

Additional News



Is this your bill?

Have your budding artists been taking some creative 'liberties' with your bill? **Before hiding the markers, give My Account and Paperless Billing a try.**

With My Account, you can:

- Sign up for **Paperless Billing**, which allows you to view and pay your bills securely online without a fee. Skip the postage and mail time and pay your bill with the click of a button.

With My Account, you can also:

- Choose your account notification preferences – email or text message – and when you want to receive them.
- View your usage with easy-to-read graphs, helping you better control your usage and save on your next bill.

If your latest bill sparkles a bit more than you'd prefer, it might be time to **go Paperless**. With My Account, your bills stay neat, secure, and (most importantly) off the art table.

Scan the QR code or visit www.libertyenergyandwater.com to get started.



During times of financial uncertainty, we're here to help

If you are struggling financially, we may have resources available to help you with your utility bill, such as Fuel Assistance, Neighbor-Helping-Neighbor, special payment plans, and more.

Please reach out to our customer care team at 1-800-833-4200 or visit the "Customer Service" section of our website at www.libertyenergyandwater.com.



We're extreme weather ready. You can be, too.

Liberty works throughout the year to prepare for extreme weather. From weatherizing our equipment to training our teams, we are ready to respond 24/7 to help keep service safe and reliable.

Are you ready? Use our extreme weather preparation checklist to help you and your loved ones prepare.

Visit www.libertyenergyandwater.com to view the checklist and check out the pages under the "Emergencies" drop-down menu.



Continued on Next Page



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 appropriate for your account. 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 – 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. Customers in Keene: 43-PR1.

40-GR3 (R-3): Heating – All residential use for those domestic customers who use natural gas as the principal household heating fuel. Customers in Keene: 43-PR3.

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. 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.