



Liberty Utilities[®]

Changes are Coming this December

photo: Dina Sylvester

What's Changing?

123 Your Account Number is Changing

 Your Payment Address is Changing

 Your Bill will have a New Look

What's New?

 New Ways to Pay Your Bill

 New Budgeting Options

 New Content on our Website

Details Inside

IMPORTANT INFORMATION

To Our Valued Customers,

We are pleased to announce that we are undergoing a system upgrade which will provide new billing, payment and web features enhancing our service to you. For more information on what's changing and what new features will be available, please refer to pages 2 and 3 of this brochure.



Liberty Utilities[®]

www.libertyutilities.com

Emergencies/Leaks
603-352-1230

Customer Service
603-352-1230



CHANGES to Your Account Number, Bill, and Payment Address

Below is a list of important changes you should be aware of.

- **Your Account Number will Change**

As of November 20, 2017, you will have a new Liberty Utilities account number. Your new account number will be located at the top right corner of your December gas bill.

If you pay your gas bill using your bank's online bill pay service, you will need to change your account number for your Liberty Utilities gas bill payee. If you do not make this change, it could delay the payment being properly applied to your account. If you are unsure of how to make this change, please contact your bank or credit union.

- **Our Payment Address will Change**

On your new bill, there will be a new address for mailing in payments by check. The mailing address for general correspondence will remain the same.

To mail a payment:

Liberty Utilities - New Hampshire
75 Remittance Drive Suite 1032
Chicago, IL 60675-1032

For general correspondence:

Liberty Utilities
80 Pearl St
Keene, NH 03431-3549

- **The Appearance of your Bill will Change**

You will notice on your first bill in December that the look and layout is very different from your previous bills. Please refer to page 4 of this brochure to see an example of what your new bill will look like and learn where you can locate all important information.



Please note that our Customer Service and Emergency phone number HAS NOT changed.

It will remain:

603-352-1230.

FAQ's

Q. I pay my bill using my bank's online bill pay service. Do I need to do anything differently after November 17?

A. Yes, your account number is changing so you need to make that change with your bill payment service. If you are unsure how to make the change, please contact your bank or credit union for instructions.

NEW Billing and Payment Options

- **Online Account Access**

Once you receive your December bill with your new account number, you will have access to the following online features available from our web site:

1. **My Account:** By registering your account on our website, you will be able view your recent payments and last statement balance, update your profile/settings, and add a service or equipment to your property.
2. **Go Paperless:** If you sign up for Paperless Billing, instead of receiving a paper bill each month, you will receive an email notification that your bill is ready to view online. You can make a one-time payment or enroll in Automatic Payments online. There is no fee associated with this form of payment.
3. **One-Time Payment Option:** With our one-time payment option you can make a payment using a credit/debit card or checking account for a fee of \$3.75 without enrolling in our Paperless Billing program.

- **New Authorized Payment Agent (Pay in Person)**

In addition to paying your bill at our Keene office on Pearl St, the new billing system will also allow our Customers to pay their bills at the Walmart located at 350 Winchester St in Keene. Please be aware that only cash is accepted at this agent. In order to utilize Walmart to pay your bill, you will need your new account number. If you have any trouble locating your account number on your new bill, please call us at 603-352-1230 and our Customer Service Representatives would be happy to look it up for you. There is no fee to pay your bill at Walmart.

- **Phone Payments**

With your new account number, you will be able to make a payment using a credit/debit card or checking account over the phone through Bill Matrix at 800-243-6092. This payment method will incur a fee of \$3.75.

- **Automatic Deductions (EFT)**

This service automatically transfers the exact amount of your bill from your checking account to Liberty Utilities on the due date, so you never have to worry about forgetting a payment. Contact Customer Service at 603-352-1230 for an enrollment form. There is no fee associated with this form of payment.

- **Budget Billing**

Liberty Utilities' Levelized Budget Billing program allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. Liberty Utilities will calculate your monthly payment for usage based on your previous 12-month history. Since we recalculate your average each month, no balance settle up is required. If you are a new customer or a customer with less than 12 months' history, your average will be based on available history.

Q. Is there a fee to pay my bill over the phone or online?

A. Yes. Unless you are enrolled in Paperless Billing, all online or phone transactions will incur a service fee of \$3.75. This service fee is an administration fee collected by the payment service provider. To see all available payment options, please visit the Make a Payment page on our website.

Q. Why are you making all of these changes?

A. In order to provide our customers with more convenient ways to pay their bills.

Here is a sample of what your new monthly bill will look like beginning in December. There will be a definition of terms and other information on the back of the bill.

Use this address to send us written correspondence. To make a payment mail to: LU-New Hampshire
75 Remittance Drive Suite 1032
Chicago IL 60675-1032

To avoid late charges, please pay your bill by the Due Date.

Here is where you'll find your new account number. Use this number when you phone, write or email us with a question, or to make a payment.


Here is our customer service and emergency phone number.

Your bill is mailed to this address each month. This may differ from the service address.

Here is the address of your gas service.

This chart shows your gas usage for current and previous months.


On occasion we will use this area to convey important messages to you.



Liberty Utilities

Liberty Utilities
P.O. Box 438
Keene, NH 03431-0438
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL 603-352-1230
FOR EMERGENCIES CALL 603-352-1230



>000001 9135504 0001 092170 10Z

JANE Q. PUBLIC
123 ANY ST
KEENE, NH 03431-3264

Statement

ACCOUNT INFORMATION	
Account Number:	XXXXXXXX-XXXXXXX
Statement #:	5156565
Bill Date:	11/30/2017
Due Date:	12/28/2017
Next Meter Read:	12/26/2017

Service Address: 123 ANY ST
KEENE NH 03431

MONTHLY CONSUMPTION CHART	
UNITS	MONTHS
450 300 150 0	Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov

00001 9135504 000002 000003 00010001

Meter #	Rate Code	Read Type	Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Therm Factor	Therms
P00005331	43-PR	Manual Read	29	10/09/17-11/07/17	1578	1278	1.00000	300	0.74530 224

IF YOU SMELL GAS, LEAVE THE PREMISES and CALL US IMMEDIATELY: Our emergency toll-free number is 1-603-352-1230 or call 911.

ACCOUNT ACTIVITY	
Previous Balance:	66.54
Payments Received:	0.00
Balance Forward:	66.54
Current Charges:	
Minimum Charge \$0.6000 per day for 29 days	9.00
Distribution Chg 80.0000 units @ 1.15220	92.18
Distribution Chg 119.0000 units @ 0.94420	73.37
Distribution Chg 25.0000 units @ 0.79460	19.87
Gas Supply Chg 224.0000 units @ 1.70690	382.35
Miscellaneous Charges/Credits:	
Total Amount Due:	643.31

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
66.54	576.77	643.31	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: Update phone/address

Service Address: 123 ANY ST KEENE NH 03431

JANE Q. PUBLIC
123 ANY ST
KEENE, NH 03431

LATE PAYMENT FEE:
Payments received after the due date are subject to 1.5% per month late fee.

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

Account Number: XXXXXXXX-XXXXXXX

Statement #: 5156565

Bill Date: 11/30/2017

Due Date: 12/28/2017

90445002444404097 00000020336000000036909

Please check this box if you need to update your phone number or address. Indicate the changes on the reverse of this coupon.

Detach this payment coupon and include with your payment. Make sure this address is visible through the payment envelope window.

Total amount due reflects current charges, previous charges and any additional taxes and fees.