



Meter Maintenance Protocol

From time to time, Liberty may need to perform standard maintenance or upgrade the natural gas meter on your property. When this happens, our technicians will need access to your meter and all gas-burning appliances inside your home. For this reason, **a resident over the age of 18 must be present during any type of service call.** This is standard practice to ensure all gas-burning equipment is properly ignited after reinstating service.

And don't forget - the meter located on your property is owned by Liberty and should never be tampered with. All customers are required to do is keep the meter clear from vegetation and snow/ice. You can leave the rest up to us!

Rebates on High Efficiency Heating Equipment

Gear up for heating season with new natural gas equipment.

Did you know that installing a high-efficiency furnace or boiler can save you up to 30% of your heating-related energy use? Plus, **rebates up to \$1,500 are available** for high-efficiency natural gas furnaces, boilers, heating controls, and even smart thermostats.

For more information about high efficiency heating equipment, visit the "Heating & Cooling" page at www.nhsaves.com.

Safety

'Pay it Safe' with Authorized Payment Agents

If you use a 3rd party bill payment agent either online or in person, please be sure they are authorized to accept payments on our behalf. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly. **Walmart and Western Union are both authorized to accept payments on our behalf.**

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. To view the checklist, visit www.libertyenergyandwater.com and check out the pages under the "Emergencies" drop-down menu.



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.