



You can help your neighbors

Many New Hampshire residents are currently unable to pay their utility bills due to job loss, uninsured illness, or other bad breaks. By contributing to **Neighbor Helping Neighbor**, you can help others who face an energy emergency but don't qualify for federally funded energy assistance programs.

Your donation is 100% tax-deductible and goes directly to someone in your community who needs assistance. To make a donation now, visit www.nhfund.org. We have also included a special envelope along with your bill. If you are interested in making a donation, you can write a check and use the included envelope to mail it in.

For the love of pets

At Liberty, we love dogs, but not all dogs love our technicians. Even though our employees are friendly, your four-legged family member may not know that. For the safety of our technicians and to avoid worrying about your dog, please restrain or keep your pet indoors when it is time for your meter to be serviced.

Rates



Summer rates start May 1

Our summer rate period for Gas Supply begins on May 1 and will continue until October 31. The Gas Supply charge on your bill represents what we pay for the gas that we deliver to our customers.

The price, based on projected demand and market conditions, is calculated then reviewed by the New Hampshire Public Utilities Commission. The price that we pay for gas is passed along to customers without a markup. Liberty does not profit from this charge.

To view the current Gas Supply rate and a summary of all the rates on your bill, please visit the "Rates" drop-down menu at www.libertyenergyandwater.com.



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-GRI (R-1): Non Heating – This rate is for residential customers who do not use natural gas to heat their homes 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 who is eligible to receive 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.