



Are you being billed the right rate?

The following are abbreviated rate summaries that identify services offered by Liberty based on energy consumption. Although selection of the rate class is the responsibility of the customer, Liberty will gladly assist you in determining which rate is appropriate for your account. Please check your rate code, which can be found on your bill below your mailing address. If you are being billed incorrectly, please call us at 1-800-833-4200.

Residential customer rates

40-GR1 (R-1): Non Heating - All residential customers who do not have natural gas space heating equipment, who consume less than 80% of their normal usage in the six winter months of November through April and whose usage does not exceed 100 therms in any winter month. Customers in Keene: 43-PR1.

40-GR3 (R-3): Heating - All residential use for those domestic customers who use natural gas as the principal household heating fuel. Customers in Keene: 43-PR3.

40-GR4 (R-4): Low Income - For those domestic customers who use natural gas as the principal household heating fuel and if any member of the household qualifies for a benefit through one of the qualified programs. Customers in Keene: 43-PR4.

Commercial/industrial customer rates

40-GC41 (G-41): Low Annual Use and High Winter Use - Annual usage less than or equal to 10,000 therms and a Winter Period usage greater than or equal to 67% of annual usage. Customers in Keene: 43-PC41.

40-GC42 (G-42): Medium Annual Use and High Winter Use - Annual usage greater than 10,000 therms and less than or equal to 100,000 therms and a Winter Period usage greater than or equal to 67% of annual usage. Customers in Keene: 43-PC42.

40-GC43 (G-43): High Annual Use and High Winter Use - Annual usage greater than 100,000 therms and a Winter Period usage greater than or equal to 67% of annual usage. Customers in Keene: 43-PC43.

40-GC51 (G-51): Low Annual Use and Low Winter Use - Annual usage less than or equal to 10,000 therms and a Winter Period usage less than 67% of annual usage. Customers in Keene: 43-PC51.

40-GC52 (G-52): Medium Annual Use and Low Winter Use - Annual usage greater than 10,000 therms and less than or equal to 100,000 therms and a Winter Period usage less than 67% of annual usage. Customers in Keene: 43-PC52.

40-GC53 (G-53): High Annual Use and Load Factor Less Than 90% - Annual usage greater than 100,000 therms, a Winter Period usage less than 67% of annual usage and a 12 month average usage less than 90% of the average usage of December, January, and February. Customers in Keene: 43-PC53.

40-GC54 (G-54): High Annual Use and Load Factor Greater Than 90% - Annual usage greater than 100,000 therms, a Winter Period usage less than 67% of annual usage and a 12 month average usage greater than or equal to 90% of the average usage of December, January, and February. Customers in Keene: 43-PC54.



Natural Gas Safety Alert



This is an important notice. Please have it translated. *Este es un aviso importante. Por favor, tenga lo tradujo.*



Did You Know?

Digging is the most common cause of all accidental damage to underground natural gas pipelines. Even a hand shovel can cause enough damage to create a leak or line failure.

Before You Dig

Whether you are a professional or a do-it-yourselfer, before you dig or excavate you must call **811** to have the exact position of nearby underground natural gas lines marked.

It's free and easy!

Natural Gas Pipeline Safety

What You Need to Know

Natural gas has an excellent safety record, but like all forms of energy, it must be handled properly. It is important for everyone to be familiar with the characteristics of natural gas and be prepared to react properly to ensure your safety and the safety of others.

How to Detect a Gas Leak

Smell – Natural gas is colorless and odorless, but an odor similar to rotten eggs is added. However, not all pipelines are “odorized,” and the odor can fade over time.

Sight – You may see a white cloud, mist, fog, bubbles in standing water, or blowing dust. Vegetation that appears to be dead or dying for no apparent reason can be another sign.

Sound – You may hear an unusual noise like roaring, hissing, or whistling.

What You Should Do If You Suspect a Leak

Do not smoke or operate electrical switches.

Doing so can produce a spark, ignite the gas, and cause an explosion.

Move to a safe environment.

Call our emergency number at

1-855-327-7758 or call 911. Provide the location and let us know if any construction or digging activities are going on in the area. Do not assume someone else will report the condition.

For more information, visit our website:
www.libertyenergyandwater.com.

How it Works

The law requires you to call **811** before you dig, giving **72 hours advance notice**.

Your request will be forwarded to your local gas operator, and a worker will be dispatched to mark the line's location.

Once the marks are made, pay attention to them and dig with care. These marks indicate where the gas lines are located. **Hand digging is required** when working within 18" of a utility marking (Safety or Tolerance Zones).

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Natural Gas Safety Alert



If you hit a gas line and a leak occurs, call 1-855-327-7758 or 911.

If you hit a gas line and A LEAK DOES NOT occur, call 1-855-327-7758 so we can inspect the damage. A nick or scratch could cause a leak at a later date.

Never Assume!

Natural gas lines often run along public streets and can be near and on private property. Sometimes they may be marked with line markers, but very often there will be no identification above ground. Don't assume you know where the underground lines are – failure to call 811 can jeopardize public safety, result in costly damages, and lead to substantial fines. Visit www.digsafe.com for more information.



Our Commitment to Safety

Safety is the natural gas industry's top priority. Nationwide, more than 2 million miles of pipelines and mains deliver natural gas safely, reliably, and efficiently every day for use by residential, commercial, and industrial customers. The industry spends more than \$6 billion each year to maintain the gas system's excellent safety record. We will continue to invest in programs that allow for the safe and secure delivery of natural gas, and to work closely with industry and government agencies on a variety of important measures, including:

- **Coordination with local One Call (or 811) Centers**
- **Visual inspection programs**
- **Design and construction techniques**
- **System maintenance, replacement and upgrades**
- **Workforce training**
- **Industry safety practices and government oversight**
- **Pipeline markers and facility mapping**
- **Public education programs**

We also work with emergency responders as well as state and local agencies to prevent and prepare for emergencies through training and periodic drills. Emergency plans and procedures are periodically updated and made available to federal and state authorities.

Helpful Resources

Additional information can be obtained through the following organizations:

National Call Before You Dig Organization
www.call811.com

National Pipeline Mapping System
www.npms.phmsa.dot.gov

National Association of Fire Marshals
www.firemarshals.org

Common Ground Alliance
www.commongroundalliance.com

Pipeline & Hazardous Materials Safety Admin
www.phmsa.dot.gov

Northeast Gas Association
www.northeastgas.org

American Gas Association
www.aga.org

Pipeline and Informed Planning Alliance (PIPA)
<http://primis.phmsa.dot.gov/comm/pipa/landuseplanning.htm>