

Account Information

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



What do I owe?

\$149.00

How much did I use?

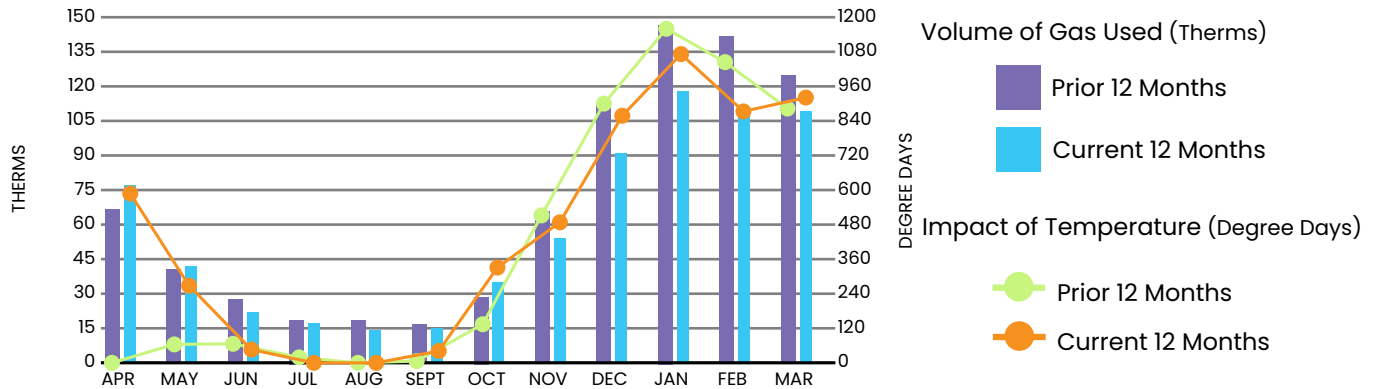
109

Therms

When is it due?

Apr 26, 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: 29-MAR-2023
Due Date: 26-APR-2023

\$149.00
Amount Due

Amount Enclosed

REMIT TO:
LIBERTY UTILITIES - NH
75 REMITTANCE DRIVE, 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.

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

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 immediatement.
- **Aviso importante:** Por favor tradúzcalo inmediatamente.

Payment Options



EFT (Automatic) Payments

Pay your bill automatically from your bank account.



Online

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 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 02/22/2023 - 03/23/2023

Rate: R3 - Residential Heating

Next Scheduled Meter Read Date: 04/27/2023

Point of Delivery ID: 00000000000010559320



Meter Number	Read Type	Service Days	Billing Period	Current	Previous	CCF Used	Therm Factor	Usage
NH000612282	Actual	30	2/22/23 - 3/23/23	7511	7405	106	1.03200	109

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

Previous Balance as of 02/27/2023	\$ 135.00
Payment(s) Received as of 03/29/2023	\$ -135.00
Balance Forward	\$ 0.00

We want to hear from you! Visit libertyenergyandwater.com to learn how you can be part of Liberty Listens, our new customer feedback panel.

Current Charges

DELIVERY CHARGES	QUANTITY USED	COST PER THERM		
Customer Charge 0.5130 * 30 days				\$ 15.39
Distribution Charge	109.392 Therms	\$ 0.65190		\$ 71.31
Distribution Adjustment	109.392 Therms	\$ 0.11134		\$ 12.18
Weather Normalization Adj. 71.31 * 1.66877%				\$ 1.19
TOTAL DELIVERY CHARGES				\$ 100.07
GAS CHARGES	QUANTITY USED	COST PER THERM		
Gas Supply Charge	109.392 Therms	\$ 1.45011		\$ 158.63
TOTAL GAS CHARGES				\$ 158.63
TOTAL CURRENT CHARGES				\$ 258.70

Levelized Budget Billing Program Information (LVL)

Levelized Budget Billing Start Date	22-SEPT-2022
Your Current Installment is	\$ 149.00
Difference between Levelized Budget Billing and Actual Charges to Date	\$ 289.79
Total Amount Due on this bill	\$ 149.00
Actual Account Balance if you come off Budget	\$ 438.79

Total Amount Due **\$ 149.00**



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Additional News



Scan the code below for a downloadable extreme weather preparation checklist or visit the "Emergencies" section of www.libertyenergyandwater.com.



We're Extreme Weather Ready You Can Be, Too

Liberty works throughout the year to prepare for extreme weather. From inspecting and maintaining our gas lines and weatherizing our equipment to training our teams, we are ready to respond 24/7 to help keep service safe and reliable.

Are you ready? Use our extreme weather preparation checklist to help you and your loved ones prepare.

Follow us on social media to see all that goes in to providing you with reliable natural gas service.

Smell Gas? Here's What to Do

The smell of leaking natural gas is often compared to rotten eggs. If you smell something resembling this, exit your property immediately. When you arrive at a safe location, **call us at 1-855-327-7758 or call 911**. If you smell gas, DO NOT use electrical switches, appliances, garage door openers, etc.

This can cause sparks. Instruct others to leave and evacuate the premises immediately. For more important safety information regarding natural gas and ways to identify a gas leak, visit www.libertyenergyandwater.com.

Monthly Maintenance: Check Your Batteries



Please take the time to test smoke and carbon monoxide detectors monthly. Batteries should be replaced every six months. These two devices can save your life in the event of a fire or a buildup of carbon monoxide (CO), an odorless, colorless gas formed by the incomplete combustion of fuels.

Keep More of What You Earned



When filing your 2022 taxes, check to see if you are eligible for the Earned Income Tax Credit (EITC). This credit, available to low-to-moderate income wage earners and income-qualified families with dependents, will reduce your tax amount owed and could mean a refund. To qualify, you must meet certain requirements and file a tax return.

For more information, or to see if you qualify, visit the IRS website at www.irs.gov. Select Credits and Deductions, then choose Earned Income Tax Credit. You can also call 1-800-829-3676.

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