

ELECTRIC ASSISTANCE PROGRAM (EAP)

The EAP is a statewide program that provides assistance to those who need help paying their electric bill.

The EAP offers discounts ranging from 9% to 77% on your bill from Liberty Utilities. These discounts are available to Liberty Utilities customers whose annual income qualifies them for the program. The discount will only apply to the first 700 kilowatt hours in a billing month. The discount will be applied directly to your electric bill, if you qualify. Your bill will be reduced by the full amount of the eligible discount.

How Do I Apply?

You must call your local Community Action Agency (CAA) to arrange for an appointment to complete an application. The CAA's and their telephone numbers are listed below.

Liberty Utilities cannot determine your eligibility for the EAP. Please contact the CAA in your county for information on how to apply for the program.

Cheshire & Sullivan Counties: 800-529-0005

Coos, Carroll & Grafton Counties: 888-842-3835

Hillsborough County: 800-322-1073

Rockingham County: 800-639-3896

BILLING AND PAYMENT SERVICES

For your convenience, we offer Payment Plans for past due balances and Budget Plans for future balances. We also offer Direct Debit payments from your checking account.

Right to Dispute Your Bill

If you believe your bill is inaccurate or you wish to dispute your bill, contact Liberty Utilities at **1-800-375-7413** to request an investigation. If you are not satisfied with the decision, you have the right to appeal to the NHPUC's Consumer Affairs Division at **1-800-852-3793**.

WHERE CAN I GET MORE INFORMATION?

If you have questions, need more detailed information, or would like copies of the actual tariff rate schedules mentioned above, please visit our web site at **www.libertyutilities.com** or call Liberty Utilities Customer Service Center at **1-800-375-7413**.



92170-SRNM0616-NHE

Are you being billed the right rate?

92170-SRNM0616-NHE

FOR OUR ELECTRIC CUSTOMERS

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

Thank you for requesting electric service from Liberty Utilities. Please take a moment to review the following rate information.

There are two main components to your bill: Distribution and Energy Supply. Restructuring of the electric industry allows customers to choose their supplier, the company that produces or generates electricity. Liberty Utilities is a distribution company and we will deliver electricity to you, regardless of your choice of supplier.

SUPPLY OF ELECTRICITY - Supply Service

Customers have the option of obtaining their power supply from a competitive supplier. Liberty Utilities continues to deliver power, under the Retail Delivery Service rates described herein, if a competitive supplier



1-800-375-7413

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is chosen. Liberty Utilities offers two billing options. Option one is when the customer receives one bill for both Delivery Service and power supply. Option two is when the customer receives two bills, one from Liberty Utilities for Delivery Service and another from a competitive supplier for power supply. If you have not chosen a competitive power supplier or the contract between you and your competitive power supplier ends, Liberty Utilities will provide you with the necessary power supply under Energy Service. THESE CHARGES WILL BE IN ADDITION TO THE RETAIL DELIVERY SERVICE CHARGES OUTLINED UNDER “DELIVERY SERVICE RATES.”

Energy Service

Any customer who has not chosen a power supplier or, for whatever reason, has terminated service with a power supplier and does not have a new power supplier, will be served by Energy Service. This rate changes from time to time, subject to New Hampshire Public Utilities Commission (NHPUC) approval.

DELIVERY OF ELECTRICITY -Delivery Service Rates

The following are abbreviated rate summaries that identify services offered by Liberty Utilities based on energy consumption. Although selection of the rate is the responsibility of the customer, Liberty Utilities will gladly

assist you in determining which rate is most advantageous to you. Certain provisions apply to customers changing from one rate to another. Rates are subject to change based on the tariff.

D-Domestic Service Rate

This delivery rate is available for all domestic purposes in an individual dwelling or an individual apartment. It is the proper rate for most residential customers as other rates are based on special circumstances.

D-10 Optional Peak Load Pricing Rate

This domestic time-of-use delivery rate requires considerable review prior to being chosen. Under this rate, the total usage is divided into two groups called “Peak” and “Off-Peak.” Most residential customers will not benefit from this rate.

M-Outdoor Lighting Rate

This delivery rate is available for street and highway lighting and also for private outdoor lighting under certain conditions. The cost varies depending upon the type of light, size of light and whether or not a pole and accessory charge is applicable.

G-1 - Time-of-Use Rate

This time-of-use delivery rate is available for all purposes except for resale. It is for large commercial and industrial customers who have an average monthly use greater than or equal to 200 kW of demand. A customer may be transferred from a G-1 at his or her request or at the option of Liberty Utilities if the customer’s 12-month average monthly demand is less than 180 kW of demand for three consecutive months. Contact Customer Service for more detailed information regarding Peak and Off-Peak hours.

G-2 - Long Hour Service Rate

This delivery rate is available for all purposes except resale. A customer will be placed on this rate if average usage is greater than or equal to 20 kW of demand but is less than 200 kW of demand.

G-3 - General Service Rate

This delivery rate is available for all purposes except resale and is primarily designed for non-residential customers. A customer will be placed on this rate if average usage is less than 20 kW of demand.