Liberty New Hampshire Gas Invests in Safety, Service, Reliability, and Future Growth

Rate request furthers system modernization, customer affordability programs, and growing communities

Since 2023, Liberty New Hampshire Gas has invested more than $145 million to modernize and strengthen its natural gas system by replacing aging infrastructure and enhancing safety and reliability. Specific investments include replacing decades-old cast iron and bare steel mains and service lines that are prone to leaks, as well as initiating major gas system upgrades like the new Harvey Road Take Station that increase capacity and support development in the company's southern region for decades to come.

To support these ongoing investments and help maintain the delivery of safe, reliable natural gas, Liberty filed a rate request with the New Hampshire Public Utilities Commission (NHPUC).

"Affordability is always top of mind as we make investments that benefit our customers and communities," said Anthony Strabone, President, Liberty New Hampshire Gas. "The projects and upgrades we've completed, and those planned, are essential to providing the safe and reliable natural gas service our customers depend on every day. Investments like these allow us to deliver lasting value to the people and communities we serve."

To help reduce the initial financial impact on customers, Liberty has proposed temporary rates that would likely take effect on November 1, 2026, and increase the average residential heating customer bill (using 61 therms per month) by approximately $5.96 per month, on average, or an approximate 1.25% average annual increase since the last base rate change. The requested permanent rate adjustment would increase a typical residential customer's bill by an additional $20.00 per month, an incremental average annual increase of approximately 3.98% since the last base rate change. Permanent rates, if approved, will be retroactive effective November 1, 2026.

The proposed rates would also support additional infrastructure improvements, include new programs intended to benefit customers and focus on affordability, like fee-free credit and debit card payments and an arrearage management program that will provide up to $1,200 in past-due forgiveness to income-eligible customers each year, drive a new gas safety excellence program, and support rapidly growing communities.

The NHPUC review process is expected to take approximately 12 months. Updates on the filing, including information about public hearings and opportunities for public comment, will be available on the company's website and through other customer communication tools, such as the company's e-newsletter and bill messages. Customers with questions about the filing or who may need assistance paying their bills are encouraged to call Liberty's customer care team at 1-800-375-7413, Mon. - Fri., 7 a.m. - 5 p.m.

Caution Regarding Forward-Looking Information

Certain statements included in this news release are forward-looking. The words "will", "would", "expects", (and grammatical variations of such terms) and similar expressions are often intended to identify forward-looking statements, although not all forward-looking statements contain these identifying words. Specific forward-looking statements in this news release include but are not limited to statements regarding: the expected benefits of the investments made by Liberty and proposed customer programs, the expected timing for the implementation of the proposed temporary rates, the estimated customer bill impact of the proposed temporary and permanent rates, and the expected timing for the NHPUC review process. These statements are based on factors or assumptions that were applied in drawing a conclusion or making a forecast or projection, including assumptions based on historical trends, current conditions, and expected future developments. Since forward-looking statements relate to future events and conditions, by their very nature they require making assumptions and involve inherent risks and uncertainties. Liberty cautions that although it is believed that the assumptions are reasonable in the circumstances, these risks and uncertainties give rise to the possibility that actual results may differ materially from the expectations set out in the forward-looking statements. Given these risks, undue reliance should not be placed on these forward-looking statements, which apply only as of their dates. Other than specifically required by law, Liberty undertakes no obligation to update any forward-looking statements to reflect new information, subsequent or otherwise.