 KWH	\$ 0.22228	\$	250.51
<b>TOTAL ELECTRICITY CHARGES</b>			\$	<b>250.51</b>
<b>TOTAL CURRENT CHARGES</b>			\$	<b>381.65</b>

**Total Amount Due**

**\$ 381.65**

We use this section of the bill to provide **additional messaging** that you may find useful.

**1 Customer Charge** - This fixed charge recovers the cost of meter reading, billing and account maintenance.

**2 Distribution Charge** - The cost of operating and maintaining the Liberty electric distribution system that delivers electricity to your home or business.

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

**4 System Benefits** - Charge collected to fund energy efficiency, and low income assistance programs.

**5 Transmission Charge** - The cost of delivering electricity from the generation company to the beginning of Liberty's distribution system.

**6 Energy Service** - This is the cost of the energy commodity that we deliver to your home or business if you do not purchase energy from a 3rd party supplier.



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