



Liberty UtilitiesSM

2014 - 2015 Fixed Price Option

Liberty Utilities is once again pleased to offer the opportunity for our customers to “lock in” a specific price per therm for the Gas Supply Charge portion of your bill. If you choose to enroll in this program, called the “Fixed Price Option,” you will pay one fixed price per therm for the Gas Supply Charge portion of your bill from November 1, 2014 through April 30, 2015, even if the price of natural gas changes during this period.

With the Fixed Price Option, you can avoid natural gas price fluctuations and receive more stable bills.

You are encouraged to act as soon as possible, as enrollment is limited. The deadline for enrollment is October 17, 2014. If you have multiple accounts with Liberty Utilities, please apply for each account separately. The Fixed Price Option rate will take effect on November 1, 2014 and will be reflected on the first bill after your application is processed. Below, please find some answers to frequently asked questions about this offer.

What is the fixed price for the 2014–2015 heating season?

The 2014-2015 Fixed Price Option Gas Supply Charge price will be set at \$0.02 per therm more than the Gas Supply Charge, and will be set on September 15, 2014.

Will the fixed price represent the entire amount on my monthly gas bill?

No. This fixed price option will only affect the Gas Supply Charge on your bill.

If I don't enroll in the Fixed Price Option what will my Gas Supply Charge price be this winter?

As of today's date, the Gas Supply Charge price for the winter is \$1.0161 per therm. This price is offered for informational purposes only and may increase or decrease as the market price of natural gas fluctuates. Price fluctuations are market-driven and it is difficult for Liberty Utilities to predict what those market conditions or prices will be this winter.

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Can I drop out of the Fixed Price Option program at any time during the winter?

No. If you enroll in the Fixed Price Option, you will remain in the program for the entire winter heating season (November 1, 2014 through April 30, 2015).

What happens to my gas bill after April 30, 2015?

Customers on the Fixed Price Option will automatically be placed back on the regular, standard Liberty Utilities pricing for the summer period (May 1 through October 31, 2015). In the Fall of 2015, Liberty Utilities will provide notice to all applicants as a reminder for enrollment. At that time, you may choose to either un-enroll or continue to participate in next winter's Fixed Price Option program. If no action is taken, you will continue on the Fixed Price Option program next winter.

If I enrolled in the Fixed Price Option program last winter, do I need to re-enroll?

No, you are already enrolled in the program. If you do not want to participate this coming winter, you must contact our customer service center at **1-800-544-4944** before October 17, 2014.

If I am enrolled in the Fixed Price Option program and I move, do I get to keep the rate at my new home?

Yes. You will be able to carry that rate with you to your new home as long as you move within the Company's service area.

How do I sign up?

To sign up, please have your account number (listed on your bill) available and contact us before October 17, 2014 by calling our customer service center at **1-800-544-4944**.

Remember, enrollment acceptance is based on a timely response. With apologies, we cannot accept applications after October 17, 2014.

Thank you for your interest in this program.