

## Account Information

**Customer Name:** JANE DOE  
**Service Address:** 123 MAIN ST, ANYTOWN NH US 00000-0000  
**Account Number:** 000000000000



What do I owe?

**\$103.00**

How much did I use?

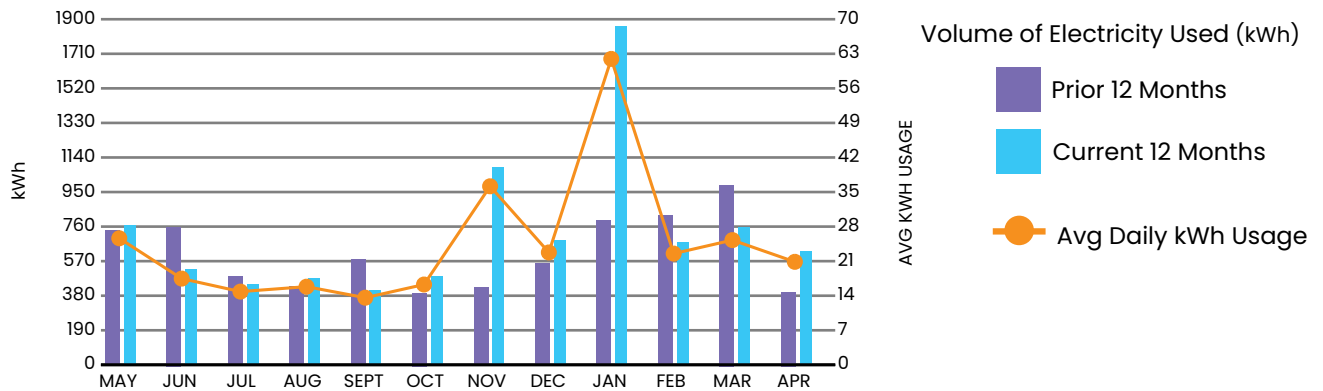
**626**

kWh

When is it due?

**May 11, 2023**

## Your Monthly Electricity Use At a Glance



## Important messages from Liberty



**ELECTRIC EMERGENCIES:** For electric emergencies, or to report power outages, call 800-375-7413.

Pay online at [LibertyEnergyandWater.com](http://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:** 000000000000  
**Service Address:** 123 MAIN ST  
**Bill Date:** 13-APR-2023  
**Due Date:** 11-MAY-2023

**\$103.00**

Amount Due

Amount Enclosed

### REMIT TO:

LIBERTY UTILITIES - NH  
75 REMITTANCE DR, SUITE 1032  
CHICAGO, IL 60675-1032

JANE DOE  
123 MAIN ST  
ANYTOWN NH US 00000-0000

energy and water for life

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 customers 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 800-375-7413 for more information.



## Important Information

**Customer Service:** 800-375-7413

**Emergency:** 800-375-7413 (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 immédiatement.
- **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.

**Account Activity for Your Electric Service from 03/09/2023 - 04/06/2023**

Rate: D - Domestic Service Rate

Next Scheduled Meter Read Date: 05/09/2023

Point of Delivery ID: 00000000000010413443



| Meter Number | Read Type | Service Days | Billing Period  | Current | Previous | KWH Used | Multiplier | Usage |
|--------------|-----------|--------------|-----------------|---------|----------|----------|------------|-------|
| GS74985237   | Actual    | 29           | 3/9/23 - 4/6/23 | 72167   | 71541    | 626      | 1          | 626   |

**What am I paying for?** **Additional messages**

|                                      |                   |
|--------------------------------------|-------------------|
| Previous Balance as of 03/13/2023    | \$ -115.00        |
| Payment(s) Received as of 04/13/2023 | \$ 0.00           |
| <b>Balance Forward</b>               | <b>\$ -115.00</b> |

Effective March 1st, the Storm Recovery Adjustment Factor Charge on your bill was adjusted. Please refer to our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) for all of our current rates.

**Current Charges**

| DELIVERY CHARGES                 | QUANTITY USED | COST PER KWH |           |               |
|----------------------------------|---------------|--------------|-----------|---------------|
| Customer Charge                  |               |              | \$        | 14.74         |
| Distribution Charge              | 626.00 KWH    | \$ 0.05909   | \$        | 36.99         |
| Stranded Cost Charge             | 626.00 KWH    | \$ -0.00051  | \$        | -0.32         |
| System Benefits Charge           | 626.00 KWH    | \$ 0.00700   | \$        | 4.38          |
| Transmission Charge              | 626.00 KWH    | \$ 0.03635   | \$        | 22.76         |
| Storm Recovery Adjustment        | 626.00 KWH    | \$ -0.00202  | \$        | -1.26         |
| <b>TOTAL DELIVERY CHARGES</b>    |               |              | <b>\$</b> | <b>77.29</b>  |
| ELECTRICITY CHARGES              | QUANTITY USED | COST PER KWH |           |               |
| Energy Service                   | 626.00 KWH    | \$ 0.22007   | \$        | 137.76        |
| EAP Discount   215.05 * 8%       |               |              | \$        | -17.20        |
| <b>TOTAL ELECTRICITY CHARGES</b> |               |              | <b>\$</b> | <b>120.56</b> |
| <b>TOTAL CURRENT CHARGES</b>     |               |              | <b>\$</b> | <b>197.85</b> |

**Levelized Budget Billing Program Information (LVL)**

|  |                  |
|--|------------------|
| Levelized Budget Billing Start Date                                    | 08-SEPT-2022     |
| Your Current Installment is  | <b>\$ 218.00</b> |
| Difference between Levelized Budget Billing and Actual Charges to Date | \$ 735.02        |
| Total Amount Due on this bill  | \$ 103.00        |
| Actual Account Balance if you come off Budget                          | \$ 838.02        |

**Total Amount Due** **\$ 103.00**



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