



Understanding Your Bill...For additional information please visit www.libertyutilities.com or call 603-352-1230.

Distribution Charge

The cost of operating and maintaining the Liberty Utilities piping system that delivers gas to your home or business.

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.

Minimum Customer Charge

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

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 based upon the number of days in the service date period.

Rate Code

The last digits of this code represent the rate used to calculate your bill.

Read Type

If we are unable to read your meter we will estimate your consumption for the month.

Therm

A unit of heat energy equal to 100,000 BTU's.

Therm Factor

The factor used to convert units of gas into therms.

Usage

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

Paying Your Bill...Paying your utility bill has never been easier. We have several convenient payment options.

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.

EFT Payments (Automatic Payment Plan)

Pay your bill automatically from your bank account monthly (Electronic Funds Transfer).

Pay By Mail

Make your check payable to Liberty Utilities using the enclosed payment coupon. Allow 7-10 business days prior to the due date on the front of the bill.

Mail To:

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

Pay In Person

Visit our website at www.libertyutilities.com for our office locations.

Pay Online or By Telephone

Pay by credit/debit card or electronic check on our website or by calling 800-243-6092 (automated telephone system) powered by Bill Matrix.

Payment Posting

Payments may take up to 2 business days to post to your account.

Billing Programs...

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.

Paperless Billing

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

Special Payment Arrangement

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.