



Liberty Utilities[®]


A change to your bill effective 11/1/18 - Revenue Decoupling

As part of the approval of Liberty Utilities' recent rate case, we will be implementing a change in the way we charge our customers for gas delivery service. You will see a new line item on your bill called the Normal Weather Adjustment.

In April, the New Hampshire Public Utilities Commission issued a ruling on our rate case filing (DG 17-048). As part of the filing, we requested revenue decoupling. Our request was granted, and as a result, you will see a change on your bill effective November 1st.

Revenue decoupling separates the amount of gas you use from the amount of revenue we collect. The NHPUC decides on a fair amount of revenue Liberty Utilities can collect based on the costs to run and maintain a safe and reliable system. With revenue decoupling, we don't make more money by selling more gas. This means customers can use less gas

(continued on back)



through conservation and energy efficiency without the utility being financially penalized because of the resulting reduction in gas usage. Being energy efficient not only saves money for our customers, it means less impact on our environment.

Part of revenue decoupling includes the Normal Weather Adjustment. If customers use more gas during a billing period as a result of colder-than-normal temperatures, customers will receive a bill credit. Conversely, if customers use less gas during a billing period as a result of warmer-than-normal temperatures, there will be an additional charge on customers' bills. This allows the company to more accurately set and meet budgets. It also provides for more stability in bill amounts that would otherwise vary due to temperature extremes.

For a complete explanation of decoupling, please visit our website at www.libertyutilities.com.

