

# Glossary of Terms

**Account Number**

This is your 16 digit account number.

**Authorized Payment Center**

Check our website for a list of authorized payment agencies, where you can pay your bill in person. Please bring your bill to ensure the payment can be accurately posted to your account.

**Balance Deferred to Payment Arrangement**

This is the original amount that has been put on a Special Payment Arrangement (SPA) plan.

**Balance Forward**

This amount is the difference between the Total Amount Due on your last statement and all the Payments Received and posted to the account prior to the current billing period.

**Bill Date**

This is the date when your statement was generated.

**Budget Billing**

Levelized Budget Billing allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the Budget Settlement Amount.

**Budget Installment**

For customers enrolled in Levelized Budget Billing. This is your budget payment amount due. This amount may vary from month to month as it is calculated by taking an average of your last 13 statements.

**Budget Settlement Amount**

This is the cumulative running balance of your budget account. This amount will be due if you chose to cancel the budget billing or if the account is closed.

**Cancelled Budget**

This is when a Budget Billing Program has been cancelled.

**Cancelled Payment Arrangement**

This is when a Special Payment Arrangement has been cancelled.

**Consumption Tax**

A tax imposed by New Hampshire law.

**Current**

Meter read recorded or estimated on reading date.

**Current Charges**

This amount is the total of charges you incurred and any appropriate taxes for the billing period.

**Customer Charge**

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

**Customer Service Phone Number**

Call this number to talk to Customer Service Representatives, automated service by phone and if you have any concerns about your statement.

**Demand**

For Business customers only. The kilowatt (kW) charge is based on the greatest amount of electricity used by a customer during the billing period.

**Deposit Interest**

Interest applied to your account if we have a Security Deposit from you. This amount is calculated for the billing period and will be aggregated under Miscellaneous Charges/Credits.

**Deposit Refund**

If you have maintained regular and full payments towards your account for the prescribed period of time, the security deposit that was required from you would be refunded by applying it against current charges and will be aggregated under Miscellaneous Charges/Credits.

**Distribution Charge**

The cost of operating and maintaining the Liberty Utilities electric distribution system that delivers electricity to your home or business

**Due Date**

This is the date by which we need to receive your payment. To avoid late payment charges, please ensure that you allow sufficient time for your payment to reach us, especially if you are mailing your payment.

**E-Bill**

Go paperless and receive an e-mail instead of a paper bill each month. Sign up at [www.libertyutilities.com](http://www.libertyutilities.com) We also offer recurring monthly payments through Autopay.

**Electricity Supply**

This represents the cost of electricity if you chose to purchase electricity from a 3rd party supplier.

**Emergency Phone Number**

Call this number to report a power outage, downed wires or other electrical emergencies.

**Enclosed Amount**

Enter the amount of payment you are making.

**Energy Service**

This represents the cost of electricity if you chose to purchase electricity from Liberty Utilities.

**Interval Meters**

These are sometimes called "time-of-use" meters. These meters record the consumption in 5 minute or 15 minute or 60 minute intervals and can locally store the usage data.

**Kilovolt (KVA)**

A KVA is simply 1,000 volt amps. A volt is electrical pressure. An amp is electrical current. A measure of the volume of electric flow which is measured in volts.

**Kilowatt Hour (kWh)**

This is the most common unit for measuring electric energy and is defined as the use of 1000 watts for one hour.

**Late Payment Fee**

This charge is the penalty for making a late payment or not making a payment at all.

**Liberty Utilities Address**

Please use this address to send us written correspondence only.

**Mailing Address**

Each month, the bill is sent to this address, which may differ from the service address.

**Meter Number**

This is the meter(s) number at the service location where the usage is measured. You may have multiple meter numbers if your meter has been changed or if you have more than one meter installed.

**Miscellaneous Charges/Credits**

This amount is the total of all Miscellaneous Charges/Credits applied to your account and are unique for the billing period.

**Monthly Consumption Chart**

This graph illustrates usage at the service address on a monthly basis.

**Multiplier**

The factor by which the difference between current and previous meter reads has to be multiplied to get to the billing units.

**Next Meter Read**

This is the approximate date when we would take the meter read at the service location for creating your next statement. For final bills this would be blank.

**Number of Days**

The number of days in the current billing period for which the usage is measured.

**Off-Peak**

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

**Payment Applied to Payment Arrangement**

This amount will appear on your statement if you make an overpayment while your account is on a Special Payment Arrangement (SPA).

**Payment Arrangement Installment**

This is the amount that you are required to pay per the Special Payment Arrangement (SPA) agreement for your account (until the Payment Arrangement is paid in full) in addition to the current charges, taxes and miscellaneous charges/credits for the billing period.

**Payment Coupon**

Include this portion of your statement if you are mailing a payment or take it with you when you are making a payment at one of our authorized payment locations.

**Payment Reversal**

This amount represents a payment received and applied to your account and then reversed for any reason.

**Payments Received**

This amount is the total of all payments received and posted to your account (regardless of the payment method). It takes 2 business days to post the payments to your account. If you have recently made a payment it may not have posted to your account at the time of billing.

**Peak**

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

**Previous**

Meter read recorded on the previous meter reading date.

**Previous Balance**

This is the Total Amount Due from your previous statement.

**Rate Code**

The rate code specifies the rate at which the service address is being billed per the local Public Utility Commission.

**Read Type**

The method by which the meter read was acquired for billing, "A" Represents the actual meter read and "E" represents the estimated meter read.

**Reconnection Charge**

This is the administration cost of reconnecting your service.

**Refund Check Mailed Separately**

After finalizing your account, if a credit remains, a check for the credit amount will be issued to you.

**Remaining Payment Arrangement**

This amount represents the difference between the Initial Special Payment Arrangement (SPA) and the installments that have been billed to your account.

**Remittance Address**

This is the address for mailing a payment. Ensure that this address is visible through the return envelope window.

**Service Address**

This address specifies where the electricity service is being supplied and measured.

**Service Dates**

Start and end of the service period for which the current statement is provided.

**Special Message**

We will use this section to communicate regulatory and other important messages to you.

**Special Payment Arrangement (SPA)**

An extended payment plan where past-due bills may be paid in installments over a specified time period. The statement will also show the Remaining Payment Arrangement Amount.

**Storm Recovery**

This charge is collected to recover costs associated with certain storms as approved by the NHPUC.

**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**

Charge collected to fund energy efficiency, and low income assistance programs.

**Total Amount Due / Amount Due**

This amount is the cumulative charge including Balance Forward, Voided Charges/Credits, charges for the current billing period and Miscellaneous Charges/Credits.

**Transmission Charge**

The cost of delivering electricity from the generation company to the beginning of Liberty Utilities' distribution system.

**Type of Service**

This provides the details of the type of service being provided at the service address. Examples are Energy, Off Peak and Peak if you have Time of Use billing established.

**Unpaid Deposit Reversal**

The unpaid deposit amount credited to the account.

**Update Phone/address**

This box must be checked if you are informing us of a change of address and/or telephone number.

**Usage**

Commodity units recorded at the meter for the billing period.

**Void & Misc Chg/Credits**

This amount is the total of all Miscellaneous Charges/Credits and all Voided Charges/Credit that are applied to your account for the billing period.

**Voided Budget Installment**

This is the voided budget amount applied to your account if for any reason we had to cancel your budget statement.

**Voided Charges/Credits**

This is a charge or credit that was previously applied to the account that had to be cancelled for any reason.

**Voltage Delivery Level**

The range of voltage being supplied at the service address.

**Water Heater Rental**

This charge is the rental fee for the water heater at the service address.