

ENERGY EFFICIENCY SUCCESS STORY

Not only will they save on utility bills, but Point Gloria Condominiums has also been presented with over \$34,000 in rebates and incentives from Liberty Utilities for energy efficiency improvements!

Point Gloria Condominiums is a luxury, residential 128 condominium high rise, located on the Fall River waterfront. Built in 1987 on the Taunton River, it has 14 floors overlooking Battleship Cove. Point Gloria continues to improve the level of comfort for their residents and reduce their carbon footprint by installing new, high efficiency equipment. Point Gloria recently completed an energy upgrade with O'Brien's Plumbing & Heating Co. The project provided heating and water heating energy efficiency upgrades. O'Brien Plumbing & Heating Co. installed four High Efficiency Lochnivar Condensing Boilers and two Lochinvar condensing water heaters.

Point Gloria Condominiums, working with Liberty Utilities, expects to reduce their natural gas usage by 8,700 therms annually. Liberty Utilities already presented Point Gloria Condominiums with a \$34,500 incentive check and continues to work with Point Gloria to explore additional opportunities to reduce utility costs.

Comprehensive energy efficiency services are available to most Massachusetts residential and commercial and industrial customers.

For more information, you can visit www.masssave.com

DID YOU KNOW?

Water heating is the second largest energy end use in homes, behind space heating and cooling. It accounts for 16.8 percent of residential energy consumption and can cost a household anywhere from \$200 to \$600 a year.

Each year, about eight percent (8%) of households replace their water heaters. Between 7 million and 7.8 million water heaters are replaced in the United States annually. Another 1.2 million to 2 million units are installed in new homes.

Customers can save money on new equipment. Liberty Utilities offers a variety of rebates on energy efficient water heaters, from tank to tank-less, ranging from \$100 - \$800. Visit www.gasnetworks.com to learn more regarding all of the rebates we offer.

Energy Efficiency for Everyone

Liberty Utilities is a proud member of Mass Save[®] — a statewide initiative for Massachusetts residents. Residential programs are available such as a free Home Energy Assessment (audit), high efficiency equipment rebates, and (for qualified customers) 0% financing for certain energy efficiency improvements. Income eligible customers may be able to receive benefits with no out-of-pocket costs. Businesses can take advantage of a variety of savings measures. Please visit masssave.com for more information.



Liberty Utilities

www.libertyutilities.com



Liberty Utilities

Community Newsletter Special Edition 15A

Welcome to the first Special Edition of the Liberty Utilities Community Newsletter!

This **Special Edition** has helpful information about:


1. Rates – How to Read Your Gas Bill (inside)
2. Payments at Pay Stations
3. Help in Paying Your Bill
4. Energy Efficiency Success Story
5. Did You Know? (Energy Facts)
6. Energy Efficiency for Everyone (Mass Save[®])

If you have any questions, suggestions, or concerns with information included in this or any future newsletter, please contact Jeanne Cherry at jeanne.cherry@libertyutilities.com.

Thank you for your attention to the information included in this brochure. We hope that you find this helpful and informative.

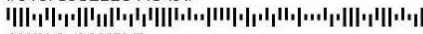
How to Read Your Gas Bill

Sometimes, it is easier to review information on a printed document rather than on-line. However, please remember that current rate information can be found on our website at http://www.libertyutilities.com/ma/saving/gas_rates.php. To review the following information directly on the website, you can also go to www.libertyutilities.com/ma/my_account/read_bill.html.




BILL DATE	DUE DATE	TOTAL DUE
04-JUN-2013	29-JUN-2013	1 \$81.89

03

#0107393222841349#

 JOHN Q. SAMPLE
 123 MAIN ST
 FALL RIVER MA 02722

Account Number
0300107393222841343

REMIT TO:
 LIBERTY UTILITIES
 P.O. BOX 219501
 KANSAS CITY, MO 64121-9501


03001073932228413430000081894

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To ensure proper processing of your payment, please print your account number 0300107393222841343 on your check.

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Bill Date
04-JUN-2013
Due Date
29-JUN-2013

Customer No.
1073932
Premises No.
2284134

Next Read Date:
27-JUN-2013 (A)

ACCOUNT INFORMATION			
Service Name/Address JOHN Q. SAMPLE 123 MAIN ST Rate: Residential Heating Account No. 0300107393222841343	Meter No: 000001 Billing Period: 05/03/2013 To 06/04/2013 Days: 32 Read Type: Actual Meter Readings: Present : 3302 Previous: 3241 Gas Used: 61 CCF		
Therm Factor: 1.041 Total Consumption: 61 x 1.041 = 63.501			

Delivery Charges	Quantity Used	Cost per Therm	Total
Distribution Charge Step 1	53.501 Therms	\$ 0.3086	\$16.51
Distribution Charge Step 2	10.000 Therms	\$ 0.2626	\$2.63
Revenue Decoupling	63.501 Therms	\$ 0.0225	\$1.43
Customer Charge			\$9.90
Distribution Adjustment Charge			\$17.31
Total Delivery Charges			\$47.78

Gas Charges	Quantity Used	Cost per Therm	Total
Cost of Gas	63.501 Therms	\$ 0.5372	\$34.11
Total Gas Charges			\$34.11
Total Current Charges			\$81.89

Usage History (CCF)	Degree Days
Jun 13	61 A 180
May 13	68 A 519
Apr 13	251 A 705
Mar 13	250 A 857
Feb 13	189 E 1082
Jan 13	214 A 903
Dec 12	161 A 723
Nov 12	86 A 393
Oct 12	20 A 135
Sep 12	24 A 5
Aug 12	24 A 0
Jul 12	28 A 18
Jun 12	32 A 66

CUSTOMER SERVICE
(800) 544-4944

EMERGENCY LINE
(800) 936-7000

PHONE SERVICE FOR HEARING
AND SPEECH IMPAIRED
7-1-1


WEB SITE
www.libertyutilities.com

Billing Summary				
Previous Balance	Payments	Adjustments	Current Charges	Total
\$0.00	\$0.00	\$0.00	\$81.89	\$81.89

At your service

(There was no message for this sample bill. This section will only appear if there is a message for that month.)

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Revised 10/13

1. Total Due

The Total Due is the total amount that you are required to pay by the due date shown on your bill. This total contains current charges plus any previous balance.

2. Account Number

The Account Number is shown in several places on the bill. This number should be included on all payments, including those made through online banking.

3. Actual or Estimated Read

Actual Read: This indicates that the read taken from your meter was an actual reading of your gas usage.

Estimated Read: This indicates that your meter was not read and your gas usage for this billing cycle has been estimated.

4. Customer and Premise Numbers

These numbers are used internally by the company to locate your account.

5. Distribution Charge

This is the cost of operating and maintaining the Liberty Utilities distribution system.

6. Revenue Decoupling

This charge adjusts bills for the impact on delivery charges in connection with initiatives that enable customers to participate in and benefit from programs aimed at reducing energy costs and promoting a more efficient energy future.

7. Customer Charge

A portion of the company's cost to serve you with such items as mailing, system maintenance, and record keeping, which is not related to the quantity of gas used.

8. Distribution Adjustment Charge

Includes the customer's contribution to energy efficiency, environmental, infrastructure replacement, and industry restructuring programs.

9. Cost of Gas

The cost of purchased, storage, and interstate transmission of gas. This cost is passed directly to customers and the company does not lose or benefit from the amounts charged.

10. Usage History & Degree Day Table

Your Usage History is displayed for thirteen months, including the most recent month, so that you can easily monitor your annual usage.

Additionally, we again refer to the type of read: (A) Actual or (E) Estimated.

The degree days are a measure of coldness based on the extent to which the daily mean temperature falls below 65 degrees Fahrenheit. For example, on a day when the average temperature is 35 degrees Fahrenheit, there would be 30 degree days experienced.

11. At Your Service

Important bill messages appear in this section.

Importance of Paying Your Bill On Time

Liberty Utilities works diligently to provide our customers with the most cost-effective gas service possible. In order to do so, it is critical that all customers take responsibility for paying their bills. We understand that circumstances can arise that may make it difficult to pay your bill. However, here are a number of programs that are available through Liberty Utilities, local, state, federal, and private agencies to assist you if you find yourself in a time of need.

Delinquent, insufficient or missed bill payments can hurt your credit score and make it very difficult to get assistance for which you may otherwise be qualified. Falling behind on your bill can end up costing you, and ultimately all of our customers, more money. You also run the risk of your gas service being terminated.

Financially, avoiding bill payments may have even more serious consequences. You run the risk of having your account sent to a debt collector – at which point a lawsuit can be brought against you to collect the money owed for the gas service provided. In a court of law, the company can seek a judgment which would allow us to have wages garnished each pay period and sent directly to the company. This can all be avoided by making your payment when your bill is due.

Liberty Utilities and other agencies are here to assist you, but regular bill payments make the provision of aid easier. Please call Customer Service to review your available options.

We Can Help

Several aid programs are available to help qualified customers pay their natural gas bill.

Citizens For Citizens, Inc. and **Self Help, Inc.** are the local agencies offering a state-approved fuel assistance program. To be approved, you must apply with the agency in your area. (See the shaded area on the opposite page for locations and phone numbers.) If approved, a payment will be made on your behalf to your account to reduce

your gas bill during the winter months. You must financially qualify in order to be accepted in this program. Both agencies also offer other assistance programs.

Do not hesitate! Reach out to Customer Service at (800) 544-4944 and let one of our experienced representatives discuss which program(s) can benefit you the most.

An **Arrearage Management Plan (AMP)** is an excellent way to reduce your outstanding balance within months. An AMP helps income eligible customers with active accounts that are in arrears. Under this program, eligible low-income customers may qualify for forgiveness of past due utility bills. Program participants receive monthly credits to their past due account once all the program requirements have been met.

Budget Billing Plans are available to spread the cost of your natural gas more evenly throughout the year. This free service is available to all of our residential customers by calling Customer Service. Knowing your monthly payment in advance can make it easier to manage your household energy payments from season to season. Here is how the plan works:

- Your initial budget amount is based on your average monthly bill from the previous twelve (12) months. If your account has been open for less than twelve months, the budget amount will be estimated.
- After six (6) months, your budget billing plan will be reviewed and may be adjusted to reflect changes in gas costs or your actual usage for this six-month period. You will be notified if the budget amount will be changed.
- Your twelfth month bill will reflect the difference between your actual usage and your budget billing plan payments for the year. This difference could be a credit or an outstanding balance payment.

The Massachusetts Good Neighbor Energy Fund is also available for customers that are not on the low-income rate, but who find themselves in temporary financial crisis. Contact your local Salvation Army branch to see if you qualify for this or other assistance programs that are available.

Payments at Pay Stations

Sometimes a customer needs to make certain a payment posts to their account immediately, so mailing it is not an option. While payments brought directly to us at the Customer Care walk-in center post to your account that day, we know that it is not always an option to come to 36 Fifth Street.

To protect yourself and your natural gas service from shut-off, please use caution when paying your bill in person at a third-party payment center. Some stores may accept utility payments as a courtesy to their customers, but we cannot guarantee that payments made at unauthorized locations will be posted to your account. Always use an authorized pay station to ensure we receive the payment and that it is posted to your account in a timely manner. Authorized pay stations for Liberty Utilities are listed on our website — www.libertyutilities.com. Also, it is a good idea to always keep your receipt in case you must verify a payment.

Gas Leak Emergency: (800) 936-7000

Customer Service: (800) 544-4944
36 Fifth Street, Fall River

Call: Monday through Friday, 8:00am to 4:30pm

Walk-In: Monday through Friday, 8:00am to 4:00pm

Administrative Offices: (508) 324-7811

Dig Safe®: 811

Income Eligible Assistance:

- for Fall River, Westport, Somerset, and Swansea:

Citizens for Citizens (508) 679-0041

- for North Attleboro and Plainville:

Self Help, Inc. (508) 226-4192

*Aviso importante. Faça favor de traduzir imediatamente.
Avis important. Veuillez traduire immédiatement.
Aviso importante: por favor traduzcalo inmediatamente.*