



Liberty Utilities®

Are you being billed at the right rate?

FOR OUR NATURAL GAS CUSTOMERS

Please check your rate code, which can be found on your bill below your mailing address. If you are being billed incorrectly, please contact us at **800-833-4200** or by visiting: libertyutilities.com/east/gas.

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.

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

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.

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.

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.

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.

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.

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.

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.

Natural Gas Summary of Rates

continued

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.

Low Annual Use - less than or equal to 10,000 therms

Medium Annual Use - from 10,001 to 100,000 therms

High Annual Use - more than 100,000 therms

Low Winter Use - You used less than 67% of your 12 month gas consumption between November–April.

High Winter Use - You used greater than or equal to 67% of your 12 month gas consumption between November–April.

Gas Charge Definitions:

Summer Season: The calendar months May 1 through October 31.

Winter Season: The calendar months November 1 through April 30.

Customer Charge Per Meter: The cost of providing services such as metering, billing, and account maintenance. These are fixed costs and are not affected by the amount of natural gas you use.

Delivery Charge: The cost of delivering natural gas through our pipes to your home or business. It includes our investment in, and maintenance of, the pipes and other equipment that make natural gas delivery possible.

Local Distribution Adjustment (LDAC): The costs of environmental, energy efficiency, and low income assistance programs.

Terms of Payment: Meters are read and bills are presented monthly. In the event a meter reader is unable to obtain a meter reading, an estimated bill will be rendered to the customer. Amounts not paid prior to the due date, which is normally the next following meter reading date and a date not less than twenty-five (25) days from the date the bill is mailed, are subject to a late payment charge of one and one-half percent (1.5%) per month on the unpaid balance. This is equivalent to an eighteen percent (18%) annual rate. There is a \$15.00 charge per bad check tendered for payment.

A customer must give at least four (4) days' notice before discontinuance of service and is responsible for all charges through the end of the notice period. Service under this rate is subject to the rules and regulations as well as the published tariff and terms and conditions presently in effect, or as filed from time to time, with the New Hampshire Public Utilities Commission.

Typical Rate Change Dates:

Local Distribution Adjustment (LDAC) – November 1

Gas Cost Adjustment – May 1 and November 1

Additional Information: If you have any questions about our charges, please contact our Customer Service department by calling toll-free 800-833-4200. Questions may also be addressed to the New Hampshire Public Utilities Commission (NH PUC) toll-free at 800-852-3793.

Current rates can be found at www.libertyutilities.com

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