

Important Message For Liberty Customers



Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty ("Company") has filed a petition with the Massachusetts Department of Public Utilities ("DPU") to increase its gas base distribution rates by \$55.8 million. If approved, the average monthly total bill impact during the winter season for a typical residential heating customer in the Company's Fall River and North Attleboro service area is estimated to be an increase of approximately \$78.86, or 37 percent, and for the typical residential heating customer in the Company's Blackstone service area, an increase of approximately \$103.67, or 60.6 percent. Bill impacts for other customers will vary depending on their specific usage characteristics. For specific impacts, please contact the Company as shown on the other side.

The requested increase will allow the Company to recover capital expenditures on its distribution system and other costs incurred since its last base rate case, docketed as D.P.U. 15-75. New base distribution rates are expected to become effective May 1, 2026 after a comprehensive review by the DPU that will include public hearings as detailed below.

As part of our proposed filing, Liberty will be requesting the adoption of Performance Based Ratemaking ("PBR") for its operations. PBR programs reduce the frequency and size of future rate cases and create more stable, lower rates for customers going forward when compared to current ratemaking practices. Our PBR proposal is designed to eliminate the need for another rate case through 2031. For more information on Liberty's entire filing, visit our website at libertyutilities.com or call Liberty at 1-888-301-7700. The DPU also has a webpage with additional information on our filing, the public hearings, and bill impacts at:

<https://mass.gov/info-details/liberty-utilities-2025-gas-base-distribution-rate-case>.

If you would like to submit written comments to the DPU, please send them by email to dpufiling@mass.gov and DPU2585.LibertyRateCase@mass.gov, and the Company's attorneys: Kevin Penders, Esq.; Molly Karg Agostinelli, Esq.; Joseph Kelly, Esq.; and Ronald J. Ritchie, Esq.; at kpenders@keeganwerlin.com, MAgostinelli@keeganwerlin.com, jkelley@keeganwerlin.com, and r.j.ritchie@libertyutilities.com, respectively. The text of the email should specify: (1) the docket number of the proceeding (D.P.U. 25-85); (2) the name of the person or company submitting the comments; and (3) a brief descriptive title of the document. Please note that, in the interest of transparency, any comments will be posted to the DPU's website as received and without redacting personal information, such as addresses, telephone numbers, or email addresses. As such, consider the extent of information you wish to share when submitting comments.

Public hearings will be held as follows:

- September 30, 2025, beginning at 7:00 p.m. at North Attleboro High School auditorium, 1 Wilson Whitty Way, North Attleboro, Massachusetts 02760. Interpretation services (Spanish) will be available at the in-person public hearing.
- October 1, 2025, beginning at 7:00 p.m. at the Blackstone-Millville Regional High School auditorium, 175 Lincoln Street, Blackstone, Massachusetts 01504.
- October 3, 2025, beginning at 7:00 p.m. at B.M.C. Durfee High School, Nagle Auditorium, 460 Elsbree Street, Fall River, Massachusetts 02720. Interpretation services (Spanish, Portuguese, Khmer) will be available at the in-person public hearing.

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- A virtual public hearing using Zoom videoconferencing on Tuesday, October 7, 2025, beginning at 7:00 p.m. Attendees can join by entering the link, <https://us06web.zoom.us/j/81706654438>, from a computer, smartphone, or tablet. For audio only access to the hearings, attendees can dial in at 1-309-205-3325 (not toll free) and then enter the Meeting ID# 817 0665 4438. Interpretation services (Spanish, Portuguese, Khmer) will be available over the Zoom platform by clicking the "Interpretation" button on the menu at the bottom of the Zoom application screen and selecting your language (i.e., English, Spanish, Portuguese, or Khmer).

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.

Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, si prega di tradurla.

Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.

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For more information, visit www.libertyenergyandwater.com or call customer care at 1-800-544-4944.