

## Account Information

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



What do I owe?

\$250.03

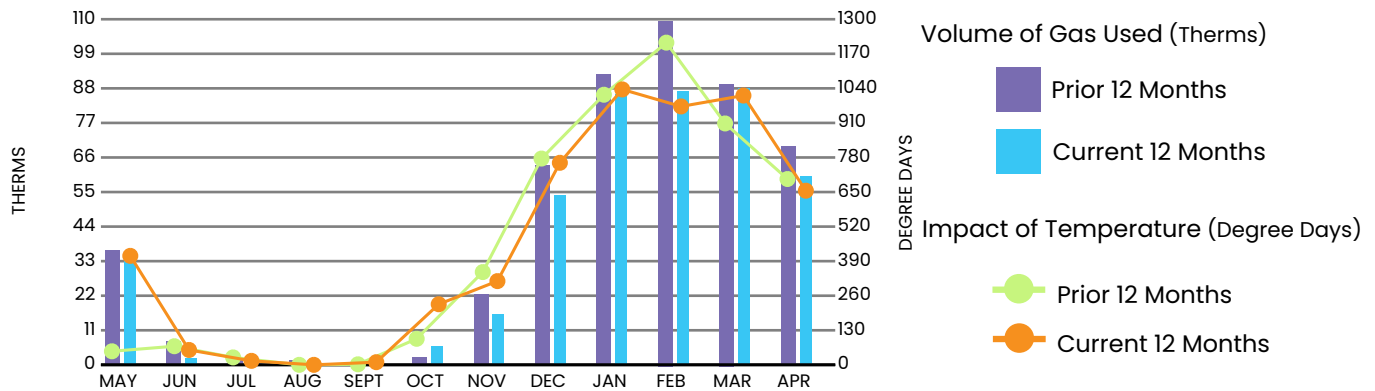
How much did I use?

60  
Therms

When is it due?

May 12, 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: 000000000000  
Service Address: 123 MAIN ST  
Bill Date: 19-APR-2023  
Due Date: 12-MAY-2023

**\$250.03**  
Amount Due

Amount Enclosed

JANE DOE  
123 MAIN ST  
ANYTOWN NH US 00000-0000

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

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 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](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

800-833-4200



### Mail Payments

Liberty Utilities - NH  
75 Remittance Drive, 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 Natural Gas Service from 03/14/2023 - 04/12/2023**

Rate: G41 - C/I - Low Annual Use, High Winter Use

Next Scheduled Meter Read Date: 05/12/2023

Point of Delivery ID: 00000000000010372390



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Therm Factor	Usage
18NH002156	Actual	30	3/14/23 - 4/12/23	2307	2249	58	1.03100	60

**What am I paying for?**

**Additional messages**

Previous Balance as of 03/17/2023	\$ 1,083.43
Balance deferred to Installment Plan	\$ 1,083.43
Payment(s) Received as of 04/19/2023	\$ -400.00
<b>Balance Forward</b>	<b>\$ -400.00</b>

**A new rate for Liberty's Gas Supply is in effect beginning 04/01/2023.** This rate may not match what is on your bill due to your service dates. You may have usage under the previous rate 0.24440 as well as the current rate 0.11770. For more information on how your Gas Supply Charge is calculated and for all current rate information, please visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

**Current Charges**

DELIVERY CHARGES	QUANTITY USED	COST PER THERM		
Customer Charge   2.1100 * 30 days			\$	63.30
Distribution Charge	59.798 Therms	\$ 0.50880	\$	30.43
Distribution Adjustment	59.798 Therms	\$ 0.08897	\$	5.32
Weather Normalization Adj.   30.43 * 11.14032%			\$	3.39
<b>TOTAL DELIVERY CHARGES</b>			<b>\$</b>	<b>102.44</b>
GAS CHARGES	QUANTITY USED	COST PER THERM		
Gas Supply Charge	59.798 Therms	\$ 0.20787	\$	12.43
<b>TOTAL GAS CHARGES</b>			<b>\$</b>	<b>12.43</b>
MISCELLANEOUS CHARGES AND CREDITS				
Security Deposit Interest			\$	-1.52
Installment Plan Down payment due on 04/14/2023			\$	400.00
<b>TOTAL MISC. CHARGES AND CREDITS</b>			<b>\$</b>	<b>398.48</b>
<b>TOTAL CURRENT CHARGES</b>			<b>\$</b>	<b>513.35</b>

**April is Safe Digging Month** and with the warmer weather comes outdoor improvement projects. Remember, you must call 811 before you dig on your property. All underground utilities will be marked on your property so you can avoid them. It's free and it's the law.

**Installment Plan Information**

Installment Plan Start Date	14-APR-2023
Your Current Month Installment (2 of 6)	\$ 136.68
Remaining Installment amount to be billed	\$ 546.75

**Total Amount Due**

**\$ 250.03**

Security Deposit Held	\$ 247.10
-----------------------	-----------



PAGE INTENTIONALLY LEFT BLANK