



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 how temperature affects your 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.

Account Information

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



What do I owe?

\$154.47

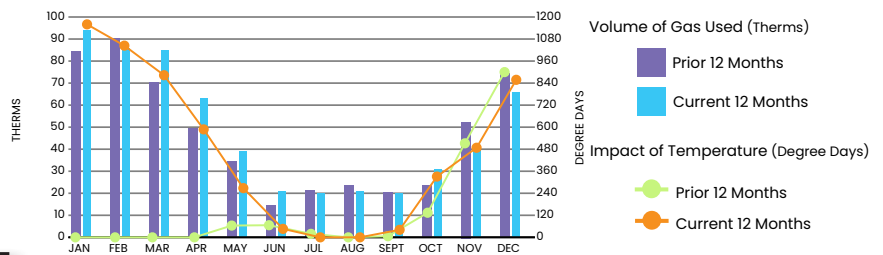
How much did I use?

66
Therms

When is it due?

Jan 25, 2023

Your Monthly Gas Use At a Glance



Important messages from Liberty

IF YOU SUSPECT A GAS LEAK: LEAVE the area immediately. DO NOT smoke, use a phone or cell phone, turn on/off any lights or appliances or operate any vehicle or equipment that could cause sparks. If you suspect a gas leak, don't wait! Leave the area and call our emergency number at 800-833-4200 or call 9-1-1.

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.



LATE PAYMENT FEE:
Payments received after the due date are subject to a 1.50% fee per month late.

Account Number: 123456789012
Service Address: 123 MAIN ST.
Bill Date: 28-DEC-2022
Due Date: 25-JAN-2023

\$154.47	
Amount Due	Amount Enclosed

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

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

30702000024171330000154475

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

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.

Your Monthly Gas Use At a Glance

Degree Day: A measure of coldness based on the extent to which the daily mean temperature falls below 65°F. For example, on a day when the average temperature is 35°F, there would be 30 degree days experienced.

Therm Factor: The factor which converts your gas usage from CCF into therms, which is a measurement of the heating value of the gas used. The energy density of the gas is measured every day to arrive at the volume to energy factor.

Therm: A therm is a measurement of the amount of heat energy in natural gas, equal to 100,000 BTUs. A BTU, is the quantity of heat required to raise the temperature of one pound of water by one degree Fahrenheit. To calculate therms, multiply the CCF used by the Therm Factor.

Charges

Customer Charge: Recovers the basic cost of providing service to each customer regardless of gas use, i.e. meter reading, billing and account maintenance. Included in this charge is the customer's contribution to the Energy Audit Program.

Distribution Charge: The cost of operating, maintaining, and completing essential investments to Liberty's distribution system to continue to deliver safe and reliable service to our community and customers.

Distribution Adjustment Charge: Includes customer's contribution to conservation, environmental and industry restructuring programs.

Due Date/Late Charge: Please pay your bill by the due date to avoid a late charge.

Gas Supply Charge: The cost of purchasing, storing and the transmission of gas through interstate pipelines.

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

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.

Usage: The calculated difference between current and previous meter reads multiplied by the meter multiplier.

Weather Normalization Adjustment (WNA): A charge (during warmer than normal weather) or credit (during colder than normal weather) applied to your bill that is calculated based on usage and average temperatures during a billing period. This generally happens between October and April.



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: 800-833-4200

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

Website: 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 favor de traduzir imediatamente.
- **Avis important:** Veuillez traduire immédiatement.
- **Aviso importante:** Por favor tradúzcalo inmediatamente.

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.

Payment Options



EFT (Automatic) Payments

Pay your bill automatically from your bank account.



Online

www.LibertyEnergyandWater.com



Phone

800-833-4200



Mail Payments

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



In Person

Visit 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 Natural Gas Service from 11/22/2022 - 12/21/2022
 Rate: R3 - Residential Heating
 Next Scheduled Meter Read Date: 01/26/2023
 Point of Delivery ID: 000000000000



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Therm Factor	Usage
NH1234567890	Actual	30	11/22/22 - 12/21/22	6180	6116	64	1.03400	66

Payments received and unpaid balances appear here.

What am I paying for?

Additional messages

Previous Balance as of 11/28/2022	\$ 186.14
Payment(s) Received as of 12/28/2022	\$ -186.14
Balance Forward	\$ 0.00

A new rate for Liberty's Gas Supply is in effect beginning 12/01/2022. This rate may not match what is on your bill due to your service dates. You may have usage under the previous rate 1.43000 as well as the current rate 1.24010. For more information on how your Gas Supply Charge is calculated and for all current rate information, please visit www.libertyenergyandwater.com.

Current Charges

	QUANTITY USED	COST PER THERM	
1 DELIVERY CHARGES			
Customer Charge 0.5130 * 30 days			\$ 15.39
Distribution Charge	66.176 Therms	\$ 0.65190	\$ 43.14
Distribution Adjustment	66.176 Therms	\$ 0.10850	\$ 7.18
Weather Normalization Adj. 43.14 * 6.09643%			\$ 2.63
3 TOTAL DELIVERY CHARGES			\$ 68.34
GAS CHARGES			
Gas Supply Charge	66.176 Therms	\$ 1.30153	\$ 86.13
4 TOTAL GAS CHARGES			\$ 86.13
5 TOTAL CURRENT CHARGES			\$ 154.47

Every month, the Neighbor Helping Neighbor fund assists in paying the utility bills for hundreds of New Hampshire residents facing financial crisis, but who do not qualify for federal or state aid. You can help by donating at www.nhnfund.org or contact your local CAP agency for more information if you are in need of assistance.

Total Amount Due

\$ 154.47

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

1 Monthly Customer Charge - Recovers the basic cost of providing service to each customer regardless of gas use, (i.e. meter reading, billing and account maintenance). Included in this charge is the customer's contribution to the Energy Audit Program.

2 Distribution Charge - The cost of operating, maintaining, and completing essential investments to Liberty's distribution system to continue to deliver safe and reliable service to our community and customers.

3 Distribution Adjustment Includes customer's contribution to conservation, environmental and industry restructuring programs.

4 Weather Normalization Adj. Intended to help manage monthly energy costs by eliminating excessive high or low gas bills due to substantial changes in temperature. This charge encourages customers to pursue energy efficiency opportunities and reduce energy costs.

5 Gas Supply Charge - The cost of purchased, storage and interstate transmission of gas. This cost is passed through to customers. Liberty does not profit from this charge.



energy and water for life