

Additional News



Sustainability

Have you heard about the birds and the bees?

What about the squirrels and EVs?

Or the trees and energy powered by the breeze?

Liberty's commitment to sustainability isn't just about "the talk" – it's a vital part of who we are.

Learn more about how we are sustaining energy and water for life by scanning the code with your phone for more information.

Billing and Payments

My Account Has You Covered

Life gets busy. With that in mind, Liberty offers a self-service portal called My Account.

My Account features many helpful tools to help you manage your account, anytime and from anywhere. Through My Account, you can also sign up for Paperless Billing. Ditch the paper and have your bill come straight to your inbox! Learn more about My Account and Paperless Billing by visiting our website.

www.libertyenergyandwater.com



Paying in Person

Did you know that Liberty offers customers the ability to pay bills in person through one of our many Authorized Payment Agents? You can locate these agents by visiting our website and selecting "Payment Locations" under the "Customer Service" drop-down menu. **To locate authorized payment locations that do not charge a convenience fee, within the "Biller Search" box, input "Liberty Utilities" and select your state from the drop-down menu.**



What's On My Bill?

Energy bills can be confusing. Let us break it down for you! Visit the "Customer Service" section of www.libertyenergyandwater.com to view an **infographic** and an **animated video** that demonstrates where all the most important information on your bill lives.

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 most advantageous to you. 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 - This rate is for residential customers who do not use natural gas to heat their home and consume less than 80% of their normal usage between November and April. Customers in Keene: 43-PR1.

40-GR3 (R-3): Heating - This rate is for all residential customers who use natural gas as their primary heating fuel. Customers in Keene: 43-PR3.

40-GR4 (R-4): Gas Assistance Program - Heating - This rate is for any member of a household that qualifies for a benefit through one of the qualified programs and uses natural gas as their primary heating fuel. 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.

Don't see your rate here? Visit www.libertyenergyandwater.com for a complete listing of rate classes and a summary of current rates for each class.