

Michael Sheehan

From: Allison O'Neil
Sent: Wednesday, October 18, 2017 8:31 AM
To: SM NH PUC Inquiry; SM NH NH Coll Med Petition
Subject: FW: JUDith Tompson BBB

Categories: ALLISON

fyi

Allison O'Neil | [Liberty Utilities \(New Hampshire\)](#) | Supervisor, Collections
P: 603-216-3557 | C: 603-765-1800 | E: Allison.O'Neil@libertyutilities.com

From: Allison O'Neil
Sent: Tuesday, October 17, 2017 4:51 PM
To: Allison O'Neil
Cc: Jennifer Hemeon
Subject: Jdith Tompson BBB

CASE ID: 16062451

On October 17, 2017, you provided the following information:

Hello:

We have several items to discuss with this particular case.

1. State and Federal law does not allow a CAP Agency (Fuel Assistance) to pay past due bills or bills outside of the "winter season". Fuel Assistance season is 11/1/XX through 4/30/XX or until the approved benefit is exhausted which ever comes first.

2. NH State Regulations surrounding medical emergency rules are clear and as follows:

The PUC 1205.01 & 1205.02 Medical Emergency Rules--Provision of a medical emergency certification, in conjunction with a payment and or/ payment arrangement for any past due balances in accordance with PUC 1203.7, shall be sufficient to protect a customer's account from disconnection of service so long as the customer complies with the terms of the payment and/or arrangement.

3. The customer in question has never entered into a payment arrangement or has ever made a payment. The utility requested \$65 a month on a \$5,000+ balance. This amount was derived by taking a 12 month average of monthly bills, + \$25.

4. The customer has spoken and/or via written correspondence with the utility and PUC Staff numerous times explaining the rules and trying to come to a resolution. Please note the customer also receives a EAP (Electric Assistance Program)discount of 18%.

5. The customer in question is an active account and the 3 year statute of limitations does not apply in this case.

6. We are a regulated company and obligated to follow NH PUC 1200 rules which we are. We also have a responsibility to our rate payers.

7. The Public Utilities Commission has granted approval to disconnect.

In closing, it is unfortunate that the customer chose not to pay the requested \$65 a month on such a high balance or respond with documentation that she needed to pay less. The customer chose not to pay anything.

We have exhausted every avenue to come to a resolution for this customer.

Allison O'Neil | [Liberty Utilities \(New Hampshire\)](#) | Supervisor, Collections
P: 603-216-3557 | C: 603-765-1800 | E: Allison.O'Neil@libertyutilities.com
15 Buttrick Road , Londonderry, NH 03053

Liberty Utility Request for Permission to Disconnect ELECTRIC Service Medical Emergency Customer

Pending PUC Permission

TODAYS DATE
5/1/2018

Customer & Account Information

Customer Name:	Judith Tompson	Account Number:	[REDACTED]
Phone Number:	(603) [REDACTED]	Account Balance:	\$5,290.00
Joint Account Holder:	N/A	Delinquency:	\$5,267.00
Third Party Contact:	N/A	Rate:	41-ERD05
Proposed Disconnect Day:	ASAP		
	Service Address		Mailing Address
Address:	9 Lancelot Ct Apt 8		SAME
City, State ZIP:	Salem NH 03079		SAME

Payment Arrangement Information

	Last Payment Arrangement:	Number of Petitions:
Date:	N/A	2
Amount:	N/A	
Arrangement Outcome:	N/A	

Last Three Medical Profiles

	Start Date	End Date	Medical Condition
1st most recent ME Profile:	6/14/2017	6/14/2018	[REDACTED]
2nd most recent ME Profile:	6/28/2016	6/28/2017	
3rd most recent ME Profile:			

Collection Activity & Household Statistics

	Last 12 Months:		Household Statistics:
SONP's:	N/A	Financial Hardship:	Fuel Assistance
Broken SPA:	N/A	Household members over 65:	Unknown
Returned Checks:	N/A	Household members under 5:	Unknown

Billing & Payment History

12 Month Billing History		Last 12 Payments	
Bill Date	Bill Amount	Payment Date	Payment Amount
4/18/2018	\$23.00	4/3/2018	\$23.12 (FA)
3/19/2018	\$23.12	3/22/2018	\$24.09 (FA)
2/15/2018	\$24.09	2/14/2018	\$23.68 (FA)
1/18/2018	\$23.68	1/9/2018	\$23.77 (FA)
12/18/2017	\$23.77	12/5/2017	\$34.80 (FA)
11/16/2017	\$34.80	5/25/2017	\$30.68 (FA)
10/17/2017	\$50.05	4/17/2017	\$30.54 (FA)
9/18/2017	\$50.17	3/15/2017	\$21.54 (FA)
8/17/2017	\$69.93	3/10/2017	\$21.73 (FA)
7/19/2017	\$62.99	1/11/2017	\$24.64 (FA)
6/19/2017	\$50.14	12/27/2016	\$33.43 (FA)
5/18/2017	\$60.68	6/2/2016	\$42.71 (FA)

Requested Amount:	\$66	

Redacted



May 1, 2018

Past Due \$ Amount: \$ 5290.00

Judith Tompson
9 Lancelot Ct Apt 8
Salem NH 03079

Dear Judith:

This letter is to notify you that we are seeking authorization from the New Hampshire Public Utilities Commission to disconnect your service. Although you currently have a medical emergency certification on file indicating that someone in your household relies on electric for medical reasons, our records indicate that 1) no payments have been made on your past due balance, 2) no payment arrangement has been made, or 3) the terms of any existing payment plan have not been met.

We have attached a copy of our request to the New Hampshire Public Utilities Commission for authorization to disconnect your service. If you have any questions about this request, please contact Jennifer Hemeon at 603-216-3673 or the Public Utilities Commission's Consumer Affairs Department at 1-800-852-3793.

Sincerely,
Jennifer Hemeon
Supervisor Credit & Collections
603-216-3673
Liberty Utilities

CC: NHPUC/Third Party

Enclosure: Liberty Utility Request for Permission to Disconnect Service



Redacted

DE 18-148
Exhibit 4
001

5/16/2018

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

Bill Account No: [REDACTED]
Service Address: 9 LANCELOT CT APT 8
SALEM, NH 03079

RE: EXPIRING MEDICAL EMERGENCY CERTIFICATE

This is an important notice. Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Questa è un' informazione importante,
si prega di tradurla.

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

Dear JUDITH TOMPSON,

This letter is to inform you that the Certification of Medical Emergency on your ELECTRIC ACCOUNT, which is protecting it from collection activity, is due to expire on **6/14/2018**. In order to maintain this protection, an updated Certification of Medical Emergency Form must be completed. If such a condition still exists, please complete the Customer section of the enclosed form; then have your Medical Professional complete the remaining sections and return it to Liberty Utilities' Medical Emergency Group within 15 days either by e-mailing NHMedicalLetters@libertyutilities.com, faxing it to (603) 386-6280, or mailing it to Liberty Utilities, Credit & Collections/Accounts Processing, P.O. Box 1380 Londonderry, NH 03053-1380. The Medical Certification must be renewed by **6/14/2018** to prevent any lapse in your medical protection.

If a past-due balance exists, your account will be subject to normal collection activity, including service termination, on or after the expiration date above unless you make an arrangement to pay your account. To discuss payment arrangements, please call our Credit Department at (800) 375-7413 Monday thru Friday 7:00am – 5:00pm.

You have a right to request a conference with the New Hampshire Public Utilities Commission regarding this determination. If you wish to dispute this notice, please direct your inquiry to:

Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429
(800) 852-3793

If you use medical equipment, we recommend that you plan for any power outages that may occur.

Sincerely,
Liberty Utilities



MEDICAL EMERGENCY CERTIFICATION – ELECTRIC SERVICES

The entire form must be **completed and signed by the customer and health care provider to be accepted and should be mailed or faxed to Liberty Utilities when complete.** The customer should fill out the “CUSTOMER” section of the form, and the health care provider should fill out the “HEALTH CARE PROVIDER” section.

Mailing Address:

Liberty Utilities: Attn: Credit Department	FAX: (603) 386-6280
P.O. Box 1380, Londonderry, NH 03053-1380	Liberty Utilities at 1-800-375-7413

If you have any questions, please contact Liberty Utilities at 1-800-375-7413

CUSTOMER

A medical emergency certification does not protect you from disconnection of your electric service unless you make and comply with a payment arrangement for any past-due balances. N.H. Code of Admin. Rules Puc 1205.03. The certification, once accepted, is valid for no more than one year. It is your responsibility to renew your medical emergency certification before it expires.

Date:		Name of Liberty Utilities Customer of Record:	
Patient Name and Relationship to Customer (<i>If different from customer of record</i>):			
Customer Service Address:		City:	
State	Zip	Liberty Utilities Account Number 44 -	Phone Number ()

I hereby authorize the release of the medical information necessary for the completion of this form.

Customer's Signature:

Date

HEALTH CARE PROVIDER

N.H. Code of Admin. Rules Puc 1205.02 protects a utility customer from disconnection of their electric service when the customer is complying with a payment arrangement for any past due balance **and** a physician, advanced practice registered nurse, physician's assistant or mental health practitioner (“health care provider”) certifies that a medical emergency exists. **A medical emergency exists when disconnection of electric service creates a danger to the physical or mental health of a customer or a member of the customer's household.** Puc 1202.12.

Health Care Provider's Name:		License Number:	
Address:		City:	
State:	Zip:	Email Address:	Phone Number: ()

Description of Patient's Medical Condition and the Danger that Would Result if the Electric Service were Disconnected:
Anticipated Duration of Condition (No More than 12 Months):
Medical Equipment Being Used for Life Support Purposes:

I hereby certify that, according to my records, the Patient resides at the Customer Service Address and that the Patient has a physical or mental health condition which would become a danger to the patient's physical or mental health should the electric service be disconnected.

Health Care Provider's Signature:

Date

Redacted

Michael Sheehan

From: SM NH NH Coll Med Petition
Sent: Wednesday, May 16, 2018 11:30 AM
To: PUC - Medical Disconnects; SM NH NH Coll Med Petition
Subject: RE: ME request to disconnect (2) Judith Thompson [REDACTED]

Categories: JENN

Hello

The customer has not called in. We did receive a FA payment of \$23 on 5/15/18.

Next follow up date 5/23/18

Thanks

Jennifer Hemeon | [Liberty Utilities \(New Hampshire\)](#) | Collections Specialist
P: 603-216-3673 E: Jennifer.Hemeon@libertyutilities.com

From: PUC - Medical Disconnects [<mailto:medisconnect@puc.nh.gov>]
Sent: Wednesday, May 16, 2018 11:15 AM
To: SM NH NH Coll Med Petition <NHCollMedPetition@libertyutilities.com>
Subject: RE: ME request to disconnect (2) Judith Thompson [REDACTED]

Has this customer made any contact?

From: SM NH NH Coll Med Petition [<mailto:NHCollMedPetition@libertyutilities.com>]
Sent: Wednesday, May 09, 2018 2:55 PM
To: PUC - Medical Disconnects
Subject: RE: ME request to disconnect (2) Judith Thompson [REDACTED]

Hello: We have not heard from Judith...I am sure you remember how she will not pay due to her FA benefit...ringing a bell? Kathy you had her last year, too. Sorry Al

Allison O'Neil | [Liberty Utilities \(New Hampshire\)](#) | Supervisor, Collections
P: 603-216-3557 | C: 603-765-1800 | E: Allison.O'Neil@libertyutilities.com

From: PUC - Medical Disconnects [<mailto:medisconnect@puc.nh.gov>]
Sent: Wednesday, May 09, 2018 1:20 PM
To: SM NH NH Coll Med Petition; PUC - Medical Disconnects
Subject: RE: ME request to disconnect (2) Judith Thompson [REDACTED]

Good Afternoon,

Please provide an update on this request. Thanks.

Kathy

Kathryn A. Akerman, Utility Analyst
Consumer Services and External Affairs Division
New Hampshire Public Utilities Commission

Redacted

21 South Fruit Street, Suite 10
Concord, NH 03301-2429
phone 603-271-2431
fax 603-271-3878
email kathryn.akerman@puc.nh.gov

From: SM NH NH Coll Med Petition [<mailto:NHCollMedPetition@libertyutilities.com>]
Sent: Wednesday, May 02, 2018 8:49 AM
To: PUC - Medical Disconnects
Cc: SM NH NH Coll Med Petition
Subject: ME request to disconnect (2) Judith Tompson [REDACTED]

Hello

Minimum payment \$66.00

Next follow up 5/9/18

Jennifer Hemeon | [Liberty Utilities \(New Hampshire\)](#) | Collections Specialist
P: 603-216-3673 E: Jennifer.Hemeon@libertyutilities.com
15 Buttrick Road , Londonderry, NH 03053

Redacted

Michael Sheehan

From: SM NH NH Coll Med Petition
Sent: Wednesday, June 13, 2018 11:47 AM
To: 'Connelly, Bryan'
Subject: RE: ME request to disconnect (2) Judith Thompson [REDACTED]

Categories: BRITTANY

Good Morning

The customer has not called and no payments have been made.

Thank you,

Brittany Shaffer | [Liberty Utilities \(New Hampshire\)](#) | Collections Specialist
P: 603-216-3599 E: Brittany.Shaffer@libertyutilities.com

From: Connelly, Bryan [mailto:Bryan.Connelly@puc.nh.gov]
Sent: Wednesday, June 13, 2018 11:39 AM
To: SM NH NH Coll Med Petition <NHCollMedPetition@libertyutilities.com>
Subject: RE: ME request to disconnect (2) Judith Thompson [REDACTED]

Good morning,

Has there been any contact with or payments received by this customer since the last update on May 16?

Thank you,

Bryan Connelly
Consumer Services Division
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord NH 03301
603.271.1636 Fax: 603.271.3878
bryan.connelly@puc.nh.gov

Redacted



6/15/2018

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

Bill Account No: [REDACTED]
Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

RE: EXPIRATION OF MEDICAL EMERGENCY PROTECTION

This is an important notice. Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Questa è un' informazione importante,
si prega di tradurla.

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

Dear JUDITH TOMPSON,

Please be advised that the medical emergency protection on the above account expired on **6/14/2018**. Your account is no longer protected from collection activity, including termination of service.

If the previously certified medical emergency still exists, please contact our Credit Department immediately at **(800) 375-7413**. Our representatives are available Monday-Friday, 7:00am-5:00pm.

The outstanding balance due on your account is **\$5,267.00**. If you have questions or need a payment arrangement on the outstanding amount, please call our Credit Department.

You have a right to request a conference regarding this determination with the New Hampshire Public Utilities Commission. If you wish to dispute this notice, please direct your inquiry to:

Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429
(800) 852-3793

Sincerely,

Liberty Utilities

Redacted



6/20/2018

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

Bill Account No: [REDACTED]
Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079
RE: MEDICAL CLAIM LETTER

Dear JUDITH TOMPSON,

We are in receipt of your recent claim that there is a person residing in your household whose medical condition would result in a medical emergency in the absence of ELECTRIC SERVICE. As a result, we have placed a hold on your account protecting it from collection activity. The hold will be removed unless we receive the attached completed form.

Please complete the Customer section of the enclosed Certification of Medical Emergency Form; then have your Medical Professional complete the remaining sections and return it to Liberty Utilities' Medical Emergency Group either by e-mailing to NHMedicalLetters@libertyutilities.com, faxing it to (603)386-6280, or mailing it to Liberty Utilities, Credit & Collections/Accounts Processing, P.O. Box 1380 Londonderry, NH 03053-1380. **The completed form must be received by Liberty Utilities within 15 days of the date of this letter in order to protect your account from collection activity, including service termination.**

To discuss payment arrangements, please contact our Credit Department at 1-800-375-7413 Monday thru Friday 7:00am – 5:00pm.

If you use any medical equipment, we recommend that you plan for any power outages that may occur.

Sincerely,

Liberty Utilities



MEDICAL EMERGENCY CERTIFICATION – ELECTRIC SERVICES

The entire form must be **completed and signed by the customer and health care provider to be accepted and should be mailed or faxed to Liberty Utilities when complete.** The customer should fill out the "CUSTOMER" section of the form, and the health care provider should fill out the "HEALTH CARE PROVIDER" section.

Mailing Address:

Liberty Utilities
Attn: Credit Department
P.O. Box 1380
Londonderry, NH 03053-1380

FAX:

(603) 386-6280
If you have any questions, please contact
Liberty Utilities at 1-800-375-7413

CUSTOMER

A medical emergency certification does not protect you from disconnection of your electric service unless you make and comply with a payment arrangement for any past-due balances. N.H. Code of Admin. Rules Puc 1205.03. The certification, once accepted, is valid for no more than one year. It is your responsibility to renew your medical emergency certification before it expires.

Date:		Name of Liberty Utilities Customer of Record:	
Patient Name and Relationship to Customer (<i>If different from customer of record</i>):			
Customer Service Address:			City:
State	Zip	Liberty Utilities Account Number 44 -	Phone Number ()

I hereby authorize the release of the medical information necessary for the completion of this form.

Customer's Signature:

Date

HEALTH CARE PROVIDER

N.H. Code of Admin. Rules Puc 1205.02 protects a utility customer from disconnection of their electric service when the customer is complying with a payment arrangement for any past due balance **and** a physician, advanced practice registered nurse, physician's assistant or mental health practitioner ("health care provider") certifies that a medical emergency exists. **A medical emergency exists when disconnection of electric service creates a danger to the physical or mental health of a customer or a member of the customer's household.** Puc 1202.12.

Health Care Provider's Name:		License Number:	
Address:		City:	
State:	Zip:	Email Address:	Phone Number: ()

Description of Patient's Medical Condition and the Danger that Would Result if the Electric Service were Disconnected:
Anticipated Duration of Condition (No More than 12 Months):
Medical Equipment Being Used for Life Support Purposes:

I hereby certify that, according to my records, the Patient resides at the Customer Service Address and that the Patient has a physical or mental health condition which would become a danger to the patient's physical or mental health should the electric service be disconnected.

Health Care Provider's Signature:

Date:



Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455



>000029 2016500 0001 092170 10Z

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Redacted

FINAL BILL

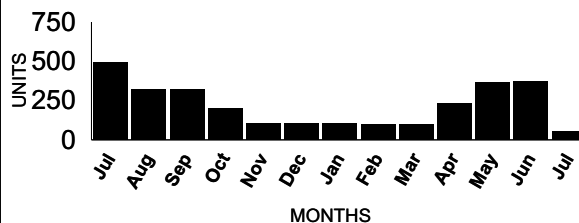
DE 18-148
Exhibit 9
001

ACCOUNT INFORMATION

Account Number:	
Statement #:	7815140
Bill Date:	07/18/2018
Due Date:	08/15/2018
Next Meter Read:	/ /

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	5	07/13/18-07/18/18	64801 - 64744	1	57		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,386.37
Payments Received:	0.00
Balance Forward:	5,386.37
Current Charges:	
Customer Chg	2.34
Consumption Tax 57.00 units @ 0.00055	0.03
Distribution Chg 57.00 units @ 0.04299	2.45
Energy Service 57.00 units @ 0.08931	5.09
Stranded Cost Chg 57.00 units @ -0.00095	0.05 CR
Sys Benefits Chg 57.00 units @ 0.00457	0.26
Transmission Chg 57.00 units @ 0.03460	1.97
EAP Discount 22%	2.66 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

Effective June 1st, a number of charges were changed, including the Distribution Charge, Transmission Charge, and Stranded Cost Charge. Effective July 1st, as usual, a new monthly rate for Energy Service for large commercial and industrial customers will begin. The change in the Energy Service rate does not apply to customers taking Electricity Supply from a third party. Please refer to our website at www.libertyutilities.com for all of our current rates.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,386.37	9.43	5,395.80	

Account Number: [REDACTED]
Statement #: 7815140
Bill Date: 07/18/2018
Due Date: 08/15/2018

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

01446527994434715210000000943100000539580

Redacted

Understanding Your Bill...For additional information please visit www.libertyutilities.com or call 1-800-375-7413.

Consumption Tax

A tax imposed by New Hampshire law.

Demand

For business customers only, the kilowatt (kW) charge is based on the greatest amount of electricity used by customers during the billing period.

Distribution Charge

The cost of operating and maintaining the Liberty Utilities electric distribution system that delivers electricity to your home or business.

Due Date/Late Charge

Please pay your bill by the due date to avoid a late charge.

Electricity Supply

This represents the cost of energy if you choose to purchase from a 3rd party supplier.

Energy Service

This is the cost of the energy commodity that we deliver to your home or business if you do not purchase energy from a 3rd party supplier.

Customer Charge

This is a fixed cost regardless of your usage and covers metering, billing and account maintenance.

Multiplier

Converts the metered unit of measure to the standard billing unit of measure, where applicable.

Off-Peak

Period of time when demand for electricity is low such as nights, weekends and holidays.

Peak

Period of time when demand for electricity is high such as Monday through Friday during the day.

Prorated Bill

If applicable, we will adjust, or prorate, the charges on bills with more or less than the standard days of service.

Rate Code

This code represents the rate used to calculate your bill.

Read Type

If we are unable to read your meter we will estimate your consumption for the month.

Stranded Cost Charge

The cost associated with recovering the financial commitments made by Liberty Utilities to supply power to consumers in a regulated environment.

Storm Recovery

This charge is collected to recover costs associated with certain storms as approved by NHPUC.

System Benefits Charge

Charge collected to fund energy efficiency, and low income assistance programs.

Transmission Charge

The cost of delivering electricity from the generation company to the beginning of Liberty Utilities' distribution system.

Units

A unit is equal to one kWh (Kilowatt Hours)

Usage:

This represents your energy usage for the billing period measured in kilowatt hours (kWh) and kilo volt amperes (kVA)

Paying Your Bill...Paying your utility bill has never been easier. We have several convenient payment options.

Authorized Payment Center

Check our website for a list of authorized payment agencies where you can pay your bill in person. Please bring your bill to ensure the payment can be accurately posted to your account.

EFT Payments (Automatic Payment Plan)

Pay your bill automatically from your bank account monthly (Electronic Funds Transfer).

Pay By Mail

Make your check payable to Liberty Utilities using the enclosed payment coupon. Allow 7-10 business days prior to the due date on the front of the bill.

Mail To:

Liberty Utilities New Hampshire
75 Remittance Drive Suite 1032
Chicago IL 60675-1032

Pay In Person

Visit our website at www.libertyutilities.com for our office locations.

Pay Online or By Telephone

Pay by credit/debit card or electronic check on our website or through our automated telephone system.

Payment Posting

Payments may take up to 2 business days to post to your account.

Billing Programs...

Budget Billing

Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the Budget Settlement Amount.

Paperless Billing

Go paperless and receive an e-mail instead of a paper bill each month. Sign up at www.libertyutilities.com. We also offer recurring monthly payments through Autopay.

Special Payment Arrangement

An extended payment plan where past-due bills may be paid in installments over a specified time period. The statement will also show the Remaining Payment Arrangement Amount.

Other Information...

For General Correspondence

Please remember to include your 16 digit account number on any correspondence to us.

Mail To:

Liberty Utilities, PO Box 1380
Londonderry, NH 03053-1380

E-Mail To:

customerservicenh@libertyutilities.com

Glossary of Terms

For a definition of additional billing terms please visit www.libertyutilities.com.

Important Phone Numbers

Emergency/Outages: 1-855-349-9455

(available 24/7)

Customer Service: 1-800-375-7413

For Hearing Impaired: Dial 711 (24/7)

Before You Dig: Dial 811

Medical Emergency

If you believe that a medical emergency exists in your home or would exist if service were to be disconnected, you may be protected from disconnection. Please contact us at 1-800-375-7413 for more information.

Unresolved Disputes

If you have called Liberty Utilities and are unable to resolve a dispute, you may call the Public Utilities Commission, Consumer Affairs Division at 1-800-852-3793. Copies of your applicable rate schedule and the "Consumer Rights and Responsibilities" pamphlet are available upon request.

CHANGE OF ADDRESS

EFFECTIVE DATE (DAY/MONTH/YEAR)

ADDRESS P.O. BOX

CITY, STATE, ZIP

TELEPHONE NUMBER

TO CHANGE ACCOUNT NAME PLEASE CALL: 1-800-375-7413



**Local and
responsive.
We care.**

ACCOUNT INFORMATION	
Account Number:	
Statement #:	7815140
Bill Date:	07/18/2018
Due Date:	08/15/2018
Next Meter Read:	/ /
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED	
Total Amount Due:	5,395.80

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Michael Sheehan

From: Patterson, Rorie <Rorie.Patterson@puc.nh.gov>
Sent: Thursday, August 16, 2018 2:53 PM
To: PUC - Medical Disconnects; Jennifer Hemeon
Cc: Patterson, Rorie
Subject: Judith Thompson

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Jen – I can't say what the motions mean, as I have not seen them, but Mike Sheehan is your best bet for answers to the first question, below. Thank you. Rorie

Rorie E. Patterson
Assistant Director
Consumer Services and External Affairs Division
NH Public Utilities Commission
21 S. Fruit St., Ste. 10
Concord, NH 03301
(603) 271-5189
rorie.patterson@puc.nh.gov

From: PUC - Medical Disconnects
Sent: Thursday, August 16, 2018 2:22 PM
To: 'Jennifer Hemeon'; PUC - Medical Disconnects
Cc: Patterson, Rorie
Subject: RE: 44652799-44347152 Judith Thompson

Hi Jen,

I spoke with Rorie. She said the permission is good until the end of the current season (before the winter period) or until the customer's medical certification expires; whichever is first. She also suggested you run this by Mike Sheehan as there may be other legal issues involved with this customer and her disconnection; and to address your first question about putting the services back into her name. Thanks.

Kathy

Kathryn A. Akerman, Utility Analyst
Consumer Services and External Affairs Division
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429
phone 603-271-2431
fax 603-271-3878
email kathryn.akerman@puc.nh.gov

From: Jennifer Hemeon [<mailto:Jennifer.Hemeon@libertyutilities.com>]
Sent: Thursday, August 16, 2018 1:17 PM

To: PUC - Medical Disconnects
Subject: 44652799-44347152 Judith Thompson

Hello

On 7/27/18 we received a motion from the court stating that the new owner of the property was required to put the electric services in his name. We did this and now have received notification that that motion was withdrawn and the services are to be taken out of the owner's name. My questions are:

- 1) Are we automatically putting the services back into Judith's name?
- 2) Is the approval for PUC disconnect that was dated 6/19/18 still valid?

Thank you for your assistance with this.

Jennifer Hemeon | [Liberty Utilities \(New Hampshire\)](#) | Collections Specialist
P: 603-216-3673 E: Jennifer.Hemeon@libertyutilities.com
15 Buttrick Road , Londonderry, NH 03053

From: mscott@scottandscottpa.com [<mailto:mscott@scottandscottpa.com>]
Sent: Wednesday, August 15, 2018 4:04 PM
To: Jennifer Hemeon <Jennifer.Hemeon@libertyutilities.com>
Cc: Madhu Gaddam <madhugaddam@gmail.com>
Subject: [FWD: Activity in Case 1:18-cv-00555-PB Madhu Estates, LLC v. Thompson Order on Motion to Withdraw]

Jennifer,

I am forwarding the Magistrate's Order. The Salem District Court's order requiring Madhu's company to continue electric service was not valid because the entire case was removed to Federal District Court by Judith Thompson prior to issuance of that order. Thus, the Federal District Court became authorized to rule on the electrical service issue and it held Madhu did not have to continue electric service to the property.

I noted that you requested a "paper" order, but that is not what happens now. All orders and pleadings in Federal Court are electronic. Obviously, you are welcome to confirm with the Federal District Court that the attached Order is authentic. If you require further information or have questions, please contact me. Sincerely, Mike

Michael J. Scott
SCOTT & SCOTT, P.A.
P.O. Box 1055, 50 Nashua Rd., Ste. 102
Londonderry, NH 03053
(603) 434-3426 P
(603) 437-0022 F
mscott@scottandscottpa.com

----- Original Message -----

Subject: Activity in Case 1:18-cv-00555-PB Madhu Estates, LLC v. Thompson
Order on Motion to Withdraw
From: ecf_bounce@nhd.uscourts.gov
Date: Thu, August 09, 2018 10:44 am
To: nef@nhd.uscourts.gov

This is an automatic e-mail message generated by the CM/ECF system. Please DO NOT RESPOND to this e-mail because the mail box is unattended.

NOTE TO PUBLIC ACCESS USERS Judicial Conference of the United States policy permits attorneys of record and parties in a case (including pro se litigants) to receive one free electronic copy of all documents filed electronically, if receipt is required by law or directed by the filer. PACER access fees apply to all other users. To avoid later charges, download a copy of each document during this first viewing. However, if the referenced document is a transcript, the free copy and 30 page limit do not apply.

U.S. District Court
District of New Hampshire

Notice of Electronic Filing

The following transaction was entered on 8/9/2018 at 10:44 AM EDT and filed on 8/8/2018

Case Name: Madhu Estates, LLC v. Thompson

Case Number: [1:18-cv-00555-PB](#)

Filer:

Document Number: No document attached

Docket Text:

ENDORSED ORDER re: [14] Motion to Withdraw [7] Motion to Order Continued Electricity on Property. Text of Order: Judith Thompson has moved to withdraw (Doc. No. 14) her motion to continue electricity to the condominium unit where she resides. That motion to withdraw (Doc. No. 14) appears to have crossed in the mail with the Aug. 7, 2018 Report and Recommendation ("Aug. 7 R&R") (Doc. No. 12). This court hereby amends the Aug. 7 R&R (Doc. No. 12) to add the following sentence to the paragraph beneath the heading, "Conclusion," at p. 11: "A separate and independent basis for denying the motion to continue electricity (Doc. No. 7) is Thompson's filing of a motion seeking to withdraw that motion, see Doc. No. 14, which renders it moot." This court sua sponte extends the time period for objecting to the Aug. 7 R&R (Doc. No. 12), as amended by this Order, until August 22, 2018. No other part of the Aug. 7 R&R is altered by this Order. So Ordered by Magistrate Judge Andrea K. Johnstone.(vln)

1:18-cv-00555-PB Notice has been electronically mailed to:

Michael J. Scott mscott@scottandscottpa.com

1:18-cv-00555-PB Notice, to the extent appropriate, must be delivered conventionally to:

Judith Thompson
9 Lancelot Ct, #8
Salem, NH 03079



Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455



>000491 2047877 0001 092170 10Z

MADHU ESTATES LLC
58 BUTTRICK LN
CARLISLE, MA 01741-1578

Redacted

Statement

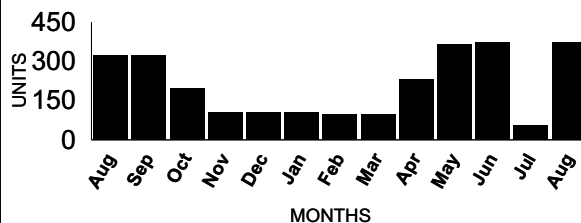
DE 18-148
Exhibit 11
001

ACCOUNT INFORMATION

Account Number:	
Statement #:	7863517
Bill Date:	08/16/2018
Due Date:	09/13/2018
Next Meter Read:	09/12/2018

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	26	07/19/18-08/13/18	65175 - 64801	1	374		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	0.00
Payments Received:	0.00
Balance Forward:	0.00
Current Charges:	
Customer Chg	12.16
Consumption Tax 374.00 units @ 0.00055	0.20
Distribution Chg 124.00 units @ 0.04883	6.06
Distribution Chg 250.00 units @ 0.04299	10.74
Energy Service 187.00 units @ 0.08299	15.52
Energy Service 187.00 units @ 0.08931	16.70
Stranded Cost Chg 374.00 units @ -0.00095	0.36 CR
Sys Benefits Chg 374.00 units @ 0.00457	1.70
Transmission Chg 374.00 units @ 0.03460	12.94
EAP Discount 22%	16.61 CR

SPECIAL MESSAGE

A new rate for Energy Service begins on August 1st and will continue through January 31st. Effective August 1st, the residential Energy Service rate is \$0.08299/kWh. This change does not apply to customers taking Electricity Supply from a third party. The total bill for a residential customer using 650 kWh of electricity per month will decrease \$4.11. The decrease represents a 3.22% total bill decrease. Please visit our website at www.libertyutilities.com for complete details about our rates.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

MADHU ESTATES LLC
58 BUTTRICK LN
CARLISLE, MA 01741-1578

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
0.00	59.05	59.05	

Account Number: [REDACTED]
Statement #: 7863517
Bill Date: 08/16/2018
Due Date: 09/13/2018

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

424465279944449137500000005905500000005905

Understanding Your Bill...For additional information please visit www.libertyutilities.com or call 1-800-375-7413.

Consumption Tax

A tax imposed by New Hampshire law.

Demand

For business customers only, the kilowatt (kW) charge is based on the greatest amount of electricity used by customers during the billing period.

Distribution Charge

The cost of operating and maintaining the Liberty Utilities electric distribution system that delivers electricity to your home or business.

Due Date/Late Charge

Please pay your bill by the due date to avoid a late charge.

Electricity Supply

This represents the cost of energy if you choose to purchase from a 3rd party supplier.

Energy Service

This is the cost of the energy commodity that we deliver to your home or business if you do not purchase energy from a 3rd party supplier.

Customer Charge

This is a fixed cost regardless of your usage and covers metering, billing and account maintenance.

Multiplier

Converts the metered unit of measure to the standard billing unit of measure, where applicable.

Off-Peak

Period of time when demand for electricity is low such as nights, weekends and holidays.

Peak

Period of time when demand for electricity is high such as Monday through Friday during the day.

Prorated Bill

If applicable, we will adjust, or prorate, the charges on bills with more or less than the standard days of service.

Rate Code

This code represents the rate used to calculate your bill.

Read Type

If we are unable to read your meter we will estimate your consumption for the month.

Stranded Cost Charge

The cost associated with recovering the financial commitments made by Liberty Utilities to supply power to consumers in a regulated environment.

Storm Recovery

This charge is collected to recover costs associated with certain storms as approved by NHPUC.

System Benefits Charge

Charge collected to fund energy efficiency, and low income assistance programs.

Transmission Charge

The cost of delivering electricity from the generation company to the beginning of Liberty Utilities' distribution system.

Units

A unit is equal to one kWh (Kilowatt Hours)

Usage:

This represents your energy usage for the billing period measured in kilowatt hours (kWh) and kilo volt amperes (kVA)

Paying Your Bill...Paying your utility bill has never been easier. We have several convenient payment options.

Authorized Payment Center

Check our website for a list of authorized payment agencies where you can pay your bill in person. Please bring your bill to ensure the payment can be accurately posted to your account.

EFT Payments (Automatic Payment Plan)

Pay your bill automatically from your bank account monthly (Electronic Funds Transfer).

Pay By Mail

Make your check payable to Liberty Utilities using the enclosed payment coupon. Allow 7-10 business days prior to the due date on the front of the bill.

Mail To:

Liberty Utilities New Hampshire
75 Remittance Drive Suite 1032
Chicago IL 60675-1032

Pay In Person

Visit our website at www.libertyutilities.com for our office locations.

Pay Online or By Telephone

Pay by credit/debit card or electronic check on our website or through our automated telephone system.

Payment Posting

Payments may take up to 2 business days to post to your account.

Billing Programs...

Budget Billing

Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the Budget Settlement Amount.

Paperless Billing

Go paperless and receive an e-mail instead of a paper bill each month. Sign up at www.libertyutilities.com. We also offer recurring monthly payments through Autopay.

Special Payment Arrangement

An extended payment plan where past-due bills may be paid in installments over a specified time period. The statement will also show the Remaining Payment Arrangement Amount.

Other Information...

For General Correspondence

Please remember to include your 16 digit account number on any correspondence to us.

Mail To:

Liberty Utilities, PO Box 1380
Londonderry, NH 03053-1380

E-Mail To:

customerservicenh@libertyutilities.com

Glossary of Terms

For a definition of additional billing terms please visit www.libertyutilities.com.

Important Phone Numbers

Emergency/Outages: 1-855-349-9455

(available 24/7)

Customer Service: 1-800-375-7413

For Hearing Impaired: Dial 711 (24/7)

Before You Dig: Dial 811

Medical Emergency

If you believe that a medical emergency exists in your home or would exist if service were to be disconnected, you may be protected from disconnection. Please contact us at 1-800-375-7413 for more information.

Unresolved Disputes

If you have called Liberty Utilities and are unable to resolve a dispute, you may call the Public Utilities Commission, Consumer Affairs Division at 1-800-852-3793. Copies of your applicable rate schedule and the "Consumer Rights and Responsibilities" pamphlet are available upon request.

CHANGE OF ADDRESS

EFFECTIVE DATE (DAY/MONTH/YEAR)

ADDRESS **P.O. BOX**

CITY, STATE, ZIP

TELEPHONE NUMBER

TO CHANGE ACCOUNT NAME PLEASE CALL: 1-800-375-7413



Redacted

DE 18-148
Exhibit 11
003

**Local and
responsive.
We care.**

ACCOUNT INFORMATION	
Account Number:	
Statement #:	7863517
Bill Date:	08/16/2018
Due Date:	09/13/2018
Next Meter Read:	09/12/2018
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED	
Miscellaneous Charges/Credits:	
Total Amount Due:	59.05

00491 2047877 000945 001889 0002/0002

Michael Sheehan

From: Jessica Allen
Sent: Wednesday, August 29, 2018 5:26 PM
To: Patterson, Rorie; SM NH NH Coll Med Petition
Cc: SM NH PUC Inquiry; 'Noonan, Amanda'
Subject: RE: Judith Thompson
Attachments: Attachment 3 Motion-fromCourt.pdf; Attachment 1_Motion by J Thompson.pdf; Judith Thompson

Hi Rorie,

I actually spoke with Kathy about this earlier this afternoon. I visited Ms. Thompson earlier today, in an attempt to set up payment arrangements on her large past due balance. Someone was home, but did not come to the door. I left a letter stating that my intent was to set up an arrangement, and left contact information for myself and Christine Downing, the Sr. Manager of Customer Service. I would love to discuss with her, but as of yet she refuses to contact me, which prompted my drive down to Salem today.

I would be more than happy to attend a hearing with Ms. Thompson. She has said on multiple occasions that she has not received anything from us, but when we attempted to send documents she requested certified signature receipt mail it came back that she refused them. We are aware that she is unable to pay the balance in full, which is why we have made several attempts to contact her in order to discuss arrangements. Christine Downing and Susan Fleck have both called her multiple times each over the past week, on top of everything else. I'm at a loss on where to go from here if she will not discuss with us.

Please see below in red for my responses to your questions. If you would like, I would be happy to set up a call to discuss further.

Jessica Allen | [Liberty Utilities \(New Hampshire\)](#) | Supervisor, Collections
P: 603-216-3581 | C: 603-327-9114 | E: Jessica.Allen@libertyutilities.com

From: Patterson, Rorie [mailto:Rorie.Patterson@puc.nh.gov]
Sent: Wednesday, August 29, 2018 4:01 PM
To: SM NH PUC Inquiry <PUCInquiry@libertyutilities.com>; SM NH NH Coll Med Petition <NHCollMedPetition@libertyutilities.com>
Cc: Noonan, Amanda <Amanda.Noonan@puc.nh.gov>; Patterson, Rorie <Rorie.Patterson@puc.nh.gov>
Subject: RE: Judith Thompson

Can I please have the entire credit history for Ms. Thompson's account(s)? The record I have only goes from October 18, 2016, to April 18, 2018.

I will put together a history for the entire account as far back as we can go. Looks like we have balances that transferred over from National Grid from as far back as 2006, plus all history that we directly billed starting in 2014.

Can you please explain why, when, and how the company transferred the account into the landlord's name and, if applicable, why, when, and how the company transferred the account back into Ms. Thompson's name? Whose name is the account in now?

The owner of the condo was told by his lawyer to put services in his name when he received a notice from the Salem 10th Circuit District Court. This was a motion filed by Ms. Thompson. I've also attached the email from you and Jen Hemeon discussing the withdrawal of that motion. Because the Federal Court ruled that the new owner did not have to continue electric services in his name, the account was moved back into Judith's name.

What is the date of the company's most recent disconnect notice? The most recent notice would have been the notice you sent for the PUC approved disconnect. She was sent a medical past due notice on 8/1.

Can the company hand-deliver the documents supporting Ms. Thompson's balance directly to her (rather than using a mail delivery service)? I would be more than happy to drive down the documentation she requested tomorrow. I suspect that she will not answer her door, however. Are you comfortable with me leaving the packet, including her bills, in front of her apartment door?

Can the company confirm that Ms. Thompson's account is no longer coded medical, because her doctor told the company on or about June 26, 2018, to "shred" the medical certification? Did the company notify Ms. Thompson that her account was decertified? If so, please provide a copy of the notice. Allison Oniel spoke with Judith's doctor, who verbally advised her that he filled out the medical as a favor to Ms. Thompson, and that it was not valid. As of yet, I have not received written confirmation of this, and I have erred on the side of caution as we have received the documentation every year. She currently has an active medical, which will be removed once documentation from doctor has been received.

Ms. Thompson is of the opinion that her fuel assistance is her payment arrangement. Setting that aside, she also contends that her fuel assistance covers her usage. Can the company prepare a visual aid, including usage and payments by month for each year, to show what usage was not covered by fuel assistance or other payments? I would be happy to put together a history for her account. Fuel Assistance will only pay bills that are issued during the fuel season, however, so I'm confused as to why she would think it covered her year round. She also would have been told the dollar amount she was awarded.

Attachment 1: Motion by J Thompson to Salem Court.

Attachment 2: Email chain from you and Jen Hemeon with withdrawal information from Federal Court and discussion on how to handle account.

Attachment 3: Additional court paperwork received

Thank you.

Rorie

Rorie E. Patterson
Assistant Director
Consumer Services and External Affairs Division
NH Public Utilities Commission
21 S. Fruit St., Ste. 10
Concord, NH 03301
(603) 271-5189
rorie.patterson@puc.nh.gov

From: Patterson, Rorie
Sent: Wednesday, August 29, 2018 3:17 PM
To: 'SM NH PUC Inquiry'; 'SM NH NH Coll Med Petition'
Cc: Patterson, Rorie; Noonan, Amanda
Subject: Judith Thompson

I just took a call from Ms. Thompson, who requested a hearing before the Commission on its approval of Liberty's petition to disconnect her electric service. Ms. Thompson contends that she received a notice of disconnect today, and that disconnect is scheduled to occur in 2 days. Ms. Thompson stated that she did not receive another notice of disconnect and mentioned the need for at least 14 days notice. Ms. Thompson disputes

her balance and says that she cannot enter into a payment arrangement because doing so would amount to her affirming that she owes the disputed amount. Ms. Tompson stated that she requested proof of her balance from the company but she hasn't received anything. Ms. Tompson does not understand why and how Liberty closed her account without her asking for it and put the services in her landlord's name. She said that she only learned that her account had been closed, when she received a final bill from Liberty. Ms. Tompson said that despite repeated requests, Liberty has not affirmed that the medical certification related to her account was accepted. She is looking for this confirmation in writing, I believe. Ms. Tompson said that she is afraid to call the company.

Can you please suspend disconnect activity on this account to give us some time to consider Ms. Tompson's request for a hearing? Thank you.

Rorie

Rorie E. Patterson
Assistant Director
Consumer Services and External Affairs Division
NH Public Utilities Commission
21 S. Fruit St., Ste. 10
Concord, NH 03301
(603) 271-5189
rorie.patterson@puc.nh.gov

Redacted



August 29, 2018

Bill Account No: [REDACTED]

Service Address: 9 Lancelot Ct Apt 8
Salem, NH 03079

Judith Thompson
9 Lancelot Ct Apt 8
Salem, NH 03079

Dear Judith Thompson:

You have been notified by both Liberty Utilities and the Public Utilities Commission stating that your service is to be disconnected. In an attempt to negotiate payment arrangements to prevent disconnection I visited your address today, Wednesday, August 29, 2018. I was unable to make contact.

Please know that my intent is to set up arrangements to prevent your disconnection.

Your current balance is \$5,386.37, which is currently past due. In the last month, you have refused to receive both written and verbal contact with us in order to negotiate payment arrangements.

Please contact me or the Sr. Manager below, so that we can work towards a solution. After Friday, August 31, 2018 we will have no choice but to disconnect your service.

Jessica Allen
Supervisor, Collections
Office: 603-216-3581
Cell: 603-327-9114

Christine Downing
Sr. Manager, Customer Service
Office: 603-216-3588
Cell: 603-362-2709

Best regards,

Jessica Allen

Supervisor, Collections

Redacted

Liberty Utilities
PO Box 1380
Londonderry, NH 03053
1 (800) 833-4200

Statement date: 8/30/18
Acct #: XXXXXXXXXX
Prepared by: Jessica A.

ACCOUNT HISTORY
Judith Tompson
9 Lancelot Court Apt 8
Salem, NH 03079

**Account active and due to
be billed 9/18/2018

	Charges	Payment	Balance	Notes
1/21/2003	\$ 20.60		\$ 20.60	N.Grid balance
11/13/2006	\$ 15.00		\$ 35.60	N.Grid balance
11/13/2006	\$ 63.69		\$ 99.29	N.Grid balance
11/13/2006	\$ 17.70		\$ 116.99	N.Grid balance
12/14/2006	\$ 22.96		\$ 139.95	N.Grid balance
1/17/2007	\$ 46.09		\$ 186.04	N.Grid balance
2/14/2007	\$ 27.84		\$ 213.88	N.Grid balance
3/29/2007	\$ 24.91		\$ 238.79	N.Grid balance
4/16/2007	\$ 16.61		\$ 255.40	N.Grid balance
5/15/2007	\$ 18.42		\$ 273.82	N.Grid balance
6/14/2007	\$ 29.65		\$ 303.47	N.Grid balance
7/16/2007	\$ 50.51		\$ 353.98	N.Grid balance
8/14/2007	\$ 55.58		\$ 409.56	N.Grid balance
9/14/2007	\$ 50.45		\$ 460.01	N.Grid balance
10/12/2007	\$ 42.12		\$ 502.13	N.Grid balance
11/13/2007	\$ 45.15		\$ 547.28	N.Grid balance
12/14/2007	\$ 50.32		\$ 597.60	N.Grid balance
1/16/2008	\$ 51.92		\$ 649.52	N.Grid balance
2/15/2008	\$ 58.69		\$ 708.21	N.Grid balance
3/17/2008	\$ 66.37		\$ 774.58	N.Grid balance
4/15/2008	\$ 72.08		\$ 846.66	N.Grid balance
5/13/2008	\$ 53.14		\$ 899.80	N.Grid balance
6/13/2008	\$ 61.27		\$ 961.07	N.Grid balance
7/15/2008	\$ 78.13		\$ 1,039.20	N.Grid balance
8/14/2008	\$ 81.34		\$ 1,120.54	N.Grid balance
9/15/2008	\$ 83.62		\$ 1,204.16	N.Grid balance
10/14/2008	\$ 51.44		\$ 1,255.60	N.Grid balance
11/14/2008	\$ 50.89		\$ 1,306.49	N.Grid balance
12/16/2008	\$ 43.72		\$ 1,350.21	N.Grid balance
1/16/2009	\$ 46.29		\$ 1,396.50	N.Grid balance
2/13/2009	\$ 34.60		\$ 1,431.10	N.Grid balance
3/17/2009	\$ 30.54		\$ 1,461.64	N.Grid balance
4/16/2009	\$ 42.35		\$ 1,503.99	N.Grid balance
5/15/2009	\$ 34.59		\$ 1,538.58	N.Grid balance
6/17/2009	\$ 37.66		\$ 1,576.24	N.Grid balance
7/17/2009	\$ 43.85		\$ 1,620.09	N.Grid balance
8/14/2009	\$ 36.61		\$ 1,656.70	N.Grid balance

9/15/2009	\$ 44.17		\$ 1,700.87	N.Grid balance
10/15/2009	\$ 37.53		\$ 1,738.40	N.Grid balance
11/13/2009	\$ 37.91		\$ 1,776.31	N.Grid balance
12/15/2009	\$ 23.53		\$ 1,799.84	N.Grid balance
1/18/2010	\$ 20.52		\$ 1,820.36	N.Grid balance
2/16/2010	\$ 17.64		\$ 1,838.00	N.Grid balance
3/17/2010	\$ 21.16		\$ 1,859.16	N.Grid balance
4/19/2010	\$ 25.67		\$ 1,884.83	N.Grid balance
5/17/2010	\$ 31.91		\$ 1,916.74	N.Grid balance
6/16/2010	\$ 50.89		\$ 1,967.63	N.Grid balance
7/19/2010	\$ 73.71		\$ 2,041.34	N.Grid balance
8/17/2010	\$ 78.30		\$ 2,119.64	N.Grid balance
9/16/2010	\$ 74.42		\$ 2,194.06	N.Grid balance
10/15/2010	\$ 56.28		\$ 2,250.34	N.Grid balance
11/15/2010	\$ 52.15		\$ 2,302.49	N.Grid balance
12/15/2010	\$ 44.29		\$ 2,346.78	N.Grid balance
1/18/2011	\$ 47.46		\$ 2,394.24	N.Grid balance
2/14/2011	\$ 39.73		\$ 2,433.97	N.Grid balance
3/16/2011	\$ 46.22		\$ 2,480.19	N.Grid balance
4/14/2011	\$ 47.55		\$ 2,527.74	N.Grid balance
5/16/2011	\$ 35.58		\$ 2,563.32	N.Grid balance
6/15/2011	\$ 49.52		\$ 2,612.84	N.Grid balance
7/15/2011	\$ 46.91		\$ 2,659.75	N.Grid balance
8/16/2011	\$ 46.94		\$ 2,706.69	N.Grid balance
9/15/2011	\$ 55.72		\$ 2,762.41	N.Grid balance
10/14/2011	\$ 42.24		\$ 2,804.65	N.Grid balance
11/15/2011	\$ 45.53		\$ 2,850.18	N.Grid balance
12/15/2011	\$ 42.74		\$ 2,892.92	N.Grid balance
1/17/2012	\$ 51.66		\$ 2,944.58	N.Grid balance
2/14/2012	\$ 43.23		\$ 2,987.81	N.Grid balance
3/15/2012	\$ 50.31		\$ 3,038.12	N.Grid balance
4/17/2012	\$ 52.07		\$ 3,090.19	N.Grid balance
5/17/2012	\$ 49.25		\$ 3,139.44	N.Grid balance
6/15/2012	\$ 46.84		\$ 3,186.28	N.Grid balance
7/17/2012	\$ 56.46		\$ 3,242.74	N.Grid balance
8/16/2012	\$ 61.03		\$ 3,303.77	N.Grid balance
9/17/2012	\$ 46.68		\$ 3,350.45	N.Grid balance
10/16/2012	\$ 44.11		\$ 3,394.56	N.Grid balance
11/14/2012	\$ 43.99		\$ 3,438.55	N.Grid balance
12/14/2012	\$ 41.61		\$ 3,480.16	N.Grid balance
1/16/2013	\$ 24.05		\$ 3,504.21	N.Grid balance
2/14/2013	\$ 21.85		\$ 3,526.06	N.Grid balance
3/15/2013	\$ 21.48		\$ 3,547.54	N.Grid balance
4/17/2013	\$ 21.76		\$ 3,569.30	N.Grid balance
5/16/2013	\$ 22.78		\$ 3,592.08	N.Grid balance
6/17/2013	\$ 32.32		\$ 3,624.40	N.Grid balance
7/17/2013	\$ 58.64		\$ 3,683.04	N.Grid balance

8/16/2013	\$ 64.57		\$ 3,747.61	N.Grid balance
9/17/2013	\$ 68.60		\$ 3,816.21	N.Grid balance
10/16/2013	\$ 56.02		\$ 3,872.23	N.Grid balance
11/14/2013	\$ 50.48		\$ 3,922.71	N.Grid balance
12/16/2013	\$ 31.34		\$ 3,954.05	N.Grid balance
1/17/2014	\$ 26.51		\$ 3,980.56	N.Grid balance
2/14/2014	\$ 24.22		\$ 4,004.78	N.Grid balance
3/18/2014	\$ 24.89		\$ 4,029.67	N.Grid balance
4/16/2014	\$ 32.49		\$ 4,062.16	N.Grid balance
5/16/2014	\$ 54.98		\$ 4,117.14	N.Grid balance
6/17/2014	\$ 53.54		\$ 4,170.68	N.Grid balance
7/17/2014	\$ 79.44		\$ 4,250.12	N.Grid balance
8/18/2014	\$ 68.95		\$ 4,319.07	
9/17/2014	\$ 56.82		\$ 4,375.89	
10/17/2014	\$ 51.23		\$ 4,427.12	
11/20/2014	\$ 62.77		\$ 4,489.89	
12/17/2014	\$ 74.64		\$ 4,564.53	
1/14/2015		\$ (62.77)	\$ 4,501.76	SNHS Payment
1/20/2015	\$ 84.44		\$ 4,586.20	
2/5/2015		\$ (74.64)	\$ 4,511.56	SNHS Payment
2/18/2015	\$ 44.38		\$ 4,555.94	
3/13/2015		\$ (44.38)	\$ 4,511.56	SNHS Payment
3/18/2015	\$ 37.46		\$ 4,549.02	
4/8/2015		\$ (37.46)	\$ 4,511.56	SNHS Payment
4/20/2015	\$ 48.81		\$ 4,560.37	
5/7/2015		\$ (48.81)	\$ 4,511.56	SNHS Payment
5/18/2015	\$ 36.96		\$ 4,548.52	
6/5/2015		\$ (36.96)	\$ 4,511.56	SNHS Payment
6/18/2015	\$ 70.52		\$ 4,582.08	
6/24/2015		\$ (54.82)	\$ 4,527.26	SNHS Payment
6/30/2015		\$ (84.44)	\$ 4,442.82	SNHS Payment
7/18/2015	\$ 73.69		\$ 4,516.51	
8/17/2015	\$ 62.68		\$ 4,579.19	
9/17/2015	\$ 43.33		\$ 4,622.52	
10/16/2015	\$ 49.70		\$ 4,672.22	
11/16/2015	\$ 37.06		\$ 4,709.28	
12/16/2015	\$ 37.08		\$ 4,746.36	
12/22/2015		\$ (37.06)	\$ 4,709.30	SNHS Payment
1/6/2016		\$ (37.08)	\$ 4,672.22	SNHS Payment
1/19/2016	\$ 70.00		\$ 4,742.22	
2/17/2016	\$ 64.22		\$ 4,806.44	
2/17/2016		\$ (70.00)	\$ 4,736.44	SNHS Payment
3/8/2016		\$ (64.22)	\$ 4,672.22	SNHS Payment
3/17/2016	\$ 67.40		\$ 4,739.62	
4/6/2016		\$ (67.40)	\$ 4,672.22	SNHS Payment
4/19/2016	\$ 44.44		\$ 4,716.66	
5/2/2016		\$ (44.44)	\$ 4,672.22	SNHS Payment

5/18/2016	\$ 42.71		\$ 4,714.93	
6/2/2016		\$ (42.71)	\$ 4,672.22	SNHS Payment
6/17/2016	\$ 65.80		\$ 4,738.02	
7/20/2016	\$ 73.19		\$ 4,811.21	
8/18/2016	\$ 73.45		\$ 4,884.66	
9/16/2016	\$ 52.83		\$ 4,937.49	
10/18/2016	\$ 46.23		\$ 4,983.72	
11/16/2016	\$ 33.43		\$ 5,017.15	
12/16/2016	\$ 24.64		\$ 5,041.79	
12/27/2016		\$ (33.43)	\$ 5,008.36	SNHS Payment
1/11/2017		\$ (24.64)	\$ 4,983.72	SNHS Payment
1/18/2017	\$ 21.73		\$ 5,005.45	
2/15/2017	\$ 21.54		\$ 5,026.99	
3/10/2017		\$ (21.73)	\$ 5,005.26	SNHS Payment
3/15/2017		\$ (21.54)	\$ 4,983.72	SNHS Payment
3/17/2017	\$ 30.54		\$ 5,014.26	
4/17/2017		\$ (30.54)	\$ 4,983.72	SNHS Payment
4/19/2017	\$ 31.24		\$ 5,014.96	
5/10/2017		\$ (31.24)	\$ 4,983.72	SNHS Payment
5/18/2017	\$ 30.68		\$ 5,014.40	
5/25/2017		\$ (30.68)	\$ 4,983.72	SNHS Payment
6/19/2017	\$ 50.14		\$ 5,033.86	
7/19/2017	\$ 62.99		\$ 5,096.85	
8/17/2017	\$ 69.93		\$ 5,166.78	
9/18/2017	\$ 50.17		\$ 5,216.95	
10/17/2017	\$ 50.05		\$ 5,267.00	
11/16/2017	\$ 34.80		\$ 5,301.80	
12/5/2017		\$ (34.80)	\$ 5,267.00	SNHS Payment
12/18/2017	\$ 23.77		\$ 5,290.77	
1/9/2018		\$ (23.77)	\$ 5,267.00	SNHS Payment
1/18/2018	\$ 23.68		\$ 5,290.68	
2/14/2018		\$ (23.68)	\$ 5,267.00	SNHS Payment
2/15/2018	\$ 24.09		\$ 5,291.09	
3/19/2018	\$ 23.12		\$ 5,314.21	
3/22/2018		\$ (24.09)	\$ 5,290.12	SNHS Payment
4/3/2018		\$ (23.12)	\$ 5,267.00	SNHS Payment
4/18/2018	\$ 23.00		\$ 5,290.00	
5/15/2018		\$ (23.00)	\$ 5,267.00	SNHS Payment
5/17/2018	\$ 39.53		\$ 5,306.53	
5/30/2018		\$ (39.53)	\$ 5,267.00	SNHS Payment
6/19/2018	\$ 58.05		\$ 5,325.05	
7/18/2018	\$ 61.32		\$ 5,386.37	
7/18/2018	\$ 9.43		\$ 5,395.80	Final bill****
8/17/2018		\$ (9.43)	\$ 5,386.37	Customer Payment

STATE OF NEW HAMPSHIRE

CHAIRMAN
Martin P. Horigberg

COMMISSIONERS
Kathryn M. Bailey
Michael S. Glaimo

EXECUTIVE DIRECTOR
Debra A. Howland



PUBLIC UTILITIES COMMISSION
21 S. Fruit St., Suite 10
Concord, N.H. 03301-2429

TDD Access: Relay NH
1-800-735-2964

Tel. (603) 271-2431

FAX No. 271-3878

Website:
www.puc.nh.gov

August 31, 2018

Judith Tompson
9 Lancelot Ct., Apt. 8
Salem, NH 03079

Re: Liberty Utilities, Disconnection of Service

Dear Ms. Tompson:

Thank you for speaking with me on August 29, 2018, and on August 30, 2018, about your Liberty Utilities account and the Commission's approval of Liberty's second request for permission to disconnect your medically-protected electric service. This letter memorializes our discussions and provides additional information to assist you with filing a formal complaint with the Commission, to contest your Liberty account balance and the Commission's decision to allow Liberty to disconnect your account.

Based on our conversations, I understand that you dispute the balance and the Commission's decision to allow disconnection to proceed, because you received - or should have received - annual fuel assistance benefits in amounts that equaled or exceeded the annual costs of your usage. Stated another way, you understood that the entire fuel assistance benefit each year would be paid to Liberty and applied as a credit to your Liberty account. Had this happened, you assert that you would not have an outstanding balance. Your position is that, to the extent the full annual benefits were not paid to Liberty, the fuel assistance notices were deceptive in that they did not inform you that benefits would only be applied to current charges during certain months of the year. You also contend that Liberty should have informed you if the company did not receive the entire annual benefit each year so that you could have pursued relief from the fuel assistance program.

As we discussed, to request a hearing, you need to file a formal written complaint with the Commission and in that complaint request a hearing. To assist you with such a filing, I enclose a copy of the Commission's procedural rules. NH Code of Admin. Rules Puc 204.01 permits the filing of formal complaints with the Commission. Puc 203.02 sets out the requirements for written submissions to the Commission. By copy of this letter, I am directing Liberty to suspend collection activity on your account until September 17, 2018, to give you time to file a formal complaint. If no complaint is filed by that date, Liberty may resume its collection activity by sending you a notice of disconnection, as required by Puc 1203.11. For your information, I also enclose a copy of the Commission's utility Customer Relations rules, which includes Puc 1203.11.

Page 2
August 31, 2018

Liberty has prepared copies of the account records that you requested. Liberty notified the Commission that it first sent the records to you by regular mail and that it also attempted to have the records delivered using UPS 2nd Day Air; however, you were not available to receive the UPS delivery. As we discussed, by copy of this letter, I ask Liberty to re-send the documents in a way that allows for tracking but does not require you to be present to accept the delivery. If delivery by mail in this way does not work, I will ask you to make arrangements with me for in-person delivery of the documents.

Liberty confirmed that the account associated with your service address is now in your name. According to Liberty, after a State court ordered your landlord to continue providing electricity to your address in an eviction action brought by your landlord, Liberty transferred the account to your landlord. Liberty indicated that, after hearing from your landlord's attorney that a Federal court denied a similar motion and that the State court order was not valid, the company transferred the account back into your name. As we discussed, by copy of this letter, I ask Liberty to provide the dates that the account was transferred to your landlord and back to you and to confirm that no part of the balance that existed before the account was transferred to your landlord's name was transferred to your landlord or deducted when the account was transferred back into your name.

Liberty has also confirmed that your account is currently medically protected, but the company stated that, in late June 2018, during a telephone conversation between a company representative and your physician, the doctor told the company that the written certification he provided was invalid. Liberty explained that your account will continue to be medically protected until the expiration of that written certification unless and until your physician confirms the certification's invalidity in writing.

As you requested, I enclose a copy of my email to Liberty dated August 29, 2018, in which I ask the company about suspending disconnection activity related to your account. Because my request was phrased as a question, I have included language in this letter to make clear to the company that all collection activity, including disconnection, should be suspended until at least September 17, 2018. By copy of this letter, I inform Liberty that I have told you that you do not need to respond by August 31, 2018, to the notice left on your door in order to stop disconnection activity because the Commission has asked the company to stop such activity temporarily, to allow for your filing of a formal complaint.

You asked me for written support of the policy that requires fuel assistance benefits to be paid only for current charges (instead of unpaid balances) and only during certain months of the year. I enclose a copy of the Fuel Assistance Manual used by the Office of Strategic Initiatives, which administers the federal fuel assistance program (FAP). Tracy Desmarais is the FAP administrator for New Hampshire, and she directed me to two sections of the manual, which address your question. On page 9, you will find an Annual Program Schedule, which states that April 30 is "[t]he last date for an applicant to apply for the FAP in the current program year. *All credits with vendors terminate and unused benefit balances roll back into the program.*" (emphasis added) Ms. Desmarais also informed me that all FAP benefit letters to recipients state, "All unused Fuel Assistance Program credits will

Page 3
August 31, 2018

expire on April 30" of the benefit year." In addition, Ms. Desmarais pointed to page 41 of the manual, which states in the General Payment section:

Services rendered prior to October 1 of each year by vendors of deliverable fuels are not an allowable payment except in the case of wood deliveries, which may be authorized for delivery prior to October 1.

Services rendered prior to November 1 by utility vendors are not an allowable payment. However, due to the unique billing cycle of regulated utilities, the CAA may make regular or budget payments for bills that include any part of November energy included in it. For example, an applicant submits a bill from a utility company covering energy usage between October 15 and November 12. Since the bill documents November usage, the entire bill is an allowable payment.

The unpaid bill becomes the first payment deducted when a credit is established with the same energy supplier.

Lastly, Page 5, in the Introduction section of the manual, includes the following description of the program, "The Fuel Assistance Program provides certified income-eligible households with *assistance in paying their energy bills during the winter heating season.*" (emphasis added)

Ms. Desmarais also provided me with information about your FAP benefits. Due to your low usage, only a portion of the benefits were paid to Liberty.

Program year	Benefit	Paid by CAA	Unused
17/18	\$945.00	\$ 191.99	\$753.01
16/17	\$675.00	\$ 193.80	\$481.20
15/16	\$675.00	\$ 362.91	\$312.09
14/15	\$675.00	\$ 444.28	\$230.72
13/14	\$675.00	\$ 274.19	\$400.81
12/13	\$675.00	\$ 187.52	\$487.48
11/12	\$405.00	-	-

If you have additional questions about FAP, I suggest you direct them to Ms. Desmarais, who can be reached at (603) 271-2685.

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August 31, 2018

In conclusion, I believe I've responded to all of your questions and requests for information. Please contact me with any additional questions or concerns. Thank you.

Sincerely,

A handwritten signature in cursive script that reads "Rorie E. Patterson".

Rorie E. Patterson
Assistant Director
Consumer Services and External Affairs

cc: Jessica Allen
Liberty Utilities
15 Buttrick Rd.
Londonderry, NH 03053

Redacted



September 5, 2018

Judith Tompson
9 Lancelot Ct Apt 8
Salem, NH 03079

Acct# [REDACTED]

Dear Judith:

Included in this packet are the following documents:

- Copies of your bills from 2014 through 2018
- Analysis of your account balance, based on information in the system as of 8/30/18
- Letter that was mailed on 6/27/2018, 7/11/2018 and 8/21/2018 outlining the approval of your medical emergency certification.

There is currently an open medical emergency certification on your account. The certification will remain on your account until it either expires on 6/26/2019 or your doctor provides written documentation stating otherwise.

Please feel free to reach out to me with any questions you have regarding the contained documentation.

Sincerely,

Jessica Allen
Supervisor, Collections
Liberty Utilities
603-216-3581

Redacted

Liberty Utilities
PO Box 1380
Londonderry, NH 03053
1 (800) 833-4200

Statement date: 8/30/18
Acct #: [REDACTED]
Prepared by: Jessica A.

**Account active and due to
be billed 9/18/2018

ACCOUNT HISTORY

Judith Tompson
9 Lancelot Court Apt 8
Salem, NH 03079

	Charges	Payment	Balance	Notes
1/21/2003	\$ 20.60		\$ 20.60	N.Grid balance
11/13/2006	\$ 15.00		\$ 35.60	N.Grid balance
11/13/2006	\$ 63.69		\$ 99.29	N.Grid balance
11/13/2006	\$ 17.70		\$ 116.99	N.Grid balance
12/14/2006	\$ 22.96		\$ 139.95	N.Grid balance
1/17/2007	\$ 46.09		\$ 186.04	N.Grid balance
2/14/2007	\$ 27.84		\$ 213.88	N.Grid balance
3/29/2007	\$ 24.91		\$ 238.79	N.Grid balance
4/16/2007	\$ 16.61		\$ 255.40	N.Grid balance
5/15/2007	\$ 18.42		\$ 273.82	N.Grid balance
6/14/2007	\$ 29.65		\$ 303.47	N.Grid balance
7/16/2007	\$ 50.51		\$ 353.98	N.Grid balance
8/14/2007	\$ 55.58		\$ 409.56	N.Grid balance
9/14/2007	\$ 50.45		\$ 460.01	N.Grid balance
10/12/2007	\$ 42.12		\$ 502.13	N.Grid balance
11/13/2007	\$ 45.15		\$ 547.28	N.Grid balance
12/14/2007	\$ 50.32		\$ 597.60	N.Grid balance
1/16/2008	\$ 51.92		\$ 649.52	N.Grid balance
2/15/2008	\$ 58.69		\$ 708.21	N.Grid balance
3/17/2008	\$ 66.37		\$ 774.58	N.Grid balance
4/15/2008	\$ 72.08		\$ 846.66	N.Grid balance
5/13/2008	\$ 53.14		\$ 899.80	N.Grid balance
6/13/2008	\$ 61.27		\$ 961.07	N.Grid balance
7/15/2008	\$ 78.13		\$ 1,039.20	N.Grid balance
8/14/2008	\$ 81.34		\$ 1,120.54	N.Grid balance
9/15/2008	\$ 83.62		\$ 1,204.16	N.Grid balance
10/14/2008	\$ 51.44		\$ 1,255.60	N.Grid balance
11/14/2008	\$ 50.89		\$ 1,306.49	N.Grid balance
12/16/2008	\$ 43.72		\$ 1,350.21	N.Grid balance
1/16/2009	\$ 46.29		\$ 1,396.50	N.Grid balance
2/13/2009	\$ 34.60		\$ 1,431.10	N.Grid balance
3/17/2009	\$ 30.54		\$ 1,461.64	N.Grid balance
4/16/2009	\$ 42.35		\$ 1,503.99	N.Grid balance
5/15/2009	\$ 34.59		\$ 1,538.58	N.Grid balance
6/17/2009	\$ 37.66		\$ 1,576.24	N.Grid balance
7/17/2009	\$ 43.85		\$ 1,620.09	N.Grid balance
8/14/2009	\$ 36.61		\$ 1,656.70	N.Grid balance

9/15/2009	\$ 44.17		\$ 1,700.87	N.Grid balance
10/15/2009	\$ 37.53		\$ 1,738.40	N.Grid balance
11/13/2009	\$ 37.91		\$ 1,776.31	N.Grid balance
12/15/2009	\$ 23.53		\$ 1,799.84	N.Grid balance
1/18/2010	\$ 20.52		\$ 1,820.36	N.Grid balance
2/16/2010	\$ 17.64		\$ 1,838.00	N.Grid balance
3/17/2010	\$ 21.16		\$ 1,859.16	N.Grid balance
4/19/2010	\$ 25.67		\$ 1,884.83	N.Grid balance
5/17/2010	\$ 31.91		\$ 1,916.74	N.Grid balance
6/16/2010	\$ 50.89		\$ 1,967.63	N.Grid balance
7/19/2010	\$ 73.71		\$ 2,041.34	N.Grid balance
8/17/2010	\$ 78.30		\$ 2,119.64	N.Grid balance
9/16/2010	\$ 74.42		\$ 2,194.06	N.Grid balance
10/15/2010	\$ 56.28		\$ 2,250.34	N.Grid balance
11/15/2010	\$ 52.15		\$ 2,302.49	N.Grid balance
12/15/2010	\$ 44.29		\$ 2,346.78	N.Grid balance
1/18/2011	\$ 47.46		\$ 2,394.24	N.Grid balance
2/14/2011	\$ 39.73		\$ 2,433.97	N.Grid balance
3/16/2011	\$ 46.22		\$ 2,480.19	N.Grid balance
4/14/2011	\$ 47.55		\$ 2,527.74	N.Grid balance
5/16/2011	\$ 35.58		\$ 2,563.32	N.Grid balance
6/15/2011	\$ 49.52		\$ 2,612.84	N.Grid balance
7/15/2011	\$ 46.91		\$ 2,659.75	N.Grid balance
8/16/2011	\$ 46.94		\$ 2,706.69	N.Grid balance
9/15/2011	\$ 55.72		\$ 2,762.41	N.Grid balance
10/14/2011	\$ 42.24		\$ 2,804.65	N.Grid balance
11/15/2011	\$ 45.53		\$ 2,850.18	N.Grid balance
12/15/2011	\$ 42.74		\$ 2,892.92	N.Grid balance
1/17/2012	\$ 51.66		\$ 2,944.58	N.Grid balance
2/14/2012	\$ 43.23		\$ 2,987.81	N.Grid balance
3/15/2012	\$ 50.31		\$ 3,038.12	N.Grid balance
4/17/2012	\$ 52.07		\$ 3,090.19	N.Grid balance
5/17/2012	\$ 49.25		\$ 3,139.44	N.Grid balance
6/15/2012	\$ 46.84		\$ 3,186.28	N.Grid balance
7/17/2012	\$ 56.46		\$ 3,242.74	N.Grid balance
8/16/2012	\$ 61.03		\$ 3,303.77	N.Grid balance
9/17/2012	\$ 46.68		\$ 3,350.45	N.Grid balance
10/16/2012	\$ 44.11		\$ 3,394.56	N.Grid balance
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6/17/2013	\$ 32.32		\$ 3,624.40	N.Grid balance
7/17/2013	\$ 58.64		\$ 3,683.04	N.Grid balance

8/16/2013	\$ 64.57		\$ 3,747.61	N.Grid balance
9/17/2013	\$ 68.60		\$ 3,816.21	N.Grid balance
10/16/2013	\$ 56.02		\$ 3,872.23	N.Grid balance
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3/13/2015		\$ (44.38)	\$ 4,511.56	SNHS Payment
3/18/2015	\$ 37.46		\$ 4,549.02	
4/8/2015		\$ (37.46)	\$ 4,511.56	SNHS Payment
4/20/2015	\$ 48.81		\$ 4,560.37	
5/7/2015		\$ (48.81)	\$ 4,511.56	SNHS Payment
5/18/2015	\$ 36.96		\$ 4,548.52	
6/5/2015		\$ (36.96)	\$ 4,511.56	SNHS Payment
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9/17/2015	\$ 43.33		\$ 4,622.52	
10/16/2015	\$ 49.70		\$ 4,672.22	
11/16/2015	\$ 37.06		\$ 4,709.28	
12/16/2015	\$ 37.08		\$ 4,746.36	
12/22/2015		\$ (37.06)	\$ 4,709.30	SNHS Payment
1/6/2016		\$ (37.08)	\$ 4,672.22	SNHS Payment
1/19/2016	\$ 70.00		\$ 4,742.22	
2/17/2016	\$ 64.22		\$ 4,806.44	
2/17/2016		\$ (70.00)	\$ 4,736.44	SNHS Payment
3/8/2016		\$ (64.22)	\$ 4,672.22	SNHS Payment
3/17/2016	\$ 67.40		\$ 4,739.62	
4/6/2016		\$ (67.40)	\$ 4,672.22	SNHS Payment
4/19/2016	\$ 44.44		\$ 4,716.66	
5/2/2016		\$ (44.44)	\$ 4,672.22	SNHS Payment

5/18/2016	\$ 42.71		\$ 4,714.93	
6/2/2016		\$ (42.71)	\$ 4,672.22	SNHS Payment
6/17/2016	\$ 65.80		\$ 4,738.02	
7/20/2016	\$ 73.19		\$ 4,811.21	
8/18/2016	\$ 73.45		\$ 4,884.66	
9/16/2016	\$ 52.83		\$ 4,937.49	
10/18/2016	\$ 46.23		\$ 4,983.72	
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2/15/2017	\$ 21.54		\$ 5,026.99	
3/10/2017		\$ (21.73)	\$ 5,005.26	SNHS Payment
3/15/2017		\$ (21.54)	\$ 4,983.72	SNHS Payment
3/17/2017	\$ 30.54		\$ 5,014.26	
4/17/2017		\$ (30.54)	\$ 4,983.72	SNHS Payment
4/19/2017	\$ 31.24		\$ 5,014.96	
5/10/2017		\$ (31.24)	\$ 4,983.72	SNHS Payment
5/18/2017	\$ 30.68		\$ 5,014.40	
5/25/2017		\$ (30.68)	\$ 4,983.72	SNHS Payment
6/19/2017	\$ 50.14		\$ 5,033.86	
7/19/2017	\$ 62.99		\$ 5,096.85	
8/17/2017	\$ 69.93		\$ 5,166.78	
9/18/2017	\$ 50.17		\$ 5,216.95	
10/17/2017	\$ 50.05		\$ 5,267.00	
11/16/2017	\$ 34.80		\$ 5,301.80	
12/5/2017		\$ (34.80)	\$ 5,267.00	SNHS Payment
12/18/2017	\$ 23.77		\$ 5,290.77	
1/9/2018		\$ (23.77)	\$ 5,267.00	SNHS Payment
1/18/2018	\$ 23.68		\$ 5,290.68	
2/14/2018		\$ (23.68)	\$ 5,267.00	SNHS Payment
2/15/2018	\$ 24.09		\$ 5,291.09	
3/19/2018	\$ 23.12		\$ 5,314.21	
3/22/2018		\$ (24.09)	\$ 5,290.12	SNHS Payment
4/3/2018		\$ (23.12)	\$ 5,267.00	SNHS Payment
4/18/2018	\$ 23.00		\$ 5,290.00	
5/15/2018		\$ (23.00)	\$ 5,267.00	SNHS Payment
5/17/2018	\$ 39.53		\$ 5,306.53	
5/30/2018		\$ (39.53)	\$ 5,267.00	SNHS Payment
6/19/2018	\$ 58.05		\$ 5,325.05	
7/18/2018	\$ 61.32		\$ 5,386.37	
7/18/2018	\$ 9.43		\$ 5,395.80	Final bill****
8/17/2018		\$ (9.43)	\$ 5,386.37	Customer Payment

Redacted



Liberty Utilities

6/27/2018

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

Bill Account No. [REDACTED]
Service Address: 9 LANCELOT CT APT 8
SALEM, NH 03079

RE: MEDICAL CERTIFICATE CONFIRMATION

This is an important notice. Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Questa è un'informazione importante,
si prega di tradurla.

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

Dear JUDITH TOMPSON,

We have received the completed form from your Medical Professional certifying the existence of a medical emergency in your household. Therefore, we have placed a temporary protection status on your account which will protect your account from collection activity, including termination, until 6/26/18. It is your responsibility to renew any medical certification on a timely basis to ensure continued service.

Although you qualify for temporary medical protection, this does not relieve you of your obligation to pay your bill. In compliance with the New Hampshire Public Utilities Commission, you must enter into and comply with a payment agreement for any past due amount as a condition of the medical certification. **Failure to make arrangements or comply with any payment agreement on your past due balance will result in disconnection of service.**

Currently, your account has an overdue balance of \$5,267.00. The last payment that we received was on 5/30/2018. To discuss payment arrangements, please contact our Credit Department at (800) 375-7413 Monday thru Friday 7:00am – 5:00pm.

If you use medical equipment, we recommend that you plan for any power outages that may occur.

Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429
(800) 852-3793

Sincerely,

Liberty Utilities



SERVICE FOR
JUDITH TOMPSON Redacted
9 LANCELOT CT APT 8
SALEM NH 03079

BILLING PERIOD
Dec 12, 2013 to Jan 14, 2014

DE 18-148
Exhibit 16
PAGE 1 of 2

ACCOUNT NUMBER [REDACTED] PLEASE PAY BY Feb 12, 2014 AMOUNT DUE \$ 4,172.93

www.libertyutilities.com
CUSTOMER SERVICE
1-800-375-7413
CREDIT DEPARTMENT
1-888-211-1313
POWER OUTAGE OR DOWNED LINE
1-800-465-1212
CORRESPONDENCE ADDRESS
PO Box 960
Northborough, MA 01532-0960
ELECTRIC PAYMENT ADDRESS
PO Box 11738
Newark, NJ 07101-4738
DATE BILL ISSUED
Jan 17, 2014

▶ DID YOU FORGET TO PAY YOUR BILL? ◀

It is possible that service could be terminated for non-payment. Prior to any termination, you would receive a separate notice in the mail. If you have any questions, please call us at 1-888-211-1313 or if you have already paid, please disregard this notice.

ACCOUNT BALANCE

Previous Balance	4,228.24
Payment Received on JAN 15 (Fuel Assist)	- 31.34
Payment Received on JAN 6 (Check)	- 50.48

Balance Forward	4,146.42
Current Charges	+ 26.51

Amount Due ▶ \$ 4,172.93

We are awaiting receipt of your HEAP guarantee. Once received your previous balance may be reduced by \$ 643.66.

SUMMARY OF CURRENT CHARGES

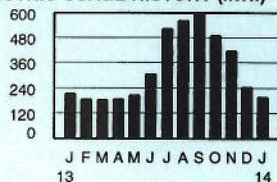
	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Electric Service	8.80	17.71	26.51
Total Current Charges	\$ 8.80	\$ 17.71	\$ 26.51

☎ New Hampshire Fuel Assistance Case # [REDACTED]

EAP discount only applicable for usage up to 750 kWh.

📌 **PAYMENT CONCERNS?:** We're here to help you. We have several plans that can help you manage your energy bills. Go to www.libertyutilities.com to find out more or call us at the number on your bill.

ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Jan 13	Jan 14
kWh	6.5	6.0
Cost	\$ 0.72	\$ 0.80

■ Actual □ Estimated

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.



PO Box 960
Northborough MA 01532

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079-3542

PORTSMOUTH NH 03801

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
[REDACTED]	Feb 12, 2014	\$ 4,172.93 includes amount past due

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to Liberty Utilities

LIBERTY UTILITIES
PO BOX 11738
NEWARK NJ 07101-4738

011990

000002651 89615580094000417293043



SERVICE FOR
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079

Redacted

BILLING PERIOD

Dec 12, 2013 to Jan 14, 2014

ACCOUNT NUMBER

PLEASE PAY BY

Feb 12, 2014

DE 18-148
Exhibit 16
PAGE 2 of 2

AMOUNT DUE

\$ 4,172.93

Electric Usage History

Month	kWh	Month	kWh
Jan 13	214	Aug 13	564
Feb 13	189	Sep 13	598
Mar 13	185	Oct 13	492
Apr 13	188	Nov 13	418
May 13	205	Dec 13	244
Jun 13	307	Jan 14	199
Jul 13	523		

Right to Dispute Your Bill

If you believe your bill is inaccurate or you wish to dispute all or part of your bill, please contact us at 1-800-375-7413. If you are not satisfied with our response, you may contact the New Hampshire Public Utilities Commission, Consumer Affairs Division by phone at 1-800-852-3793, or you may write them at 21 South Fruit Street, Suite 10, Concord, NH 03301-2429.

Explanation of Billing Terms Available

If you would like an explanation of any of the terms used on your bill, you may find them on our web site at www.libertyutilities.com or you may call us at 1-800-375-7413.

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Dec 12 - Jan 14	33	47452 Actual		47253 Actual		199 kWh

METER NUMBER 38740588 NEXT SCHEDULED READ DATE Feb 14

RATE Electric Assistance Program (EAP) D

Customer Charge				5.53
First 199 KWH	0.02157	x	199 kWh	4.30
Sys Benefit Chg	0.0033	x	199 kWh	0.66
Stranded Cost Chg	0.00120302	x	199 kWh	0.24
Transmission Charge	0.01966301	x	199 kWh	3.91
Storm Recovery Factor	0.00329	x	199 kWh	0.65
Consumption Tax	0.00055	x	199 kWh	0.11
EAP Discount	-20.0 %	x	\$ 33.00	-6.60
Total Delivery Services				\$ 8.80

Supply Services

SUPPLIER Liberty Utilities

Energy Service	0.08899	x	199 kWh	17.71
Total Supply Services				\$ 17.71

IMPORTANT NOTICE - RESIDENTIAL ONLY

If a Medical Emergency exists at your home or would result from disconnection, we will postpone disconnecting your service if the Medical Emergency is certified to us by a registered physician. Oral certification will be effective for thirty days and can be renewed if the Medical Emergency continues to exist. You are reminded that under all circumstances the bill must be paid. If you are unable to pay the bill in full, please contact us at 1-888-211-1313 to work out a payment arrangement.

To question or contest the reason for termination (Residential Customers Only):

- If you wish to question termination, you may call 1-888-211-1313 or write to request a meeting with the Utility. You must do this prior to the date of termination.
- If you are not satisfied with the Utility's explanation of termination, you may call or write to request a meeting with the Public Utilities Commission.
- Your request for a conference with a member of the staff of the Public Utilities Commission must be made within three (3) days after meeting in person with the Company or within five (5) days if the Company has advised you by telephone or mail of its final decision. You may request this conference either by a telephone call to the Public Utilities Commission, or by delivery of a letter to the Commission.
- If you request the Public Utilities Commission to review the case, your service will not be terminated until a final decision is made by the Public Utilities Commission.



SERVICE FOR Redacted
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079

BILLING PERIOD
Jan 14, 2014 to Feb 12, 2014

DE 18-148
Exhibit 16
000
PAGE 1 of 2

ACCOUNT NUMBER [REDACTED] PLEASE PAY BY Mar 13, 2014 AMOUNT DUE \$ 4,170.64

www.libertyutilities.com

CUSTOMER SERVICE
1-800-375-7413
CREDIT DEPARTMENT
1-888-211-1313

POWER OUTAGE OR DOWNED LINE
1-800-465-1212

CORRESPONDENCE ADDRESS

PO Box 960
Northborough, MA 01532-0960

ELECTRIC PAYMENT ADDRESS

PO Box 11738
Newark, NJ 07101-4738

DATE BILL ISSUED

Feb 14, 2014

► DID YOU FORGET TO PAY YOUR BILL? ◀

It is possible that service could be terminated for non-payment. Prior to any termination, you would receive a separate notice in the mail. If you have any questions, please call us at 1-888-211-1313 or if you have already paid, please disregard this notice.

ACCOUNT BALANCE

Previous Balance	4,172.93
Payment Received on FEB 13 (Fuel Assist)	- 26.51
Balance Forward	4,146.42
Current Charges	+ 24.22
Amount Due ►	\$ 4,170.64

We are awaiting receipt of your HEAP guarantee. Once received your previous balance may be reduced by \$ 617.15.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Electric Service	8.47	15.75	24.22
Total Current Charges	\$ 8.47	\$ 15.75	\$ 24.22



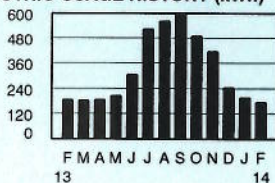
New Hampshire Fuel Assistance Case # [REDACTED]

EAP discount only applicable for usage up to 750 kWh.



PAYMENT CONCERNS?: We're here to help you. We have several plans that can help you manage your energy bills. Go to www.libertyutilities.com to find out more or call us at the number on your bill.

ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Feb 13	Feb 14
kWh	6.5	6.1
Cost	\$ 0.75	\$ 0.83

■ Actual □ Estimated

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.



PO Box 960
Northborough MA 01532

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079-3542

PORTSMOUTH NH 03801

003762

LIBERTY UTILITIES
PO BOX 11738
NEWARK NJ 07101-4738

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
[REDACTED]	Mar 13, 2014	\$ 4,170.64 includes amount past due

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to Liberty Utilities

000002422 89615580090000417064072



SERVICE FOR
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079

Redacted

BILLING PERIOD

Jan 14, 2014 to Feb 12, 2014

ACCOUNT NUMBER

PLEASE PAY BY

Mar 13, 2014

DE 18-148
Exhibit 16
PAGE 2 of 2

AMOUNT DUE

\$ 4,170.64

Electric Usage History

Month	kWh	Month	kWh
Feb 13	189	Sep 13	598
Mar 13	185	Oct 13	492
Apr 13	188	Nov 13	418
May 13	205	Dec 13	244
Jun 13	307	Jan 14	199
Jul 13	523	Feb 14	177
Aug 13	564		

Right to Dispute Your Bill

If you believe your bill is inaccurate or you wish to dispute all or part of your bill, please contact us at 1-800-375-7413. If you are not satisfied with our response, you may contact the New Hampshire Public Utilities Commission, Consumer Affairs Division by phone at 1-800-852-3793, or you may write them at 21 South Fruit Street, Suite 10, Concord, NH 03301-2429.

Explanation of Billing Terms Available

If you would like an explanation of any of the terms used on your bill, you may find them on our web site at www.libertyutilities.com or you may call us at 1-800-375-7413.

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Jan 14 - Feb 12	29	47629 Actual		47452 Actual		177 kWh

METER NUMBER 38740588 NEXT SCHEDULED READ DATE Mar 18

RATE Electric Assistance Program (EAP) D

Customer Charge			5.53
First 177 KWH	0.02157 x 177 kWh		3.82
Sys Benefit Chg	0.0033 x 177 kWh		0.58
Stranded Cost Chg	0.0008 x 177 kWh		0.14
Transmission Charge	0.02116 x 177 kWh		3.75
Storm Recovery Factor	0.00329 x 177 kWh		0.58
Consumption Tax	0.00055 x 177 kWh		0.10
EAP Discount	-20.0 % x \$ 30.15		-6.03
Total Delivery Services			\$ 8.47

Supply Services

SUPPLIER Liberty Utilities

Energy Service	0.08899 x 177 kWh	15.75
Total Supply Services		\$ 15.75

IMPORTANT NOTICE - RESIDENTIAL ONLY

If a Medical Emergency exists at your home or would result from disconnection, we will postpone disconnecting your service if the Medical Emergency is certified to us by a registered physician. Oral certification will be effective for thirty days and can be renewed if the Medical Emergency continues to exist. You are reminded that under all circumstances the bill must be paid. If you are unable to pay the bill in full, please contact us at 1-888-211-1313 to work out a payment arrangement.

To question or contest the reason for termination (Residential Customers Only):

- If you wish to question termination, you may call 1-888-211-1313 or write to request a meeting with the Utility. You must do this prior to the date of termination.
- If you are not satisfied with the Utility's explanation of termination, you may call or write to request a meeting with the Public Utilities Commission.
- Your request for a conference with a member of the staff of the Public Utilities Commission must be made within three (3) days after meeting in person with the Company or within five (5) days if the Company has advised you by telephone or mail of its final decision. You may request this conference either by a telephone call to the Public Utilities Commission, or by delivery of a letter to the Commission.
- If you request the Public Utilities Commission to review the case, your service will not be terminated until a final decision is made by the Public Utilities Commission.



SERVICE FOR Redacted
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079

BILLING PERIOD
Feb 12, 2014 to Mar 14, 2014

DE 18-148
Exhibit 16
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PAGE 1 of 2

ACCOUNT NUMBER [REDACTED] PLEASE PAY BY AMOUNT DUE
Apr 11, 2014 \$ 4,171.31

www.libertyutilities.com

CUSTOMER SERVICE
1-800-375-7413

CREDIT DEPARTMENT
1-888-211-1313

POWER OUTAGE OR DOWNED LINE
1-800-465-1212

CORRESPONDENCE ADDRESS

PO Box 960
Northborough, MA 01532-0960

ELECTRIC PAYMENT ADDRESS

PO Box 11738
Newark, NJ 07101-4738

DATE BILL ISSUED
Mar 18, 2014

▶ DID YOU FORGET TO PAY YOUR BILL? ◀

It is possible that service could be terminated for non-payment. Prior to any termination, you would receive a separate notice in the mail. If you have any questions, please call us at 1-888-211-1313 or if you have already paid, please disregard this notice.

ACCOUNT BALANCE

Previous Balance	4,170.64
Payment Received on MAR 14 (Fuel Assist)	- 24.22
Balance Forward	4,146.42
Current Charges	+ 24.89
Amount Due ▶	\$ 4,171.31

We are awaiting receipt of your HEAP guarantee. Once received your previous balance may be reduced by \$ 592.93.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Electric Service	8.60	16.29	24.89
Total Current Charges	\$ 8.60	\$ 16.29	\$ 24.89



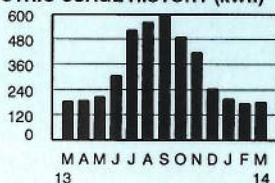
New Hampshire Fuel Assistance Case # [REDACTED]

EAP discount only applicable for usage up to 750 kWh.



PAYMENT CONCERNS?: We're here to help you. We have several plans that can help you manage your energy bills. Go to www.libertyutilities.com to find out more or call us at the number on your bill.

ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Mar 13	Mar 14
kWh	6.4	6.1
Cost	\$ 0.74	\$ 0.82

■ Actual □ Estimated

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.



PO Box 960
Northborough MA 01532

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079-3542

PORTSMOUTH NH 03801

ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
[REDACTED]	Apr 11, 2014	\$ 4,171.31 includes amount past due

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to Liberty Utilities

LIBERTY UTILITIES
PO BOX 11738
NEWARK NJ 07101-4738

003751

000002489 89615580096000417131101



SERVICE FOR
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079

Redacted

BILLING PERIOD
Feb 12, 2014 to Mar 14, 2014

ACCOUNT NUMBER
[REDACTED]
PLEASE PAY BY
Apr 11, 2014

DE 18-148
Exhibit 16
PAGE 2 of 2
AMOUNT DUE
\$ 4,171.31

Electric Usage History

Month	kWh	Month	kWh
Mar 13	185	Oct 13	492
Apr 13	188	Nov 13	418
May 13	205	Dec 13	244
Jun 13	307	Jan 14	199
Jul 13	523	Feb 14	177
Aug 13	564	Mar 14	183
Sep 13	598		

Right to Dispute Your Bill

If you believe your bill is inaccurate or you wish to dispute all or part of your bill, please contact us at 1-800-375-7413. If you are not satisfied with our response, you may contact the New Hampshire Public Utilities Commission, Consumer Affairs Division by phone at 1-800-852-3793, or you may write them at 21 South Fruit Street, Suite 10, Concord, NH 03301-2429.

Explanation of Billing Terms Available

If you would like an explanation of any of the terms used on your bill, you may find them on our web site at www.libertyutilities.com or you may call us at 1-800-375-7413.

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Feb 12 - Mar 14	30	47812 Actual		47629 Actual		183 kWh

METER NUMBER 38740588 NEXT SCHEDULED READ DATE Apr 16

RATE Electric Assistance Program (EAP) D

Customer Charge				5.53
First 183 KWH	0.02157	x	183 kWh	3.95
Sys Benefit Chg	0.0033	x	183 kWh	0.60
Stranded Cost Chg	0.0008	x	183 kWh	0.15
Transmission Charge	0.02116	x	183 kWh	3.87
Storm Recovery Factor	0.00329	x	183 kWh	0.60
Consumption Tax	0.00055	x	183 kWh	0.10
EAP Discount	-20.0 %	x	\$ 30.99	-6.20
Total Delivery Services				\$ 8.60

Supply Services

SUPPLIER Liberty Utilities

Energy Service	0.08899	x	183 kWh	16.29
Total Supply Services				\$ 16.29

IMPORTANT NOTICE - RESIDENTIAL ONLY

If a Medical Emergency exists at your home or would result from disconnection, we will postpone disconnecting your service if the Medical Emergency is certified to us by a registered physician. Oral certification will be effective for thirty days and can be renewed if the Medical Emergency continues to exist. You are reminded that under all circumstances the bill must be paid. If you are unable to pay the bill in full, please contact us at 1-888-211-1313 to work out a payment arrangement.

To question or contest the reason for termination (Residential Customers Only):

- If you wish to question termination, you may call 1-888-211-1313 or write to request a meeting with the Utility. You must do this prior to the date of termination.
- If you are not satisfied with the Utility's explanation of termination, you may call or write to request a meeting with the Public Utilities Commission.
- Your request for a conference with a member of the staff of the Public Utilities Commission must be made within three (3) days after meeting in person with the Company or within five (5) days if the Company has advised you by telephone or mail of its final decision. You may request this conference either by a telephone call to the Public Utilities Commission, or by delivery of a letter to the Commission.
- If you request the Public Utilities Commission to review the case, your service will not be terminated until a final decision is made by the Public Utilities Commission.



SERVICE FOR Redacted
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079

BILLING PERIOD
Mar 14, 2014 to Apr 14, 2014

DE 18-148
Exhibit 16
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PAGE 1 of 2

ACCOUNT NUMBER [REDACTED] PLEASE PAY BY May 10, 2014 AMOUNT DUE \$ 4,178.91

www.libertyutilities.com
CUSTOMER SERVICE
1-800-375-7413
CREDIT DEPARTMENT
1-888-211-1313
POWER OUTAGE OR DOWNED LINE
1-800-465-1212
CORRESPONDENCE ADDRESS
PO Box 960
Northborough, MA 01532-0960
ELECTRIC PAYMENT ADDRESS
PO Box 11738
Newark, NJ 07101-4738
DATE BILL ISSUED
Apr 16, 2014

▶ DID YOU FORGET TO PAY YOUR BILL? ◀

It is possible that service could be terminated for non-payment. Prior to any termination, you would receive a separate notice in the mail. If you have any questions, please call us at 1-888-211-1313 or if you have already paid, please disregard this notice.

ACCOUNT BALANCE

Previous Balance	4,171.31
Payment Received on APR 8 (Fuel Assist)	- 24.89
Balance Forward	4,146.42
Current Charges	+ 32.49
Amount Due ▶	\$ 4,178.91

We are awaiting receipt of your HEAP guarantee. Once received your previous balance may be reduced by \$ 568.04.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Electric Service	12.65	19.84	32.49
Total Current Charges	\$ 12.65	\$ 19.84	\$ 32.49



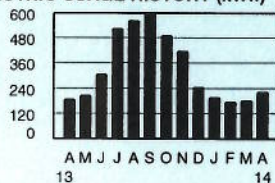
New Hampshire Fuel Assistance Case # [REDACTED]

EAP discount only applicable for usage up to 750 kWh.



PAYMENT CONCERNS?: We're here to help you. We have several plans that can help you manage your energy bills. Go to www.libertyutilities.com to find out more or call us at the number on your bill.

ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Apr 13	Apr 14
kWh	6.3	7.2
Cost	\$ 0.72	\$ 1.04

■ Actual □ Estimated

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.



ACCOUNT NUMBER	PLEASE PAY BY	AMOUNT DUE
[REDACTED]	May 10, 2014	\$ 4,178.91 includes amount past due

PO Box 960
Northborough MA 01532

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079-3542

003632

PORTSMOUTH NH 03801

LIBERTY UTILITIES
PO BOX 11738
NEWARK NJ 07101-4738

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to Liberty Utilities

000003249 89615580095000417891130



SERVICE FOR
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079

Redacted

BILLING PERIOD
Mar 14, 2014 to Apr 14, 2014

ACCOUNT NUMBER
[REDACTED]
May 10, 2014

PLEASE PAY BY

May 10, 2014

DE 18-148
Exhibit 16
PAGE 2 of 2

AMOUNT DUE

\$ 4,178.91

Electric Usage History

Month	kWh	Month	kWh
Apr 13	188	Nov 13	418
May 13	205	Dec 13	244
Jun 13	307	Jan 14	199
Jul 13	523	Feb 14	177
Aug 13	564	Mar 14	183
Sep 13	598	Apr 14	223
Oct 13	492		

Right to Dispute Your Bill

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Explanation of Billing Terms Available

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DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Mar 14 - Apr 14	31	48035 Actual		47812 Actual		223 kWh

METER NUMBER 38740588 NEXT SCHEDULED READ DATE May 16

RATE Electric Assistance Program (EAP) D

Customer Charge				8.37
First 223 KWH	0.02634806	x	223 kWh	5.88
Sys Benefit Chg	0.0033	x	223 kWh	0.74
Stranded Cost Chg	0.0008	x	223 kWh	0.18
Transmission Charge	0.02116	x	223 kWh	4.72
Storm Recovery Factor	0.00329	x	223 kWh	0.73
Consumption Tax	0.00055	x	223 kWh	0.12
EAP Discount	-20.0 %	x	\$ 40.46	-8.09
Total Delivery Services				\$ 12.65

Supply Services

SUPPLIER Liberty Utilities

Energy Service	0.08899	x	223 kWh	19.84
Total Supply Services				\$ 19.84

IMPORTANT NOTICE - RESIDENTIAL ONLY

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SERVICE FOR Redacted
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079

BILLING PERIOD

Apr 14, 2014 to May 14, 2014

ACCOUNT NUMBER

PLEASE PAY BY

Jun 11, 2014

DE 18-148
Exhibit 16

015
PAGE 1 of 2

AMOUNT DUE

\$ 4,201.40

www.libertyutilities.com

CUSTOMER SERVICE

1-800-375-7413

CREDIT DEPARTMENT

1-888-211-1313

POWER OUTAGE OR DOWNED LINE

1-800-465-1212

CORRESPONDENCE ADDRESS

PO Box 960

Northborough, MA 01532-0960

ELECTRIC PAYMENT ADDRESS

PO Box 11738

Newark, NJ 07101-4738

DATE BILL ISSUED

May 16, 2014

▶ DID YOU FORGET TO PAY YOUR BILL? ◀

It is possible that service could be terminated for non-payment. Prior to any termination, you would receive a separate notice in the mail. If you have any questions, please call us at 1-888-211-1313 or if you have already paid, please disregard this notice.

ACCOUNT BALANCE

Previous Balance	4,178.91
Payment Received on MAY 2 (Fuel Assist)	- 32.49
Balance Forward	4,146.42
Current Charges	+ 54.98
Amount Due ▶	\$ 4,201.40

We are awaiting receipt of your HEAP guarantee. Once received your previous balance may be reduced by \$ 535.55.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Electric Service	21.98	33.00	54.98
Total Current Charges	\$ 21.98	\$ 33.00	\$ 54.98



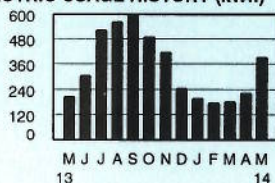
New Hampshire Fuel Assistance Case # [REDACTED]

EAP discount only applicable for usage up to 750 kWh.



PAYMENT CONCERNS?: We're here to help you. We have several plans that can help you manage your energy bills. Go to www.libertyutilities.com to find out more or call us at the number on your bill.

ELECTRIC USAGE HISTORY (kWh)



Daily Averages	May 13	May 14
kWh	6.4	13.2
Cost	\$ 0.71	\$ 1.83

■ Actual □ Estimated

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.



PO Box 960
Northborough MA 01532

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079-3542

PORTSMOUTH NH 03801

ACCOUNT NUMBER

PLEASE PAY BY

AMOUNT DUE

Jun 11, 2014

\$ 4,201.40 includes amount past due

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to Liberty Utilities

LIBERTY UTILITIES
PO BOX 11738
NEWARK NJ 07101-4738

008886

000005498 89615580091000420140162



SERVICE FOR
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079

Redacted

BILLING PERIOD

Apr 14, 2014 to May 14, 2014

ACCOUNT NUMBER

PLEASE PAY BY

Jun 11, 2014

DE 18-148
Exhibit 16
PAGE 2 of 2

AMOUNT DUE

\$ 4,201.40

Electric Usage History

Month	kWh	Month	kWh
May 13	205	Dec 13	244
Jun 13	307	Jan 14	199
Jul 13	523	Feb 14	177
Aug 13	564	Mar 14	183
Sep 13	598	Apr 14	223
Oct 13	492	May 14	395
Nov 13	418		

Right to Dispute Your Bill

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DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Apr 14 - May 14	30	48430 Actual		48035 Actual		395 kWh

METER NUMBER 38740588 NEXT SCHEDULED READ DATE Jun 17

RATE Electric Assistance Program (EAP) D

Customer Charge				11.81
First 250 KWH	0.03215	x	250 kWh	8.04
Next 145 KWH	0.04814	x	145 kWh	6.99
Sys Benefit Chg	0.0033	x	395 kWh	1.30
Stranded Cost Chg	0.0008	x	395 kWh	0.32
Transmission Charge	0.02116	x	395 kWh	8.36
Storm Recovery Factor	0.00329	x	395 kWh	1.30
Consumption Tax	0.00055	x	395 kWh	0.22
EAP Discount	-23.0 %	x	\$ 71.12	-16.36
Total Delivery Services				\$ 21.98

Supply Services

SUPPLIER Liberty Utilities

Energy Service	0.08354397	x	395 kWh	33.00
Total Supply Services				\$ 33.00

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SERVICE FOR Redacted
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079

BILLING PERIOD
May 14, 2014 to Jun 13, 2014

DE 18-148
Exhibit 16
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PAGE 1 of 2

ACCOUNT NUMBER [REDACTED] PLEASE PAY BY Jul 11, 2014 AMOUNT DUE \$ 4,170.68

www.libertyutilities.com

CUSTOMER SERVICE

1-800-375-7413

CREDIT DEPARTMENT

1-888-211-1313

POWER OUTAGE OR DOWNED LINE

1-800-465-1212

CORRESPONDENCE ADDRESS

PO Box 960

Northborough, MA 01532-0960

ELECTRIC PAYMENT ADDRESS

PO Box 11738

Newark, NJ 07101-4738

DATE BILL ISSUED

Jun 17, 2014

▶ DID YOU FORGET TO PAY YOUR BILL? ◀

It is possible that service could be terminated for non-payment. Prior to any termination, you would receive a separate notice in the mail. If you have any questions, please call us at 1-888-211-1313 or if you have already paid, please disregard this notice.

ACCOUNT BALANCE

Previous Balance	4,201.40
Payment Received on JUN 5 (Check)	- 54.98
Payment Received on JUN 4 (Fuel Assist)	- 29.28

Balance Forward	4,117.14
Current Charges	+ 53.54

Amount Due ▶ \$ 4,170.68

We are awaiting receipt of your HEAP guarantee. Once received your previous balance may be reduced by \$ 506.27.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Electric Service	22.68	30.86	53.54
Total Current Charges	\$ 22.68	\$ 30.86	\$ 53.54



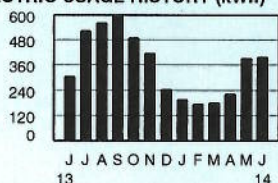
New Hampshire Fuel Assistance Case # [REDACTED]

EAP discount only applicable for usage up to 750 kWh.



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ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Jun 13	Jun 14
kWh	10.2	13.3
Cost	\$ 1.07	\$ 1.78

■ Actual □ Estimated

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.



Liberty Utilities

ACCOUNT NUMBER

PLEASE PAY BY

AMOUNT DUE

Jul 11, 2014

\$ 4,170.68 includes amount past due

PO Box 960
Northborough MA 01532

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to Liberty Utilities

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079-3542

003605

LIBERTY UTILITIES
PO BOX 11738
NEWARK NJ 07101-4738

000005354 89615580092000417068192



SERVICE FOR
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079

Redacted

BILLING PERIOD

May 14, 2014 to Jun 13, 2014

ACCOUNT NUMBER

PLEASE PAY BY

Jul 11, 2014

DE 18-148
Exhibit 16
PAGE 2 of 2

AMOUNT DUE

\$ 4,170.68

Electric Usage History

Month	kWh	Month	kWh
Jun 13	307	Jan 14	199
Jul 13	523	Feb 14	177
Aug 13	564	Mar 14	183
Sep 13	598	Apr 14	223
Oct 13	492	May 14	395
Nov 13	418	Jun 14	399
Dec 13	244		

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DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
May 14 - Jun 13	30	48829 Actual		48430 Actual		399 kWh

METER NUMBER 38740588 NEXT SCHEDULED READ DATE Jul 17

RATE Electric Assistance Program (EAP) D

Customer Charge						11.81
First 250 KWH	0.03207201	x	250 kWh			8.02
Next 149 KWH	0.04806634	x	149 kWh			7.16
Sys Benefit Chg	0.0033	x	399 kWh			1.32
Stranded Cost Chg	0.0008	x	399 kWh			0.32
Transmission Charge	0.02116	x	399 kWh			8.45
Storm Recovery Factor	0.00329	x	399 kWh			1.31
Consumption Tax	0.00055	x	399 kWh			0.22
EAP Discount	-23.0 %	x	\$ 69.25			-15.93
Total Delivery Services						\$ 22.68

Supply Services

SUPPLIER Liberty Utilities

Energy Service	0.07732	x	399 kWh			30.86
Total Supply Services						\$ 30.86

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SERVICE FOR
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079

BILLING PERIOD
Jun 13, 2014 to Jul 15, 2014

DE 18-148
Exhibit 16
PAGE 1 of 2

ACCOUNT NUMBER [REDACTED] PLEASE PAY BY
Aug 10, 2014 AMOUNT DUE
\$ 4,250.12

www.libertyutilities.com

CUSTOMER SERVICE
1-800-375-7413
CREDIT DEPARTMENT
1-888-211-1313

POWER OUTAGE OR DOWNED LINE
1-800-465-1212

CORRESPONDENCE ADDRESS

PO Box 960

Northborough, MA 01532-0960

ELECTRIC PAYMENT ADDRESS

PO Box 11738

Newark, NJ 07101-4738

DATE BILL ISSUED

Jul 17, 2014

▶ DID YOU FORGET TO PAY YOUR BILL? ◀

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ACCOUNT BALANCE

Previous Balance	4,170.68
Payment Received <i>No payments have been received during this billing period</i>	- 0.00
Balance Forward	4,170.68
Current Charges	+ 79.44
Amount Due ▶	\$ 4,250.12

We are awaiting receipt of your HEAP guarantee. Once received your previous balance may be reduced by \$ 506.27.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Electric Service	31.74	47.70	79.44
Total Current Charges	\$ 31.74	\$ 47.70	\$ 79.44



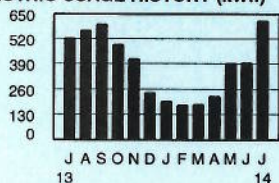
New Hampshire Fuel Assistance Case # [REDACTED]

EAP discount only applicable for usage up to 750 kWh.



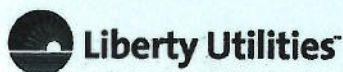
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ELECTRIC USAGE HISTORY (kWh)



Daily Averages	Jul 13	Jul 14
kWh	16.3	19.3
Cost	\$ 1.83	\$ 2.48

■ Actual □ Estimated



PO Box 960
Northborough MA 01532

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM NH 03079-3542

PORTSMOUTH NH 03801

KEEP THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER

PLEASE PAY BY

AMOUNT DUE

Aug 10, 2014

\$ 4,250.12 includes amount past due

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to Liberty Utilities

LIBERTY UTILITIES
PO BOX 11738
NEWARK NJ 07101-4738

003784

000007944 89615580097000425012222



SERVICE FOR
JUDITH TOMPSON Redacted
9 LANCELOT CT APT 8
SALEM NH 03079

BILLING PERIOD
Jun 13, 2014 to Jul 15, 2014

ACCOUNT NUMBER
[REDACTED]
PLEASE PAY BY
Aug 10, 2014

DE 18-148
Exhibit 16
PAGE 2 of 2
620

AMOUNT DUE
\$ 4,250.12

Electric Usage History

Month	kWh	Month	kWh
Jul 13	523	Feb 14	177
Aug 13	564	Mar 14	183
Sep 13	598	Apr 14	223
Oct 13	492	May 14	395
Nov 13	418	Jun 14	399
Dec 13	244	Jul 14	617
Jan 14	199		

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DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
Jun 13 - Jul 15	32	49446 Actual		48829 Actual		617 kWh

METER NUMBER 38740588 NEXT SCHEDULED READ DATE Aug 15

RATE Electric Assistance Program (EAP) D

Customer Charge					11.81
First 250 KWH	0.03197	x	250 kWh		7.99
Next 367 KWH	0.04797	x	367 kWh		17.61
Sys Benefit Chg	0.0033	x	617 kWh		2.04
Stranded Cost Chg	0.0008	x	617 kWh		0.49
Transmission Charge	0.02116	x	617 kWh		13.06
Storm Recovery Factor	0.00329	x	617 kWh		2.03
Consumption Tax	0.00055	x	617 kWh		0.34
EAP Discount	-23.0 %	x	\$ 102.73		-23.63
Total Delivery Services					\$ 31.74

Supply Services

SUPPLIER Liberty Utilities

Energy Service	0.07732	x	617 kWh	47.70
Total Supply Services				\$ 47.70

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Redacted

**Liberty Utilities™**

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413 FOR
EMERGENCIES CALL (855) 327-7758



JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

Statement**ACCOUNT INFORMATION**

Account number:	
Statement #:	1211364D
Bill Date:	8/18/2014
Due date:	9/15/2014
Next meter read	
Service address:	9 LANCELOT CT APT 8 SALEM NH 03079

Meter #	Type of Service	Rate Code	Read Type	# of Days	Service dates	(Current - Prev.)	x Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	28	7/16/14-8/13/14	49975 49446	1.00000	529.00		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4250.12
Payments Received:	0.00
Balance Forward:	4250.12
Current Charges:	
Customer Chg	11.81
Consumption Tax 529.00 units @ 0.00055	0.29
Distribution Chg 250.00 units @ 0.03197	7.99
Distribution Chg 279.00 units @ 0.04797	13.38
Energy Service 529.00 units @ 0.07732	40.90
Storm Recovery 529.00 units @ 0.00329	1.74
Stranded Cost Chg 529.00 units @ 0.00080	0.42
Sys Benefits Chg 529.00 units @ 0.00330	1.75
Transmission Chg 529.00 units @ 0.02116	11.19
EAP Discount 23%	20.52 CR
Miscellaneous Charges/Credits:	
Total Amount Due:	4319.07

Please include your account number on your check.
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

LATE PAYMENT FEE:
Payments received after the
due date are subject to 1.5%
per month late fee.

SPECIAL MESSAGE

Please consider making a tax deductible donation to the
Neighbor Helping Neighbor Fund by visiting nhnfund.org.

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE	CURRENT	AMOUNT	ENCLOSED
FORWARD	CHARGES	DUE	AMOUNT
4250.12	68.95	4319.07	

Check Number:

Liberty Utilities- NH
75 Remittance Dr, Ste 1032
Chicago, IL 60675-1032

Statement #: 1211364D
Bill Date: 8/18/2014
Due Date: 9/15/2014

Redacted



Liberty Utilities™

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413 FOR
EMERGENCIES CALL (855) 327-7758



JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

Statement

ACCOUNT INFORMATION

Account number:	
Statement #:	1367642D
Bill Date:	9/17/2014
Due date:	10/15/2014
Next meter read	
Service address:	9 LANCELOT CT APT 8 SALEM NH 03079

Meter #	Type of Service	Rate Code	Read Type	# of Days	Service dates	(Current - Prev.)	x Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	30	8/13/14-9/12/14	50402 49975	1.00000	427.00		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4319.07
Payments Received:	0.00
Balance Forward:	4319.07
Current Charges:	
Customer Chg	11.81
Consumption Tax 427.00 units @ 0.00055	0.23
Distribution Chg 250.00 units @ 0.03197	7.99
Distribution Chg 177.00 units @ 0.04797	8.49
Energy Service 427.00 units @ 0.07732	33.02
Storm Recovery 427.00 units @ 0.00329	1.40
Stranded Cost Chg 427.00 units @ 0.00080	0.34
Sys Benefits Chg 427.00 units @ 0.00330	1.41
Transmission Chg 427.00 units @ 0.02116	9.04
EAP Discount 23%	16.91 CR
Miscellaneous Charges/Credits:	
Total Amount Due:	4375.89

Please include your account number on your check.
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

LATE PAYMENT FEE:
Payments received after the
due date are subject to 1.5%
per month late fee.

SPECIAL MESSAGE

Please consider making a tax deductible donation to the
Neighbor Helping Neighbor Fund by visiting nhnfund.org.

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE	CURRENT	AMOUNT	ENCLOSED
FORWARD	CHARGES	DUE	AMOUNT
4319.07	56.82	4375.89	
Check Number:			

Liberty Utilities- NH
75 Remittance Dr, Ste 1032
Chicago, IL 60675-1032

Statement #: 1367642D
Bill Date: 9/17/2014
Due Date: 10/15/2014

Redacted



Liberty Utilities™

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413 FOR
EMERGENCIES CALL (855) 327-7758



JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

Statement

ACCOUNT INFORMATION	
Account number:	[REDACTED]
Statement #:	1504723D
Bill Date:	10/17/2014
Due date:	11/14/2014
Next meter read	
Service address:	9 LANCELOT CT APT 8 SALEM NH 03079

Meter #	Type of Service	Rate Code	Read Type	# of Days	Service dates	(Current - Prev.)	x Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	31	9/12/14-10/13/14	50782 50402	1.00000	380.00		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4375.89
Payments Received:	0.00
Balance Forward:	4375.89
Current Charges:	
Customer Chg	11.81
Consumption Tax 380.00 units @ 0.00055	0.21
Distribution Chg 250.00 units @ 0.03197	7.99
Distribution Chg 130.00 units @ 0.04797	6.24
Energy Service 380.00 units @ 0.07732	29.38
Storm Recovery 380.00 units @ 0.00329	1.25
Stranded Cost Chg 380.00 units @ 0.00080	0.30
Sys Benefits Chg 380.00 units @ 0.00330	1.25
Transmission Chg 380.00 units @ 0.02116	8.04
EAP Discount 23%	15.24 CR
Miscellaneous Charges/Credits:	
Total Amount Due:	4427.12

Please include your account number on your check.
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

LATE PAYMENT FEE:
Payments received after the
due date are subject to 1.5%
per month late fee.

SPECIAL MESSAGE

Please consider making a tax deductible donation to the
Neighbor Helping Neighbor Fund by visiting nhnfund.org.

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE	CURRENT	AMOUNT	ENCLOSED
FORWARD	CHARGES	DUE	AMOUNT
4375.89	51.23	4427.12	

Check Number: [REDACTED]

Liberty Utilities- NH
75 Remittance Dr, Ste 1032
Chicago, IL 60675-1032

Statement #: 1504723D
Bill Date: 10/17/2014
Due Date: 11/14/2014

Redacted



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EMERGENCIES CALL (855) 327-7758



JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

Statement

ACCOUNT INFORMATION	
Account number:	
Statement #:	1622269D
Bill Date:	11/20/2014
Due date:	12/18/2014
Next meter read	
Service address:	9 LANCELOT CT APT 8 SALEM NH 03079

Meter #	Type of Service	Rate Code	Read Type	# of Days	Service dates	(Current - Prev.)	x Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	31	10/13/14- 11/13/14	51177 50782	1.00000	395.00		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4427.12
Payments Received:	0.00
Balance Forward:	4427.12
Current Charges:	
Customer Chg	11.81
Consumption Tax 395.00 units @ 0.00055	0.22
Distribution Chg 250.00 units @ 0.03197	7.99
Distribution Chg 145.00 units @ 0.04797	6.96
Energy Service 229.36 units @ 0.07732	17.73
Energy Service 165.64 units @ 0.15487	25.65
Storm Recovery 229.36 units @ 0.00329	0.75
Storm Recovery 165.64 units @ 0.00329	0.37
Stranded Cost Chg 395.00 units @ 0.00080	0.31
Sys Benefits Chg 395.00 units @ 0.00330	1.31

SPECIAL MESSAGE
Please consider making a tax deductible donation to the Neighbor Helping Neighbor Fund by visiting nhnfund.org .

ACCOUNT ACTIVITY, CONTINUED	
Current Charges, Continued	
Transmission Chg 395.00 units @ 0.02116	8.36
EAP Discount 23%	18.69 CR
Miscellaneous Charges/Credits:	
Total Amount Due:	
	4489.89

Please include your account number on your check.
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

LATE PAYMENT FEE:
Payments received after the
due date are subject to 1.5%
per month late fee.

Liberty Utilities- NH
75 Remittance Dr, Ste 1032
Chicago, IL 60675-1032

Statement #: 1622269D
Bill Date: 11/20/2014
Due Date: 12/18/2014

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT			
BALANCE	CURRENT	AMOUNT	ENCLOSED
FORWARD	CHARGES	DUE	AMOUNT
4427.12	62.77	4489.89	
Check Number:			

Redacted

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EMERGENCIES CALL (855) 327-7758



JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

Statement

ACCOUNT INFORMATION	
Account number:	
Statement #:	1790824D
Bill Date:	12/17/2014
Due date:	1/14/2015
Next meter read	
Service address:	9 LANCELOT CT APT 8 SALEM NH 03079

Meter #	Type of Service	Rate Code	Read Type	# of Days	Service dates	(Current - Prev.)	x Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	29	11/13/14-12/12/14	51564 51177	1.00000	387.00		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4489.89
Payments Received:	0.00
Balance Forward:	4489.89
Current Charges:	
Customer Chg	11.75
Consumption Tax 387.00 units @ 0.00055	0.21
Distribution Chg 146.55 units @ 0.03197	4.69
Distribution Chg 80.31 units @ 0.04797	3.85
Distribution Chg 103.45 units @ 0.03074	3.18
Distribution Chg 56.69 units @ 0.04656	2.64
Energy Service 387.00 units @ 0.15487	59.93
Storm Recovery 387.00 units @ 0.00221	0.85
Stranded Cost Chg 387.00 units @ 0.00080	0.31
Sys Benefits Chg 387.00 units @ 0.00330	1.28

SPECIAL MESSAGE

Please consider making a tax deductible donation to the Neighbor Helping Neighbor Fund by visiting nhnfund.org.

ACCOUNT ACTIVITY, CONTINUED**Current Charges, Continued**

Transmission Chg 387.00 units @ 0.02116	8.19
EAP Discount 23%	22.24 CR

Miscellaneous Charges/Credits:

Total Amount Due: 4564.53

Please include your account number on your check.
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

LATE PAYMENT FEE:
Payments received after the
due date are subject to 1.5%
per month late fee.

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE	CURRENT	AMOUNT	ENCLOSED
FORWARD	CHARGES	DUE	AMOUNT
4489.89	74.64	4564.53	
Check Number:			

Liberty Utilities- NH
75 Remittance Dr, Ste 1032
Chicago, IL 60675-1032

Statement #: 1790824D
Bill Date: 12/17/2014
Due Date: 1/14/2015

Redacted



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FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413 FOR
EMERGENCIES CALL (855) 327-7758



JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

Statement

ACCOUNT INFORMATION	
Account number:	
Statement #:	1986327D
Bill Date:	1/20/2015
Due date:	2/17/2015
Next meter read	
Service address:	9 LANCELOT CT APT 8 SALEM NH 03079

Meter #	Type of Service	Rate Code	Read Type	# of Days	Service dates	(Current - Prev.)	x Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	35	12/12/14-1/16/15	52008 51564	1.00000	444.00		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4564.53
Payments Received:	62.77 CR
Balance Forward:	4501.76
Current Charges:	
Customer Chg	11.67
Consumption Tax 444.00 units @ 0.00055	0.24
Distribution Chg 250.00 units @ 0.03074	7.69
Distribution Chg 194.00 units @ 0.04656	9.03
Energy Service 444.00 units @ 0.15487	68.76
Storm Recovery 444.00 units @ 0.00221	0.98
Stranded Cost Chg 444.00 units @ 0.00080	0.36
Sys Benefits Chg 444.00 units @ 0.00330	1.47
Transmission Chg 444.00 units @ 0.02116	9.40
EAP Discount 23%	25.16 CR

SPECIAL MESSAGE
Please consider making a tax deductible donation to the Neighbor Helping Neighbor Fund by visiting nhnfund.org .

ACCOUNT ACTIVITY, CONTINUED
Current Charges, Continued
Miscellaneous Charges/Credits:
Total Amount Due: 4586.20

Please include your account number on your check.
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

LATE PAYMENT FEE:
Payments received after the
due date are subject to 1.5%
per month late fee.

Liberty Utilities- NH
75 Remittance Dr, Ste 1032
Chicago, IL 60675-1032

Check Number:

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT			
BALANCE	CURRENT	AMOUNT	ENCLOSED
FORWARD	CHARGES	DUE	AMOUNT
4501.76	84.44	4586.20	

Statement #: 1986327D
Bill Date: 1/20/2015
Due Date: 2/17/2015



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EMERGENCIES CALL (855) 327-7758



JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

Statement

ACCOUNT INFORMATION

Account number:	[REDACTED]
Statement #:	2261197D
Bill Date:	3/18/2015
Due date:	4/15/2015
Next meter read	
Service address:	9 LANCELOT CT APT 8 SALEM NH 03079

Meter #	Type of Service	Rate Code	Read Type	# of Days	Service dates	(Current - Prev.)	x Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	29	2/12/15-3/13/15	52396	52223	1.00000	173.00	

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4630.58
Payments Received:	119.02 CR
Balance Forward:	4511.56
Current Charges:	
Customer Chg	11.67
Consumption Tax 173.00 units @ 0.00055	0.10
Distribution Chg 173.00 units @ 0.03074	5.32
Energy Service 173.00 units @ 0.15487	26.79
Storm Recovery 173.00 units @ 0.00221	0.38
Stranded Cost Chg 173.00 units @ 0.00080	0.14
Sys Benefits Chg 173.00 units @ 0.00330	0.57
Transmission Chg 173.00 units @ 0.02116	3.66
EAP Discount 23%	11.17 CR

SPECIAL MESSAGE

Please consider making a tax deductible donation to the Neighbor Helping Neighbor Fund by visiting nhnfund.org.

ACCOUNT ACTIVITY, CONTINUED**Current Charges, Continued****Miscellaneous Charges/Credits:**

Total Amount Due:	4549.02
--------------------------	---------

Please include your account number on your check.
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

LATE PAYMENT FEE:
Payments received after the due date are subject to 1.5% per month late fee.

Liberty Utilities- NH
75 Remittance Dr, Ste 1032
Chicago, IL 60675-1032

Check Number:

Statement #: 2261197D
Bill Date: 3/18/2015
Due Date: 4/15/2015

Redacted



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FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413 FOR
EMERGENCIES CALL (855) 327-7758



JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

Statement

ACCOUNT INFORMATION

Account number:	
Statement #:	2390528D
Bill Date:	4/20/2015
Due date:	5/18/2015
Next meter read	
Service address:	9 LANCELOT CT APT 8 SALEM NH 03079

Meter #	Type of Service	Rate Code	Read Type	# of Days	Service dates	(Current - Prev.)	x Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	33	3/13/15-4/15/15	52638 52396	1.00000	242.00		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4560.37
Payments Received:	48.81 CR
Balance Forward:	4511.56
Current Charges:	
Customer Chg	11.73
Consumption Tax 202.00 units @ 0.00055	0.11
Distribution Chg 104.48 units @ 0.03074	3.21
Distribution Chg 97.52 units @ 0.03208	3.13
Energy Service 104.48 units @ 0.15487	16.18
Energy Service 97.52 units @ 0.07063	6.89
Storm Recovery 202 units @ 0.00221	0.45
Stranded Cost Chg 104.48 units @ 0.00080	0.08
Stranded Cost Chg 97.52 units @ -0.00150	0.15 CR
Sys Benefits Chg 202.00 units @ 0.00330	0.66

SPECIAL MESSAGE

Please consider making a tax deductible donation to the
Neighbor Helping Neighbor Fund by visiting nhnfund.org.

ACCOUNT ACTIVITY, CONTINUED

Current Charges, Continued

Transmission Chg 104.48 units @ 0.02116	2.21
Transmission Chg 97.52 units @ 0.03557	3.47
EAP Discount 23%	11.01 CR

Miscellaneous Charges/Credits:

Total Amount Due: 4548.52

Please include your account number on your check.
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079

LATE PAYMENT FEE:
Payments received after the
due date are subject to 1.5%
per month late fee.

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE	CURRENT	AMOUNT	ENCLOSED
FORWARD	CHARGES	DUE	AMOUNT
4511.56	36.96	4548.52	
Check Number:			

Liberty Utilities- NH
75 Remittance Dr, Ste 1032
Chicago, IL 60675-1032

Statement #: 2390528D
Bill Date: 4/20/2015
Due Date: 5/18/2015

Redacted

Statement



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FOR EMERGENCIES CALL (855) 349-9455

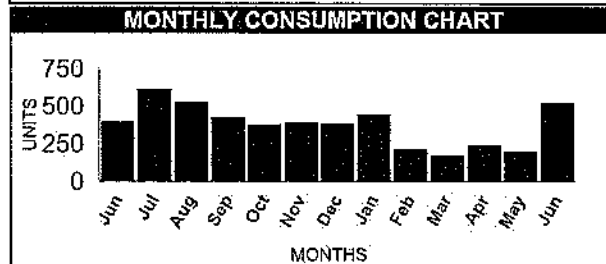


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	2673542
Bill Date:	06/18/2015
Due Date:	07/16/2015
Next Meter Read:	07/13/2015

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	32	05/14/15-06/15/15	53367 - 52840	1	527		

Please take note of our new phone number for electric emergencies or to report a power outage: 1-855-349-9455. Program this number into your cell phone for easy access. We look forward to serving you.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv.
Previous Balance:	4,548.52
Payments Received:	36.96 CR
Balance Forward:	4,511.56
Current Charges:	
Customer Chg	11.79
Consumption Tax 527.00 units @ 0.00055	0.29
Distribution Chg 250.00 units @ 0.03208	8.02
Distribution Chg 277.00 units @ 0.04807	13.32
Energy Service 527.00 units @ 0.07063	37.22
Storm Recovery 527.00 units @ 0.00221	1.16
Stranded Cost Chg 527.00 units @ -0.00150	0.79 CR
Sys Benefits Chg 527.00 units @ 0.00330	1.74
Transmission Chg 527.00 units @ 0.03557	18.75

SPECIAL MESSAGE

Are you considering purchasing new appliances? We offer rebates on ENERGY STAR rated refrigerators, clothes washers, air conditioners and room air purifiers. Visit www.libertyutilities.com/efficiency.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,511.56	70.52	4,582.08	
		Check Number	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [REDACTED]
Statement #: 2673542
Bill Date: 06/18/2015
Due Date: 07/16/2015

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

014465279944347152400000007052600000458208

BRE GEN R EV.002

02:11 5402724 004783 009565 0001/0002

Redacted



Liberty Utilities™

**Local and
responsive.
We care.**



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	2673542
Bill Date:	06/18/2015
Due Date:	07/16/2015
Next Meter Read:	07/13/2015
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED		
Miscellaneous Charges:		
EAP Discount 23%	20.98	CR
Total Current Charges:	70.52	
Total Amount Due:	4,582.08	

Redacted

Statement



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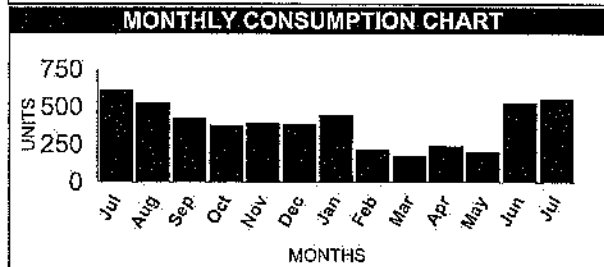


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	2813796
Bill Date:	07/18/2015
Due Date:	08/17/2015
Next Meter Read:	08/12/2015

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	29	06/15/15-07/14/15	53920 - 53367	1	553		

Please take note of our new phone number for electric emergencies or to report a power outage: 1-855-349-9455. Program this number into your cell phone for easy access. We look forward to serving you.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,582.08
Payments Received:	139.26 CR
Balance Forward:	4,442.82
Current Charges:	
Customer Chg.	11.79
Consumption Tax 553.00 units @ 0.00055	0.30
Distribution Chg 250.00 units @ 0.03208	8.02
Distribution Chg 303.00 units @ 0.04807	14.57
Energy Service 553.00 units @ 0.07063	39.06
Storm Recovery 553.00 units @ 0.00221	1.22
Stranded Cost Chg 553.00 units @ -0.00150	0.83 CR
Sys Benefits Chg 553.00 units @ 0.00330	1.82
Transmission Chg 553.00 units @ 0.03557	19.67

SPECIAL MESSAGE
Sign up for Storm Alert Emails. We'll keep you informed when significant storms are approaching and we'll provide updates on major power outages. www.libertyutilities.com/east/electricity/email

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,442.82	73.69	4,516.51	
		Check Number	

Please include your account number on your check.
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [REDACTED]
Statement #: 2813796
Bill Date: 07/18/2015
Due Date: 08/17/2015

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

054465279944347152200000007369400000451651

92170-ENRWS0715-NHE 92170-SRAV0515-NHE BRE GEN R EY 002

02650 5493161 005261 010521 00610002

Redacted



Liberty Utilities

**Local and
responsive.
We care.**



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	2813796
Bill Date:	07/18/2015
Due Date:	08/17/2015
Next Meter Read:	08/12/2015
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

02650 5493161 005262 010523 00020002

ACCOUNT ACTIVITY CONTINUED

Miscellaneous Charges:		
EAP Discount 23%	21.93	CR
Total Current Charges:	73.69	
Total Amount Due:	4,516.51	

Redacted

Statement



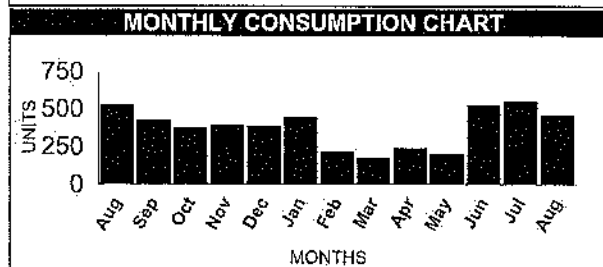
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>002650 5577568 0001 092170 10Z

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	2947979
Bill Date:	08/17/2015
Due Date:	09/14/2015
Next Meter Read:	09/14/2015

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous)	x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	30	07/14/15-08/13/15	54383	53920	1	463		

Please take note of our new phone number for electric emergencies or to report a power outage: 1-855-349-9455. Program this number into your cell phone for easy access. We look forward to serving you.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,516.51
Payments Received:	0.00
Balance Forward:	4,516.51
Current Charges:	
Customer Chg	11.79
Consumption Tax 463.00 units @ 0.00055	0.25
Distribution Chg 213.00 units @ 0.04807	10.24
Distribution Chg 250.00 units @ 0.03208	8.02
Energy Service 463.00 units @ 0.07063	32.70
Storm Recovery 463.00 units @ 0.00221	1.02
Stranded Cost Chg 463.00 units @ -0.00150	0.69 CR
Sys Benefits Chg 463.00 units @ 0.00330	1.53
Transmission Chg 463.00 units @ 0.03557	16.47

SPECIAL MESSAGE

Do you have a 2nd refrigerator or freezer in your basement or garage that isn't getting much use? These items draw a lot of energy. With our recycling program, we'll arrange a free pickup and give you a \$30 rebate to spend any way you wish. Removing the items will reduce your electric bill too. Check out our website for details: www.libertyutilities.com.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,516.51	62.68	4,579.19	
		Check Number	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address:

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542Account Number: [REDACTED]
Statement #: 2947979
Bill Date: 08/17/2015
Due Date: 09/14/2015Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

024465279944347152700000006268900000457919

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02650 5577568 005260 010519 0031/0002

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Liberty Utilities™

**Local and
responsive.
We care.**



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	2947979
Bill Date:	08/17/2015
Due Date:	09/14/2015
Next Meter Read:	09/14/2015
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED		
Miscellaneous Charges:		
EAP Discount 23%	18.65	CR
Total Current Charges:	62.68	
Total Amount Due:	4,579.19	

02550 5577566 005261 010521 0002/0002

Redacted

Statement



Liberty Utilities™

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

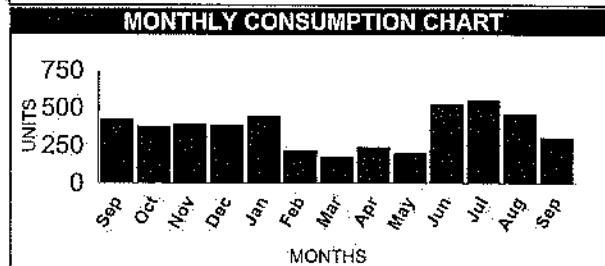


>004178 5676071 0001 092170 102

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	3081286
Bill Date:	09/17/2015
Due Date:	10/15/2015
Next Meter Read:	10/13/2015

Service Address: 9 LANCELOT CT APT 8
SALEM, NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	32	08/13/15-09/14/15	54688 - 54383	1	305		

Please take note of our new phone number for electric emergencies or to report a power outage: 1-855-349-9455. Program this number into your cell phone for easy access. We look forward to serving you.

ACCOUNT ACTIVITY

Voltage Delivery Level 0 - 2.2 kv

Previous Balance: 4,579.19

Payments Received: 0.00

Balance Forward: 4,579.19

Current Charges:

Customer Chg	11.79
Consumption Tax 305.00 units @ 0.00055	0.17
Distribution Chg 55.00 units @ 0.04807	2.64
Distribution Chg 250.00 units @ 0.03208	8.02
Energy Service 305.00 units @ 0.07063	21.54
Storm Recovery 305.00 units @ 0.00221	0.67
Stranded Cost Chg 305.00 units @ -0.00150	0.46 CR
Sys Benefits Chg 305.00 units @ 0.00330	1.01
Transmission Chg 305.00 units @ 0.03557	10.85

SPECIAL MESSAGE

COMING SOON: Pay your bill using Western Union - Without paying a service fee. We are pleased to announce that starting in late September or early October, you'll be able to pay your Liberty Utilities bill at one of over 50 Western Union locations in New Hampshire. Visit our website for updates. www.libertyutilities.com

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,579.19	43.33	4,622.52	
		Check Number	

Please include your account number on your check.
Make checks payable to Liberty Utilities.

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

3081286

09/17/2015

10/15/2015

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

084465279944347152100000004333800000462252

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04178 5676071 008268 018535 00010002

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Liberty Utilities™

**Local and
responsive.
We care.**



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	3081286
Bill Date:	09/17/2015
Due Date:	10/15/2015
Next Meter Read:	10/13/2015
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

04178 5676071 008269 016537 00920002

ACCOUNT ACTIVITY CONTINUED		
Miscellaneous Charges:		
EAP Discount 23%	12.90	CR
Total Current Charges:	43.33	
Total Amount Due:	4,622.52	

Redacted

Statement



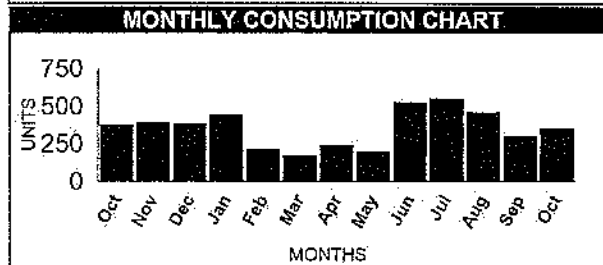
Liberty Utilities™

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.comFOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

>002202 5761954 0001 092170 102

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	3213196
Bill Date:	10/16/2015
Due Date:	11/13/2015
Next Meter Read:	11/10/2015

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous)	x Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	30	09/14/15-10/14/15	55045 - 54688	1	357		

Please take note of our new phone number for electric emergencies or to report a power outage: 1-855-349-9455. Program this number into your cell phone for easy access. We look forward to serving you.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,622.52
Payments Received:	0.00
Balance Forward:	4,622.52
Current Charges:	
Customer Chg	11.79
Consumption Tax 357.00 units @ 0.00055	0.20
Distribution Chg 107.00 units @ 0.04807	5.14
Distribution Chg 250.00 units @ 0.03208	8.02
Energy Service 357.00 units @ 0.07063	25.21
Storm Recovery 357.00 units @ 0.00221	0.79
Stranded Cost Chg 357.00 units @ -0.00150	0.54 CR
Sys Benefits Chg 357.00 units @ 0.00330	1.18
Transmission Chg 357.00 units @ 0.03557	12.70

SPECIAL MESSAGE

Do you need help paying your energy bills? You may qualify for Electric Assistance. If you qualify, the program will pay for a portion of your electric bill. See the enclosed bill insert for more information or visit www.libertyutilities.com.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,622.52	49.70	4,672.22	
		Check Number	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

3213196

10/16/2015

11/13/2015

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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92170-DISC1015-NHE 92170-EA1015-NHE 92170-NH1014-NHQ BRE GEN R EV002

02202 5761954 004293 006595 0001/0002

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Liberty Utilities™

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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	3213196
Bill Date:	10/16/2015
Due Date:	11/13/2015
Next Meter Read:	11/10/2015
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED		
Miscellaneous Charges:		
EAP Discount 23%	14.79	.CR
Total Current Charges:	49.70	
Total Amount Due:	4,672.22	

02202 5761954 004234 0016987 0002/0002

Redacted

Statement



Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonerry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

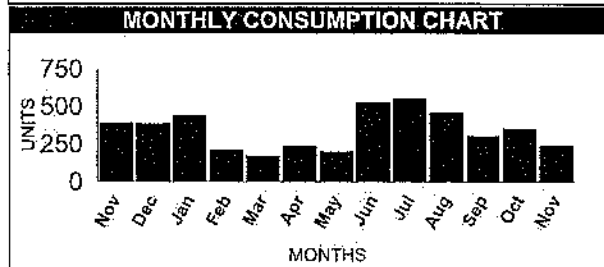


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	3345582
Bill Date:	11/16/2015
Due Date:	12/14/2015
Next Meter Read:	12/11/2015

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	27	10/14/15-11/10/15	55287 - 55045	1	242		

Please take note of our new phone number for electric emergencies or to report a power outage: 1-855-349-9455. Program this number into your cell phone for easy access. We look forward to serving you.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,672.22
Payments Received:	0.00
Balance Forward:	4,672.22
Current Charges:	
Customer Chg	11.79
Consumption Tax 242.00 units @ 0.00055	0.13
Distribution Chg 242.00 units @ 0.03208	7.77
Energy Service 89.63 units @ 0.09221	8.26
Energy Service 152.37 units @ 0.07063	10.76
Storm Recovery 152.37 units @ 0.00221	0.34
Stranded Cost Chg 242.00 units @ -0.00150	0.36 CR
Sys Benefits Chg 242.00 units @ 0.00330	0.80
Transmission Chg 242.00 units @ 0.03557	8.61

SPECIAL MESSAGE
Great News! A new Energy Service Charge is in effect November 1st. The residential rate is 40% lower than the rate last winter. This rate will be fixed until July 31, 2016. The Energy Service Charge represents the price we pay for electricity on the regional energy market. For a full list of our current rates, please visit www.libertyutilities.com .

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,672.22	37.06	4,709.28	
		Check Number	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [Redacted]
Statement #: 3345582
Bill Date: 11/16/2015
Due Date: 12/14/2015

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

004465279944347152900000003706300000470928

92170-ENWS1115-NHE 92170-NH1015-NHG BRE GEN R EV 002

02726 5845546 005396 010791 0001/0002

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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	3345582
Bill Date:	11/16/2015
Due Date:	12/14/2015
Next Meter Read:	12/11/2015
Service Address: 9 LANCELOT CT APT 8 SALEM, NH 03079	

02726 5845546 005397 010793 0802/0802

ACCOUNT ACTIVITY CONTINUED		
Miscellaneous Charges:		
EAP Discount 23%	11.04	CR
Total Current Charges:	37.06	
Total Amount Due:	4,709.28	

Redacted

Statement



Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

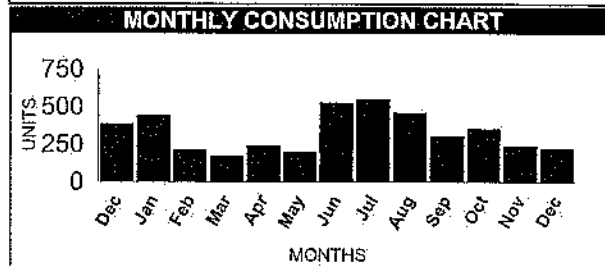


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	3476059
Bill Date:	12/16/2015
Due Date:	01/13/2016
Next Meter Read:	01/13/2016

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	31	11/10/15-12/11/15	55511 - 55287	1	224		

Please take note of our new phone number for electric emergencies or to report a power outage: 1-855-349-9455. Program this number into your cell phone for easy access. We look forward to serving you.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,709.28
Payments Received:	0.00
Balance Forward:	4,709.28
Current Charges:	
Customer Chg	11.79
Consumption Tax 224.00 units @ 0.00055	0.12
Distribution Chg 224.00 units @ 0.03208	7.19
Energy Service 224.00 units @ 0.09221	20.66
Stranded Cost Chg 224.00 units @ -0.00150	0.34 CR
Sys Benefits Chg 224.00 units @ 0.00330	0.74
Transmission Chg 224.00 units @ 0.03557	7.97
EAP Discount 23%	11.05 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE
NEW AND IMPROVED BILL: We've made your bill easier to understand. Based on customer feedback we've added new line items to further clarify your charges. If you are on a special billing program it will be easier to understand your previous balance, recent payments and amount due. For definitions and a visual bill explainer, please visit www.libertyutilities.com and go to "Learn More" under "New and Improved Bill."

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,709.28	37.08	4,746.36	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [REDACTED]
Statement #: 3476059
Bill Date: 12/16/2015
Due Date: 01/13/2016

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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92170-SYSBEN1215-NHE 92170-WU1215-NHG BRE GEN R EY002

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Liberty Utilities™

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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	3476059
Bill Date:	12/16/2015
Due Date:	01/13/2016
Next Meter Read:	01/13/2016
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	4,746.36
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01285 5950260 001899 003777 0002/0002

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Statement



Liberty Utilities™

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P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

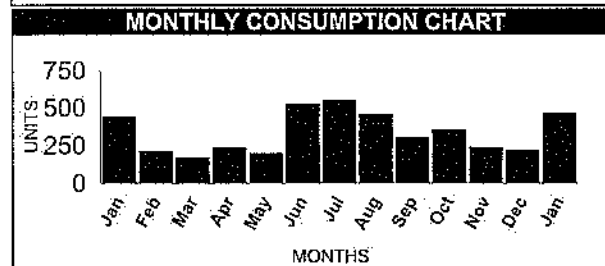


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	3613702
Bill Date:	01/19/2016
Due Date:	02/16/2016
Next Meter Read:	02/11/2016

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	33	12/11/15-01/13/16	55977 - 55511	1	466		

Please take note of our new phone number for electric emergencies or to report a power outage: 1-855-349-9455. Program this number into your cell phone for easy access. We look forward to serving you.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,746.36
Payments Received:	74.14 CR
Balance Forward:	4,672.22
Current Charges:	
Customer Chg	11.79
Consumption Tax 466.00 units @ 0.00055	0.26
Distribution Chg 216.00 units @ 0.04807	10.38
Distribution Chg 250.00 units @ 0.03208	8.02
Energy Service 466.00 units @ 0.09221	42.97
Stranded Cost Chg 466.00 units @ -0.00150	0.70 CR
Sys Benefits Chg 466.00 units @ 0.00330	1.54
Transmission Chg 466.00 units @ 0.03557	16.58
EAP Discount 23%	20.84 CR

Miscellaneous Charges/Credits:

SPECIAL MESSAGE

Be prepared before a storm happens. Check out our enclosed newsletter for information about storm preparation. **NEW AND IMPROVED BILL:** We've made your bill easier to understand. Based on customer feedback we've added new line items to further clarify your charges. If you are on a special billing program it will be easier to understand your previous balance, recent payments and amount due. For definitions and a visual bill explainer, please visit www.libertyutilities.com and go to "Learn More" under "New and Improved Bill."

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,672.22	70.00	4,742.22	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [REDACTED]
Statement #: 3613702
Bill Date: 01/19/2016
Due Date: 02/16/2016

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

034465279944347152300000007000700000474222

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Liberty Utilities

Local and
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We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	3613702
Bill Date:	01/19/2016
Due Date:	02/16/2016
Next Meter Read:	02/11/2016
Service Address: 9 LANCELOT CT APT 8. SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	4,742.22
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02134 656528 003691 007381 0002/0002

Redacted

Statement



Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

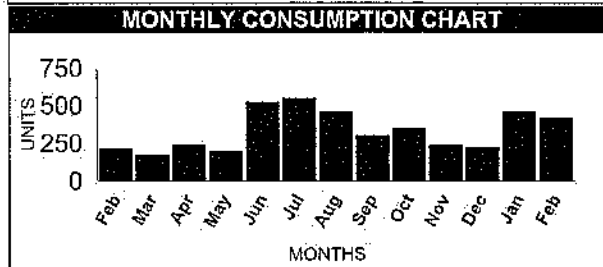


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	3749457
Bill Date:	02/17/2016
Due Date:	03/16/2016
Next Meter Read:	03/14/2016

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	29	01/13/16-02/11/16	56401 - 55977	1	424		

Please take note of our new phone number for electric emergencies or to report a power outage: 1-855-349-9455. Program this number into your cell phone for easy access. We look forward to serving you.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,742.22
Payments Received:	70.00 CR
Balance Forward:	4,672.22
Current Charges:	
Customer Chg	11.79
Consumption Tax 424.00 units @ 0.00055	0.23
Distribution Chg 174.00 units @ 0.04807	8.36
Distribution Chg 250.00 units @ 0.03208	8.02
Energy Service 424.00 units @ 0.09221	39.10
Stranded Cost Chg 424.00 units @ -0.00150	0.64 CR
Sys Benefits Chg 424.00 units @ 0.00330	1.40
Transmission Chg 424.00 units @ 0.03557	15.08
EAP Discount 23%	19.12 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE
Pay your bill using Western Union - Without paying a service fee. We are pleased to announce that you can now pay your Liberty Utilities bill at one of over 50 Western Union locations in New Hampshire. Visit our website to find a location near you. www.libertyutilities.com

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,672.22	64.22	4,736.44	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [REDACTED]
Statement #: 3749457
Bill Date: 02/17/2016
Due Date: 03/16/2016

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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BRE GEN R EV.002

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Liberty Utilities

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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	3749457
Bill Date:	02/17/2016
Due Date:	03/16/2016
Next Meter Read:	03/14/2016
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	4,736.44
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01078 6152076 001438 002875 0002/0002

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Statement



Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

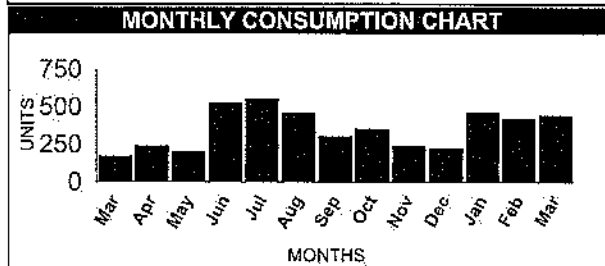


>002995 6238785 0001 092170 10Z

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	3885433
Statement #:	03/17/2016
Bill Date:	04/14/2016
Due Date:	04/14/2016
Next Meter Read:	04/14/2016

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	32	02/11/16-03/14/16	56848 - 56401	1	447		

Please take note of our new phone number for electric emergencies or to report a power outage: 1-855-349-9455. Program this number into your cell phone for easy access. We look forward to serving you.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,736.44
Payments Received:	64.22 CR
Balance Forward:	4,672.22
Current Charges:	
Customer Chg	11.79
Consumption Tax 447.00 units @ 0.00055	0.25
Distribution Chg 197.00 units @ 0.04807	9.47
Distribution Chg 250.00 units @ 0.03208	8.02
Energy Service 447.00 units @ 0.09221	41.22
Stranded Cost Chg 447.00 units @ -0.00150	0.67 CR
Sys Benefits Chg 447.00 units @ 0.00330	1.48
Transmission Chg 447.00 units @ 0.03557	15.90
EAP Discount 23%	20.06 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE
Do you know what each charge on your bill is for? Check out the enclosed newsletter for a guide that will help demystify those charges.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,672.22	67.40	4,739.62	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [Redacted]
Statement #: 3885433
Bill Date: 03/17/2016
Due Date: 04/14/2016

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

07446527994434715250000006740900000473962

92170-ENRMS0316-NHE 92170-NH-1015A-HG BIRE GEN R EV.002

02995 6238785 0053 19 010637 00010002

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Liberty Utilities

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We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	3885433
Bill Date:	03/17/2016
Due Date:	04/14/2016
Next Meter Read:	04/14/2016
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	4,739.62
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02995 6238785 005320 010538 00020002

Redacted

Statement



Liberty Utilities

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P.O. Box 1380
Londonderry, NH 03053-1380
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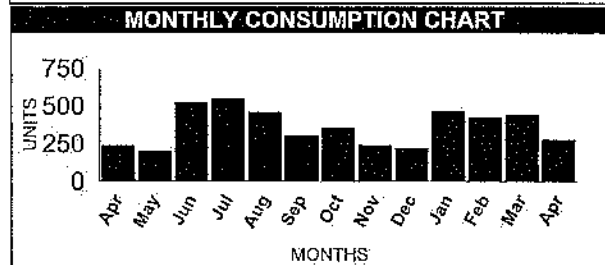


>003568 6328953 0001 092170 10Z

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	4022041
Bill Date:	04/19/2016
Due Date:	05/17/2016
Next Meter Read:	05/13/2016

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	31	03/14/16-04/14/16	57128 - 56848	1	280		

Please take note of our new phone number for electric emergencies or to report a power outage: 1-855-349-9455. Program this number into your cell phone for easy access. We look forward to serving you.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,739.62
Payments Received:	67.40 CR
Balance Forward:	4,672.22
Current Charges:	
Customer Chg	11.79
Consumption Tax 280.00 units @ 0.00055	0.15
Distribution Chg 30.00 units @ 0.04807	1.44
Distribution Chg 250.00 units @ 0.03208	8.02
Energy Service 280.00 units @ 0.09221	25.82
Stranded Cost Chg 280.00 units @ -0.00150	0.42 CR
Sys Benefits Chg 280.00 units @ 0.00330	0.92
Transmission Chg 280.00 units @ 0.03557	9.96
EAP Discount 23%	13.24 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

With the warmer weather comes outdoor improvement projects. Remember, before you dig on your property call 811. All underground utilities will be marked on your property so you can avoid them. It's free and it's the law.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,672.22	44.44	4,716.66	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

4022041

04/19/2016

05/17/2016

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

044465279944347152600000004444800000471666

BPRE GEN R EV0002

03568 6328953 004733 003465 00016002

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Liberty Utilities

Local and
responsive.
We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	4022041
Bill Date:	04/19/2016
Due Date:	05/17/2016
Next Meter Read:	05/13/2016
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	4,716.66
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03588 6328953 004734 009467 00020002



Liberty Utilities

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Londonderry, NH 03053-1380
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FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455.



>001193 6411467 0001 092170 10Z

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

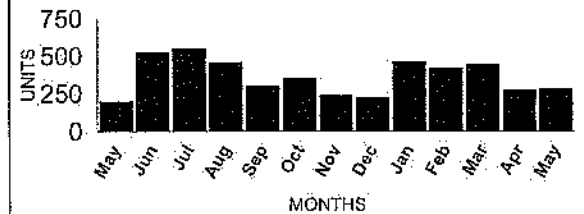
Statement

ACCOUNT INFORMATION

Account Number:	[REDACTED]
Statement #:	415/669
Bill Date:	05/18/2016
Due Date:	06/15/2016
Next Meter Read:	06/14/2016

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	29	04/14/16-05/13/16	57412 - 57128	1	284		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,716.66
Payments Received:	44.44 CR
Balance Forward:	4,672.22

Current Charges:

Customer Chg	5.06
Customer Chg	6.50
Consumption Tax 284.00 units @ 0.00055	0.16
Distribution Chg 15.24 units @ 0.04605	0.70
Distribution Chg 18.76 units @ 0.04807	0.90
Distribution Chg 112.07 units @ 0.03073	3.44
Distribution Chg 137.93 units @ 0.03208	4.42
Energy Service 284.00 units @ 0.09221	26.19
Stranded Cost Chg 127.31 units @ 0.00040	0.05
Stranded Cost Chg 156.69 units @ -0.00150	0.24 CR
Svs Benefits Chg 284.00 units @ 0.00330	0.94

SPECIAL MESSAGE

Have you visited our new website?

Visit www.libertyutilities.com to check out our new, clean design and new features.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,672.22	42.71	4,714.93	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [REDACTED]
Statement #: 4157669
Bill Date: 05/18/2016
Due Date: 06/15/2016

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

004465279944347152300000004271700000471493

92170-ENEWS0516-NHE 92170-NEWES0516-NHG BRE GEN REV,00Z

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Liberty Utilities

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We care.**



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	4157669
Bill Date:	05/18/2016
Due Date:	06/15/2016
Next Meter Read:	06/14/2016
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED	
Transmission Chg 127.31 units @ 0.01361	1.73
Transmission Chg 156.69 units @ 0.03557	5.57
EAP Discount 23%	12.71 CR
Miscellaneous Charges/Credits:	
Total Amount Due:	4,714.93

01193 64 11-467 002205 004589 0002/0002

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Statement



Liberty Utilities

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FOR EMERGENCIES CALL (855) 349-9455

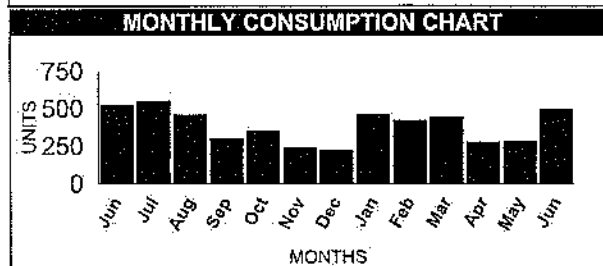


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	4283122
Bill Date:	06/17/2016
Due Date:	07/15/2016
Next Meter Read:	07/15/2016

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	32	05/13/16-06/14/16	57910 - 57412	1	498		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 212 kv
Previous Balance:	4,714.93
Payments Received:	42.71 CR
Balance Forward:	4,672.22
Current Charges:	
Customer Chg	6.35
Customer Chg	4.96
Consumption Tax 498.00 units @ 0.00055	0.27
Distribution Chg 108.50 units @ 0.04682	5.08
Distribution Chg 109.38 units @ 0.03143	3.44
Distribution Chg 139.50 units @ 0.04605	6.42
Distribution Chg 140.63 units @ 0.03073	4.32
Energy Service 498.00 units @ 0.09221	45.92
Stranded Cost Chg 498.00 units @ 0.00040	0.20
Sys Benefits Chg 498.00 units @ 0.00330	1.64
Transmission Chg 498.00 units @ 0.01361	6.78

SPECIAL MESSAGE

Are you considering purchasing new appliances? We offer rebates on ENERGY STAR rated Refrigerators, clothes washers, air conditioners and room air purifiers. Visit www.libertyutilities.com for more information.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,672.22	65.80	4,738.02	

Account Number:

Statement #:

Bill Date:

Due Date:

4283122

06/17/2016

07/15/2016

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	4283122
Bill Date:	06/17/2016
Due Date:	07/15/2016
Next Meter Read:	07/15/2016
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

01447 6497338 002841 005681 00020002

ACCOUNT ACTIVITY CONTINUED	
EAP Discount 23%	19.58 CR
Miscellaneous Charges/Credits:	
Total Amount Due:	4,738.02

Redacted

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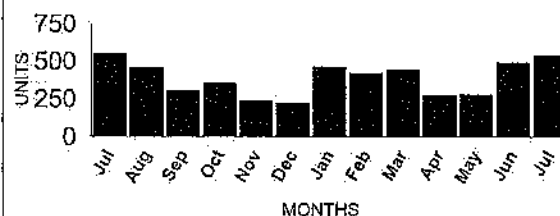
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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Statement**ACCOUNT INFORMATION**

Account Number:	
Statement #:	4423999
Bill Date:	07/20/2016
Due Date:	08/17/2016
Next Meter Read:	08/15/2016

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART

Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	31	06/14/16-07/15/16	58453 - 57910	1	543		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,738.02
Payments Received:	0.00
Balance Forward:	4,738.02
Current Charges:	
Customer Chg	5.85
Customer Chg	5.86
Consumption Tax 543.00 units @ 0.00055	0.29
Distribution Chg 120.97 units @ 0.03356	4.06
Distribution Chg 129.03 units @ 0.03143	4.06
Distribution Chg 141.77 units @ 0.05002	7.09
Distribution Chg 151.23 units @ 0.04682	7.08
Energy Service 543.00 units @ 0.09221	50.07
Stranded Cost Chg 543.00 units @ 0.00040	0.22
Sys Benefits Chg 543.00 units @ 0.00330	1.79
Transmission Chg 543.00 units @ 0.01361	7.39

SPECIAL MESSAGE

Liberty Utilities supports the communities that we serve with volunteering and financial support. Please see the enclosed newsletter for details.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,738.02	73.19	4,811.21	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

4423999

07/20/2016

08/17/2016

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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Liberty Utilities

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We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	4423999
Bill Date:	07/20/2016
Due Date:	08/17/2016
Next Meter Read:	08/15/2016
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED	
EAP Discount 22%	20.57 CR.
Miscellaneous Charges/Credits:	
Total Amount Due:	4,811.21

00931 6550435 001603 003605 00620002

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Statement



Liberty Utilities

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FOR EMERGENCIES CALL (855) 349-9455

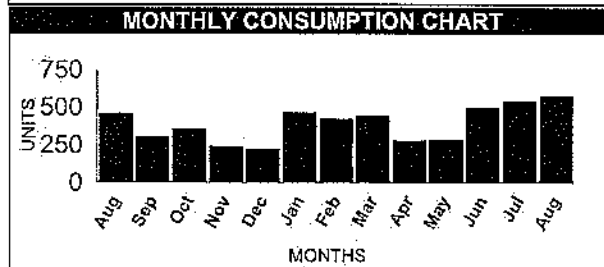


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	4560664
Bill Date:	08/18/2016
Due Date:	09/15/2016
Next Meter Read:	09/13/2016

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous)	x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	31	07/15/16-08/15/16	59032	58453	1	579		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,811.21
Payments Received:	0.00
Balance Forward:	4,811.21
Current Charges:	
Customer Chg	12.12
Consumption Tax 579.00 units @ 0.00055	0.31
Distribution Chg 250.00 units @ 0.03356	8.39
Distribution Chg 329.00 units @ 0.05002	16.45
Energy Service 280.16 units @ 0.06868	19.24
Energy Service 298.84 units @ 0.09221	27.56
Stranded Cost Chg 579.00 units @ 0.00040	0.23
Sys Benefits Chg 579.00 units @ 0.00330	1.91
Transmission Chg 579.00 units @ 0.01361	7.88
EAP Discount 22%	20.64 CR

SPECIAL MESSAGE

There are new rate changes that are in effect. Customers taking Energy Service from Liberty Utilities will see a decrease in the Energy Service Charge and all Liberty customers will see an increase in Distribution Rates. Please see the enclosed bill insert for details.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,811.21	73.45	4,884.66	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

4560664

08/18/2016

09/15/2016

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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Liberty Utilities

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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	4560664
Bill Date:	08/18/2016
Due Date:	09/15/2016
Next Meter Read:	09/13/2016
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED	
Miscellaneous Charges/Credits:	
Total Amount Due:	4,884.66

Redacted

Statement



Liberty Utilities

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FOR EMERGENCIES CALL (855) 349-9455

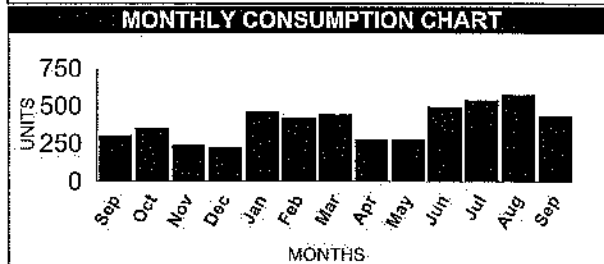


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	4690359
Bill Date:	09/16/2016
Due Date:	10/14/2016
Next Meter Read:	10/13/2016

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous)	x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	29	08/15/16-09/13/16	59469	59032	1	437		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,884.66
Payments Received:	0.00
Balance Forward:	4,884.66
Current Charges:	
Customer Chg	12.12
Consumption Tax 437.00 units @ 0.00055	0.24
Distribution Chg 187.00 units @ 0.05002	9.35
Distribution Chg 250.00 units @ 0.03356	8.39
Energy Service 437.00 units @ 0.06868	30.01
Stranded Cost Chg 437.00 units @ 0.00040	0.17
Sys Benefits Chg 437.00 units @ 0.00330	1.44
Transmission Chg 437.00 units @ 0.01361	5.95
EAP Discount 22%	14.84 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

Pay your bill using Western Union - Without paying a service fee. We are pleased to announce that you can now pay your Liberty Utilities bill at one of over 50 Western Union locations in New Hampshire. Visit our website to find a location near you www.libertyutilities.com

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,884.66	52.83	4,937.49	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [REDACTED]
Statement #: 4690359
Bill Date: 09/16/2016
Due Date: 10/14/2016

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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92170-ENRWS0816-NH-BRE GEN R EV.002

02532 6771048 003846 007691 00010002

Redacted



Liberty Utilities

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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	4690359
Bill Date:	09/16/2016
Due Date:	10/14/2016
Next Meter Read:	10/13/2016
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	4,937.49
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02532 6771048 003847 007693 0002/0002

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**Liberty Utilities**

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455



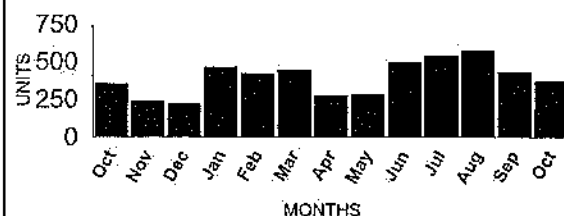
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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Statement**ACCOUNT INFORMATION**

Account Number:	
Statement #:	4830400
Bill Date:	10/18/2016
Due Date:	11/15/2016
Next Meter Read:	11/10/2016

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART

Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous)	x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	30	09/13/16-10/13/16	59844	-	59469	1	375	

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,937.49
Payments Received:	0.00
Balance Forward:	4,937.49
Current Charges:	
Customer Chg	12.12
Consumption Tax 375.00 units @ 0.00055	0.21
Distribution Chg 125.00 units @ 0.05002	6.25
Distribution Chg 250.00 units @ 0.03356	8.39
Energy Service 375.00 units @ 0.06868	25.76
Stranded Cost Chg 375.00 units @ 0.00040	0.15
Sys Benefits Chg 375.00 units @ 0.00330	1.24
Transmission Chg 375.00 units @ 0.01361	5.10
EAP Discount 22%	12.99 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

Do you need help paying your energy bills? You may qualify for Electric Assistance. If you qualify, this program offers discounts ranging from 8% to 76% on your basic electric service. See the enclosed bill insert for more information or visit www.libertyutilities.com.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,937.49	46.23	4,983.72	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:	
Statement #:	4830400
Bill Date:	10/18/2016
Due Date:	11/15/2016

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

004465279944347152500000004623200000498372

92170-DISC1016-NHE 92170-EA1016-NHE 92170-NH1014-NHG BRE GEN R EV.002

04917 6875133 008349 016597 0001/0002

Redacted



Liberty Utilities

**Local and
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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	4830400
Bill Date:	10/18/2016
Due Date:	11/15/2016
Next Meter Read:	11/10/2016
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

04917 6875133 006350 016699 0002/0002

ACCOUNT ACTIVITY CONTINUED	
Total Amount Due:	4,983.72

Redacted

**Liberty Utilities**

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Londonderry, NH 03053-1380
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FOR EMERGENCIES CALL (855) 349-9455



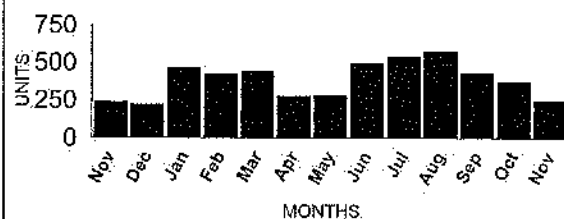
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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Statement**ACCOUNT INFORMATION**

Account Number:	
Statement #:	4958110
Bill Date:	11/16/2016
Due Date:	12/14/2016
Next Meter Read:	12/13/2016

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART

Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	28	10/13/16-11/10/16	60099 - 59844	1	255		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	4,983.72
Payments Received:	0.00
Balance Forward:	4,983.72
Current Charges:	
Customer Chg	12.12
Consumption Tax 255.00 units @ 0.00055	0.14
Distribution Chg 5.00 units @ 0.05002	0.25
Distribution Chg 250.00 units @ 0.03356	8.39
Energy Service 255.00 units @ 0.06868	17.51
Stranded Cost Chg 255.00 units @ 0.00040	0.10
Sys Benefits Chg 255.00 units @ 0.00330	0.84
Transmission Chg 255.00 units @ 0.01361	3.47
EAP Discount 22%	9.39 CR

Miscellaneous Charges/Credits:**SPECIAL MESSAGE**

RATE REMINDER: Our Residential Energy Service rates will not change November 1st. The current Energy Service rate of \$0.06868 that was fixed in August, will remain in effect through January 31, 2017.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,983.72	33.43	5,017.15	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

4958110

11/16/2016

12/14/2016

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

064465275944347152100000003343700000501715

Redacted



Liberty Utilities

Local and
responsive.
We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	4958110
Bill Date:	11/16/2016
Due Date:	12/14/2016
Next Meter Read:	12/13/2016
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,017.15
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02229 6965313-003511 007021 0002/0002

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**Liberty Utilities**

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455



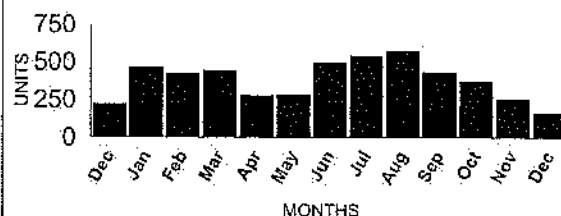
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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Statement**ACCOUNT INFORMATION**

Account Number:	
Statement #:	5099630
Bill Date:	12/16/2016
Due Date:	01/13/2017
Next Meter Read:	01/12/2017

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART

Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous)	x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	33	11/10/16-12/13/16	60261	60099	1	162		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,017.15
Payments Received:	0.00
Balance Forward:	5,017.15
Current Charges:	
Customer Chg	12.12
Consumption Tax 162.00 units @ 0.00055	0.09
Distribution Chg 162.00 units @ 0.03356	5.44
Energy Service 162.00 units @ 0.06868	11.13
Stranded Cost Chg 162.00 units @ 0.00040	0.06
Sys Benefits Chg 162.00 units @ 0.00330	0.53
Transmission Chg 162.00 units @ 0.01361	2.20
EAP Discount 22%	6.93 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

Please use caution when decorating with holiday lights. Discard any lights that have damaged wires. Use only outdoor-rated lights on the outside of your home.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check.
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,017.15	24.64	5,041.79	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

5099630

12/16/2016

01/13/2017

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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92 170-NH1016-NHG 92 170-SYSBEN11 16-NHE BRE GEN R EV.002

02518 7079128 004345 008889 0001/0002

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Liberty Utilities

Local and
responsive.
We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	5099630
Bill Date:	12/16/2016
Due Date:	01/13/2017
Next Meter Read:	01/12/2017
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,041.79
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02518 7079128 004346 008691 0002/0002

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**Liberty Utilities**

Liberty Utilities:
P.O. Box 1380
Londonberry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 376-7413
FOR EMERGENCIES CALL (855) 349-9455



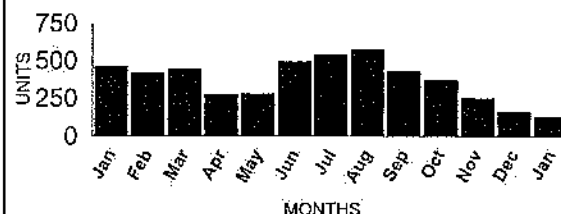
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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Statement**ACCOUNT INFORMATION**

Account Number:	
Statement #:	5235558
Bill Date:	01/18/2017
Due Date:	02/15/2017
Next Meter Read:	02/10/2017

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART

Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	31	12/13/16-01/13/17	60392 - 60261	1	131		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,041.79
Payments Received:	58.07 CR
Balance Forward:	4,983.72
Current Charges:	
Customer Chg	12.12
Consumption Tax 131.00 units @ 0.00055	0.07
Distribution Chg 131.00 units @ 0.03356	4.39
Energy Service 131.00 units @ 0.06868	8.99
Stranded Cost Chg 131.00 units @ 0.00040	0.05
Sys Benefits Chg 54.94 units @ 0.00354	0.19
Sys Benefits Chg 76.06 units @ 0.00330	0.25
Transmission Chg 131.00 units @ 0.01361	1.79
EAP Discount 22%	6.12 CR

Miscellaneous Charges/Credits:

SPECIAL MESSAGE

RATE CHANGE: Effective January 1, 2017, the System Benefits Charge on your bill will increase from \$0.00330 to \$0.00354 per kWh. This charge, collected from all electric customers in NH, provides funding for Energy Efficiency rebate programs and low Income Assistance. Visit our website for more information www.libertyutilities.com.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,983.72	21.73	5,005.45	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [REDACTED]
Statement #: 5235558
Bill Date: 01/18/2017
Due Date: 02/15/2017

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

034465279944347152300000002173900000500545

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02068 7183971 004078 008155 00010002

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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	5235558
Bill Date:	01/18/2017
Due Date:	02/15/2017
Next Meter Read:	02/10/2017
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,005.45
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02068 7163971 004079 008157 0002/0002

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Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at: www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455



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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

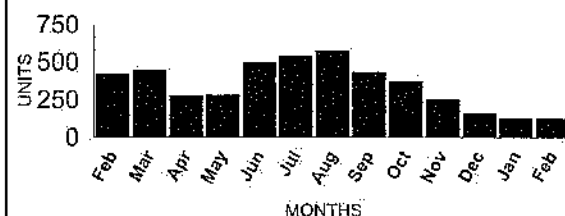
Statement

ACCOUNT INFORMATION

Account Number:	
Statement #:	5376569
Bill Date:	02/15/2017
Due Date:	03/15/2017
Next Meter Read:	03/14/2017

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	28	01/13/17-02/10/17	60518 - 60392	1	126		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,005.45
Payments Received:	0.00
Balance Forward:	5,005.45
Current Charges:	
Customer Chg	12.12
Consumption Tax 126.00 units @ 0.00055	0.06
Distribution Chg 126.00 units @ 0.03356	4.23
Energy Service 45.00 units @ 0.07630	3.43
Energy Service 81.00 units @ 0.06868	5.56
Stranded Cost Chg 126.00 units @ 0.00040	0.05
Sys Benefits Chg 126.00 units @ 0.00354	0.45
Transmission Chg 126.00 units @ 0.01361	1.71
EAP Discount 22%	6.07 CR

Miscellaneous Charges/Credits:

SPECIAL MESSAGE

A new rate for Energy Service begins on February 1st and will continue through July 31st. Effective February 1st, the residential Energy Service rate is \$0.07630 cents/kWh. This change does not apply to customers taking Electricity Supply from a third party. Please visit our website at www.libertyutilities.com for complete details about our rates.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,005.45	21.54	5,026.99	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [REDACTED]
Statement #: 5376569
Bill Date: 02/15/2017
Due Date: 03/15/2017

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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92170-ES0217-NHE BRE GEN R EV 002

01338 7275992 002473 004945 00010002

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Liberty Utilities

Local and
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We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	5376569
Bill Date:	02/15/2017
Due Date:	03/15/2017
Next Meter Read:	03/14/2017
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

01338 7275992 002474 004947 0002/0002

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,026.99
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Redacted

Statement



Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

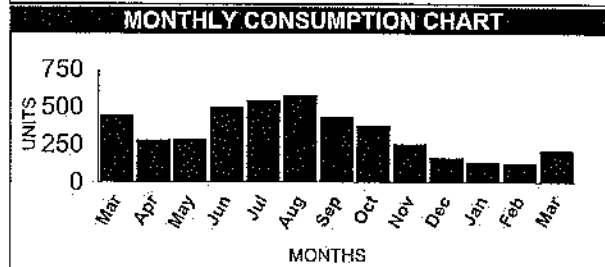


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	5514721
Bill Date:	03/17/2017
Due Date:	04/14/2017
Next Meter Read:	04/13/2017

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	33	02/10/17-03/15/17	60729 - 60518	1	211		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,026.99
Payments Received:	43.27 CR
Balance Forward:	4,983.72
Current Charges:	
Customer Chg	12.12
Consumption Tax 211.00 units @ 0.00055	0.12
Distribution Chg 211.00 units @ 0.03356	7.08
Energy Service 211.00 units @ 0.07630	16.10
Stranded Cost Chg 211.00 units @ 0.00040	0.08
Sys Benefits Chg 211.00 units @ 0.00354	0.75
Transmission Chg 211.00 units @ 0.01361	2.87
EAP Discount 22%	8.58 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

Be prepared for winter weather and potential power outages. Visit our website www.libertyutilities.com for storm preparation tips and safety advice.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,983.72	30.54	5,014.26	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

5514721

03/17/2017

04/14/2017

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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Liberty Utilities

**Local and
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We care.**



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	5514721
Bill Date:	03/17/2017
Due Date:	04/14/2017
Next Meter Read:	04/13/2017
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,014.26
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02177 7376543 003161 006301 0002/0002

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**Liberty Utilities**

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455



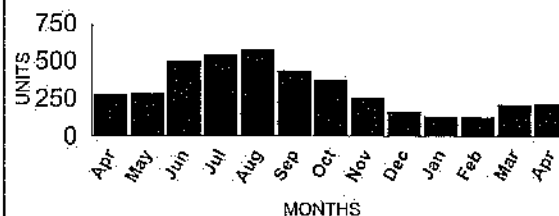
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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Statement**ACCOUNT INFORMATION**

Account Number:	
Statement #:	5650443
Bill Date:	04/19/2017
Due Date:	05/17/2017
Next Meter Read:	05/15/2017

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART

Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	29	03/15/17-04/13/17	60947 - 60729	1	218		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,014.26
Payments Received:	30.54 CR
Balance Forward:	4,983.72
Current Charges:	
Customer Chg	12.12
Consumption Tax 218.00 units @ 0.00055	0.12
Distribution Chg 218.00 units @ 0.03356	7.32
Energy Service 218.00 units @ 0.07630	16.63
Stranded Cost Chg 218.00 units @ 0.00040	0.09
Sys Benefits Chg 218.00 units @ 0.00354	0.77
Transmission Chg 218.00 units @ 0.01361	2.97
EAP Discount 22%	8.78 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

With the warmer weather comes outdoor improvement projects. Remember, before you dig on your property call 811. All underground utilities will be marked on your property so you can avoid them. It's free and it's the law.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,983.72	31.24	5,014.96	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

5650443

04/19/2017

05/17/2017

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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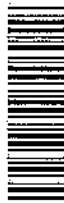
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We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	5650443
Bill Date:	04/19/2017
Due Date:	05/17/2017
Next Meter Read:	05/15/2017
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,014.96
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01317 74683 13 001792 003583 0002/0002

Redacted

Statement



Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

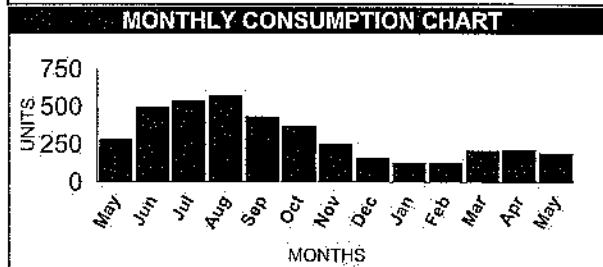


>002629 7559089 0001 092170 10Z

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	5791908
Bill Date:	05/18/2017
Due Date:	06/15/2017
Next Meter Read:	06/14/2017

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous)	x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	32	04/13/17-05/15/17	61141	60947	1	194		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,014.96
Payments Received:	31.24 CR
Balance Forward:	4,983.72
Current Charges:	
Customer Chg	6.44
Customer Chg	6.82
Consumption Tax 194.00 units @ 0.00055	0.11
Distribution Chg 90.94 units @ 0.04061	3.69
Distribution Chg 103.06 units @ 0.03356	3.46
Energy Service 194.00 units @ 0.07630	14.80
Stranded Cost Chg 90.94 units @ 0.00049	0.04
Stranded Cost Chg 103.06 units @ 0.00040	0.04
Sys Benefits Chg 194.00 units @ 0.00354	0.68
Transmission Chg 90.94 units @ 0.02011	1.83
Transmission Chg 103.06 units @ 0.01361	1.40

SPECIAL MESSAGE

Effective May 1st, the Distribution Chg., Transmission Chg. and Stranded Cost Chg have changed. Please refer to our website at www.libertyutilities.com for all of our current rates. Your June bill will include a bill insert that explains the rate changes.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,983.72	30.68	5,014.40	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

5791908

05/18/2017

06/15/2017

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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92170-ENW50517-NHE BRE GEN R EY002

02829-7559089 005614 011227 00010002

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Liberty Utilities

Local and
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We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	5791908
Bill Date:	05/18/2017
Due Date:	06/15/2017
Next Meter Read:	06/14/2017
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED	
EAP Discount 22%	8.63 CR
Miscellaneous Charges/Credits:	
Total Amount Due:	5,014.40

02829 7559089 005616 011229 00020002

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Statement



Liberty Utilities

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Londonderry, NH 03053-1380
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FOR EMERGENCIES CALL (855) 349-9455

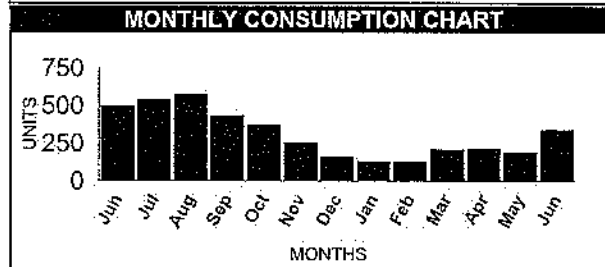


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	5928704
Bill Date:	06/19/2017
Due Date:	07/17/2017
Next Meter Read:	07/14/2017

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	30	05/15/17-06/14/17	61484 - 61141	1	343		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY	
Voltage Delivery Level:	0 - 2.2 kv
Previous Balance:	5,014.40
Payments Received:	30.68 CR
Balance Forward:	4,983.72
Current Charges:	
Customer Chg	14.54
Consumption Tax 343.00 units @ 0.00055	0.19
Distribution Chg 93.00 units @ 0.05273	4.90
Distribution Chg 250.00 units @ 0.04061	10.15
Energy Service 343.00 units @ 0.07630	26.17
Stranded Cost Chg 343.00 units @ 0.00049	0.17
Sys Benefits Chg 343.00 units @ 0.00354	1.21
Transmission Chg 343.00 units @ 0.02011	6.90
EAP Discount 22%	14.09 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE
Are you considering purchasing new appliances? We offer rebates on ENERGY STAR rated refrigerators, clothes washers, air conditioners and room air purifiers. Visit NHSaves.com.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check.
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
4,983.72	50.14	5,033.86	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [Redacted]
Statement #: 5928704
Bill Date: 06/19/2017
Due Date: 07/17/2017

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

06446527994434715260000005014500000503386

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05711 7655242 010093 020185 0001/0002

Redacted



Liberty Utilities

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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	5928704
Bill Date:	06/19/2017
Due Date:	07/17/2017
Next Meter Read:	07/14/2017
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,033.86
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Redacted

Statement



Liberty Utilities

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Londonderry, NH 03053-1380
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FOR EMERGENCIES CALL (855) 349-9455

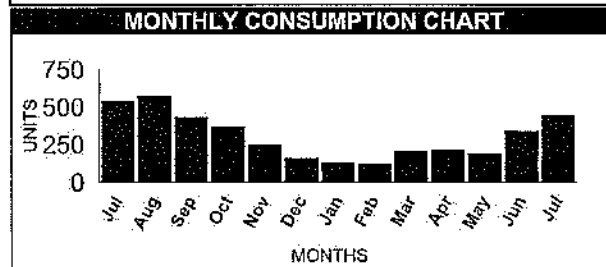


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	6067475
Bill Date:	07/19/2017
Due Date:	08/16/2017
Next Meter Read:	08/14/2017

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	30	06/14/17-07/14/17	61934 - 61484	1	450		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,033.86
Payments Received:	0.00
Balance Forward:	5,033.86
Current Charges:	
Customer Chg	14.54
Consumption Tax 450.00 units @ 0.00055	0.25
Distribution Chg 200.00 units @ 0.05273	10.55
Distribution Chg 250.00 units @ 0.04061	10.15
Energy Service 450.00 units @ 0.07630	34.34
Stranded Cost Chg 450.00 units @ 0.00049	0.22
Sys Benefits Chg 450.00 units @ 0.00354	1.59
Transmission Chg 450.00 units @ 0.02011	9.05
EAP Discount 22%	17.70 CR

Miscellaneous Charges/Credits:

SPECIAL MESSAGE

Liberty Utilities provides \$38,000.00 in incentives to Salem High School for installing high efficiency lighting and HVAC systems. See the enclosed newsletter for details.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,033.86	62.99	5,096.85	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

6067475

07/19/2017

08/16/2017

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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Liberty Utilities

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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	6067475
Bill Date:	07/19/2017
Due Date:	08/16/2017
Next Meter Read:	08/14/2017
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,096.85
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P.O. Box 1380
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FOR EMERGENCIES CALL (855) 349-9455



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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

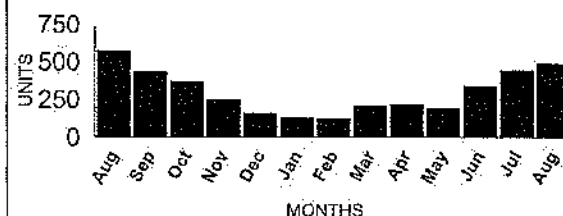
Statement

ACCOUNT INFORMATION

Account Number:	
Statement #:	6199017
Bill Date:	08/17/2017
Due Date:	09/14/2017
Next Meter Read:	09/13/2017

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous)	x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	31	07/14/17-08/14/17	62427	61934	1	493		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,096.85
Payments Received:	0.00
Balance Forward:	5,096.85
Current Charges:	
Customer Chg.	14.54
Consumption Tax 493.00 units @ 0.00055	0.27
Distribution Chg 243.00 units @ 0.05273	12.82
Distribution Chg 250.00 units @ 0.04061	10.16
Energy Service 222.65 units @ 0.08644	19.25
Energy Service 270.35 units @ 0.07630	20.63
Stranded Cost Chg 493.00 units @ 0.00049	0.24
Sys Benefits Chg 493.00 units @ 0.00354	1.75
Transmission Chg 493.00 units @ 0.02011	9.92
EAP Discount 22%	19.65 CR

SPECIAL MESSAGE

A new rate for Energy Service begins on August 1st and will continue through January 31st. Effective August 1st, the residential Energy Service rate is \$0.08644/kWh. This change does not apply to customers taking Electricity Supply from a third party. The total bill for a residential customer using 650kWh of electricity per month will increase \$6.59. The increase represents a 5.92% total bill increase. Please visit our website at www.libertyutilities.com for complete details about our rates.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,096.85	69.93	5,166.78	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [REDACTED]
Statement #: 6199017
Bill Date: 08/17/2017
Due Date: 09/14/2017

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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01435 7838066 002808 005615-0001/0002

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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	6199017
Bill Date:	08/17/2017
Due Date:	09/14/2017
Next Meter Read:	09/13/2017
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED	
Miscellaneous Charges/Credits:	
Total Amount Due:	5,166.78

01435 7838066 002809 005617 00020002

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Londonderry, NH 03053-1380
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FOR EMERGENCIES CALL (855) 349-9455



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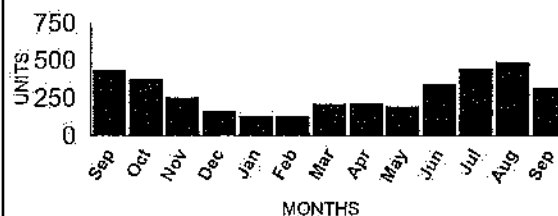
JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

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Statement**ACCOUNT INFORMATION**

Account Number:	
Statement #:	6339452
Bill Date:	09/18/2017
Due Date:	10/16/2017
Next Meter Read:	10/12/2017

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART

Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	30	08/14/17-09/13/17	62749 - 62427	1	322		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,166.78
Payments Received:	0.00
Balance Forward:	5,166.78
Current Charges:	
Customer Chg	14.54
Consumption Tax 322.00 units @ 0.00055	0.18
Distribution Chg 72.00 units @ 0.05273	3.80
Distribution Chg 250.00 units @ 0.04061	10.15
Energy Service 322.00 units @ 0.08644	27.83
Stranded Cost Chg 322.00 units @ 0.00049	0.16
Sys Benefits Chg 322.00 units @ 0.00354	1.14
Transmission Chg 322.00 units @ 0.02011	6.48
EAP Discount 22%	14.11 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

Pay your bill using Western Union - without paying a service fee. Pay your Liberty Utilities bill at one of over 50 Western Union locations in New Hampshire. Visit our website to find a location near you. www.libertyutilities.com

KEEP THIS PORTION FOR YOUR RECORDS.

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,166.78	50.17	5,216.95	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:
Statement #:
Bill Date:
Due Date:

6339452
09/18/2017
10/16/2017

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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Liberty Utilities

**Local and
responsive.
We care.**



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	6339452
Bill Date:	09/18/2017
Due Date:	10/16/2017
Next Meter Read:	10/12/2017
Service Address: 9 LANCELOT CT APT 8. SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,216.95
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Liberty Utilities

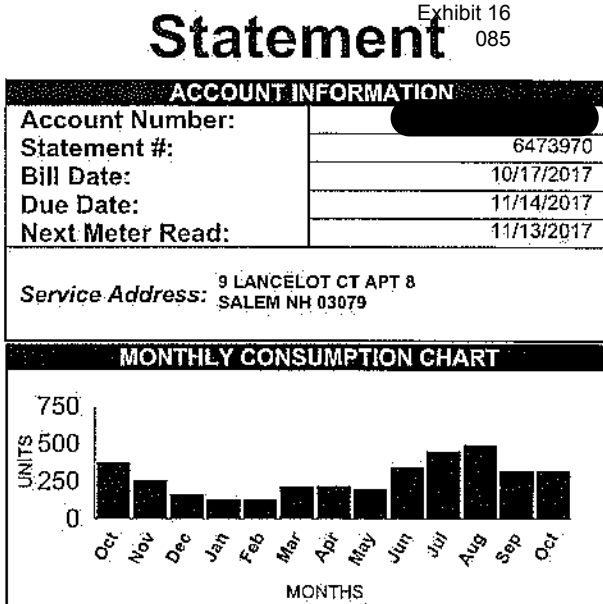
Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9456



>002412 8027306 0001 092170 10Z

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multi-plier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	30	09/13/17-10/13/17	63070 - 62749	1	321		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,216.95
Payments Received:	0.00
Balance Forward:	5,216.95
Current Charges:	
Customer Chg	14.54
Consumption Tax 321.00 units @ 0.00055	0.18
Distribution Chg 71.00 units @ 0.05273	3.74
Distribution Chg 250.00 units @ 0.04061	10.15
Energy Service 321.00 units @ 0.08644	27.75
Stranded Cost Chg 321.00 units @ 0.00049	0.16
Sys Benefits Chg 321.00 units @ 0.00354	1.14
Transmission Chg 321.00 units @ 0.02011	6.46
EAP Discount 22%	14.07 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

Do you need help paying your energy bills? You may qualify for Electric Assistance. If you qualify, this program offers discounts ranging from 8% to 76% on your basic electric service. See the enclosed bill insert for more information or visit www.libertyutilities.com.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,216.95	50.05	5,267.00	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address.

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

6473970

10/17/2017

11/14/2017

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	6473970
Bill Date:	10/17/2017
Due Date:	11/14/2017
Next Meter Read:	11/13/2017
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

02412 8027306 004148 D08296 00020002

ACCOUNT ACTIVITY CONTINUED	
Total Amount Due:	5,267.00

Redacted

Statement



Liberty Utilities

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P.O. Box 1380
Londonderry, NH 03053-1380
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FOR EMERGENCIES CALL (855) 349-9455

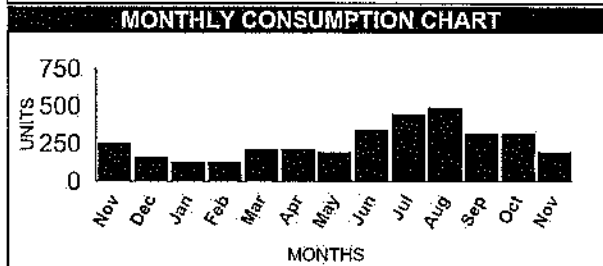


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	6615298
Statement #:	11/16/2017
Bill Date:	12/14/2017
Due Date:	12/13/2017
Next Meter Read:	

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	31	10/13/17-11/13/17	63268 - 63070	1	198		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,267.00
Payments Received:	0.00
Balance Forward:	5,267.00
Current Charges:	
Customer Chg	14.54
Consumption Tax 198.00 units @ 0.00055	0.11
Distribution Chg 198.00 units @ 0.04061	8.04
Energy Service 198.00 units @ 0.08644	17.12
Stranded Cost Chg 198.00 units @ 0.00049	0.10
Sys Benefits Chg 198.00 units @ 0.00354	0.70
Transmission Chg 198.00 units @ 0.02011	3.98
EAP Discount 22%	9.79 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

Whether you heat your home with natural gas, oil, propane, coal, or wood, your heating system can produce toxic CO if it is not working properly or vented correctly. Make sure to have your heating system, chimney, and vent pipes inspected regularly.

Change the batteries in your CO detectors and smoke detectors twice a year, like when Daylight Savings Time changes. The life expectancy of a carbon monoxide detector is 5-7 years. Replace aging CO detectors to ensure everyone's safety.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,267.00	34.80	5,301.80	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [Redacted]
Statement #: 6615298
Bill Date: 11/16/2017
Due Date: 12/14/2017

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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08555 8124174 014742 029483 00010002

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Liberty Utilities

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We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	6615298
Bill Date:	11/16/2017
Due Date:	12/14/2017
Next Meter Read:	12/13/2017
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,301.80
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08555 8124174 014743 029485 00020002

Redacted

Statement



Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

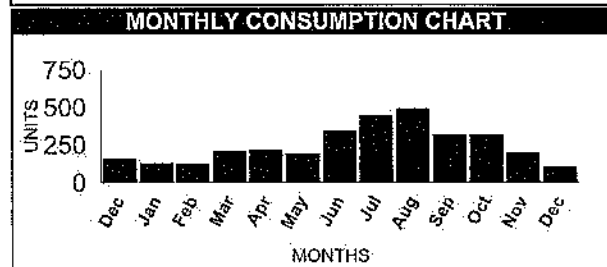


>002571 8239703 0001 092170 10Z

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	6747064
Bill Date:	12/18/2017
Due Date:	01/15/2018
Next Meter Read:	01/12/2018

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous)	x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	30	11/13/17-12/13/17	63373	63268	1	105		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level:	0 - 2.2 kv
Previous Balance:	5,301.80
Payments Received:	34.80 CR
Balance Forward:	5,267.00
Current Charges:	
Customer Chg	14.54
Consumption Tax 105.00 units @ 0.00055	0.06
Distribution Chg 105.00 units @ 0.04061	4.26
Energy Service 105.00 units @ 0.08644	9.08
Stranded Cost Chg 105.00 units @ 0.00049	0.05
Sys Benefits Chg 105.00 units @ 0.00354	0.37
Transmission Chg 105.00 units @ 0.02011	2.11
EAP Discount 22%	6.70 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

Protect your family by checking Christmas lights for damage. If you do need to replace string lights or lighted decorations, consider LED options to save energy and improve safety.

LED lights are much cooler than incandescent lights. They are also sturdier, since they are made from epoxy lenses (not glass).

Enjoy a safe and happy holiday season!

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,267.00	23.77	5,290.77	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

6747064

12/18/2017

01/15/2018

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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Liberty Utilities

Local and
responsive.
We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	6747064
Bill Date:	12/18/2017
Due Date:	01/15/2018
Next Meter Read:	01/12/2018
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,290.77
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02571 8238703 004416 008631 00020002

Redacted

Statement



Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

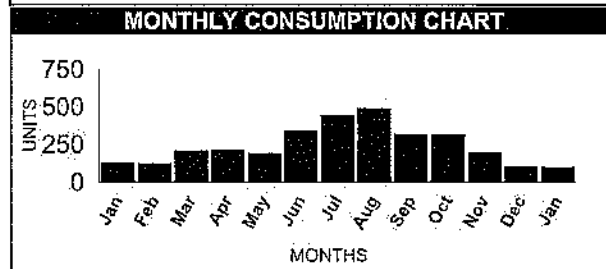


>001466 8353102 0001 092170 10Z

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	6883621
Bill Date:	01/18/2018
Due Date:	02/15/2018
Next Meter Read:	02/12/2018

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	30	12/13/17-01/12/18	63477 - 63373	1	104		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,290.77
Payments Received:	23.77 CR
Balance Forward:	5,267.00
Current Charges:	
Customer Chg	14.54
Consumption Tax 104.00 units @ 0.00055	0.05
Distribution Chg 104.00 units @ 0.04061	4.22
Energy Service 104.00 units @ 0.08644	8.99
Stranded Cost Chg 104.00 units @ 0.00049	0.05
Sys Benefits Chg 41.60 units @ 0.00457	0.19
Sys Benefits Chg 62.40 units @ 0.00354	0.22
Transmission Chg 104.00 units @ 0.02011	2.09
EAP Discount 22%	6.67 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE
Liberty Utilities filed for an increase in the System Benefits Charge with the NHPUC. As of the printing of this letter, our request had not yet been approved. Please visit our website - www.libertyutilities.com - for rates effective January 1, 2018.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,267.00	23.68	5,290.68	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

6883621

01/18/2018

02/15/2018

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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Redacted



Liberty Utilities

Local and
responsive.
We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	6883621
Bill Date:	01/18/2018
Due Date:	02/15/2018
Next Meter Read:	02/12/2018
Service Address: 9 LANCELOT CT APT B SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,290.68
-------------------	----------

01455 6353102 002874 005747 00026002



Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455



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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

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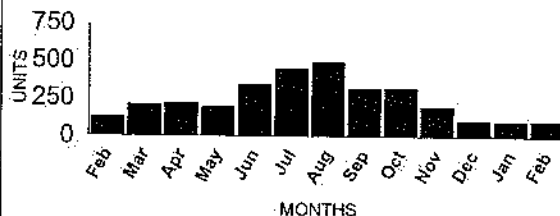
Statement

ACCOUNT INFORMATION

Account Number:	
Statement #:	7018304
Bill Date:	02/15/2018
Due Date:	03/15/2018
Next Meter Read:	03/14/2018

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous)	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	31	01/12/18-02/12/18	63583 - 63477	1	106		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,290.68
Payments Received:	0.00
Balance Forward:	5,290.68
Current Charges:	
Customer Chg	14.54
Consumption Tax 106.00 units @ 0.00055	0.06
Distribution Chg 106.00 units @ 0.04061	4.31
Energy Service 41.03 units @ 0.08931	3.66
Energy Service 64.97 units @ 0.08644	5.62
Stranded Cost Chg 106.00 units @ 0.00049	0.05
Sys Benefits Chg 106.00 units @ 0.00457	0.49
Transmission Chg 106.00 units @ 0.02011	2.14
EAP Discount 22%	6.78 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

A new rate for Energy Service begins on February 1st and will continue through July 31st. Effective February 1st, the residential Energy Service rate is 8.931 cents/kWh. This change does not apply to customers taking Electricity Supply from a third party. Please visit our website at www.libertyutilities.com for complete details about our rates.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,290.68	24.09	5,314.77	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address.

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:
Statement #:
Bill Date:
Due Date:

7018304
02/15/2018
03/15/2018

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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Liberty Utilities

**Local and
responsive.
We care.**



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	7018304
Bill Date:	02/15/2018
Due Date:	03/15/2018
Next Meter Read:	03/14/2018
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,314.77
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02895 8451752 005621 011241 0002/0002

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Statement



Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

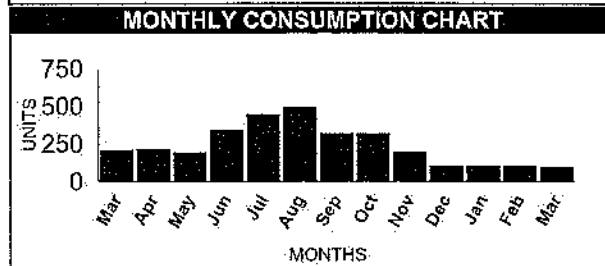


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	7166810
Bill Date:	03/19/2018
Due Date:	04/16/2018
Next Meter Read:	04/13/2018

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	30	02/12/18-03/14/18	63680 - 63583	1	97		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY	
Voltage Delivery Level:	0 - 2.2 kv
Previous Balance:	5,314.77
Payments Received:	23.68 CR
Balance Forward:	5,291.09
Current Charges:	
Customer Chg	14.54
Consumption Tax 97.00 units @ 0.00055	0.05
Distribution Chg 97.00 units @ 0.04061	3.94
Energy Service 97.00 units @ 0.08931	8.66
Stranded Cost Chg 97.00 units @ 0.00049	0.05
Sys Benefits Chg 97.00 units @ 0.00457	0.44
Transmission Chg 97.00 units @ 0.02011	1.95
EAP Discount 22%	6.51 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE
Be prepared for winter weather and potential power outages. Visit our website www.libertyutilities.com for storm preparation tips and safety advice.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,291.09	23.12	5,314.21	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [Redacted]
Statement #: 7166810
Bill Date: 03/19/2018
Due Date: 04/16/2018

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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Liberty Utilities

Local and
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We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	7166810
Bill Date:	03/19/2018
Due Date:	04/16/2018
Next Meter Read:	04/13/2018
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,314.21
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Statement



Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

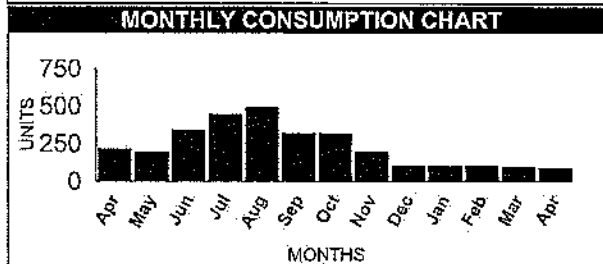


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	7308981
Bill Date:	04/18/2018
Due Date:	05/16/2018
Next Meter Read:	05/14/2018

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	30	03/14/18-04/13/18	63776 - 63680	1	96		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,314.21
Payments Received:	47.21 CR
Balance Forward:	5,267.00
Current Charges:	
Customer Chg	14.54
Consumption Tax 96.00 units @ 0.00055	0.05
Distribution Chg 96.00 units @ 0.04061	3.90
Energy Service 96.00 units @ 0.08931	8.57
Stranded Cost Chg 96.00 units @ 0.00049	0.05
Sys Benefits Chg 96.00 units @ 0.00457	0.44
Transmission Chg 96.00 units @ 0.02011	1.93
EAP Discount 22%	6.48 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

With the warmer weather comes outdoor improvement projects. Remember, before you dig on your property call 811. All underground utilities will be marked on your property so you can avoid them. It's free and it's the law.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,267.00	23.00	5,290.00	

Please include your account number on your check
Make checks payable to Liberty Utilities.

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [REDACTED]
Statement #: 7308981
Bill Date: 04/18/2018
Due Date: 05/16/2018

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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Liberty Utilities

**Local and
responsive.
We care.**



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	7308981
Bill Date:	04/18/2018
Due Date:	05/16/2018
Next Meter Read:	05/14/2018
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

02293 8647764 003679 007757 00020002

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,290.00
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Redacted

Statement



Liberty Utilities

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455

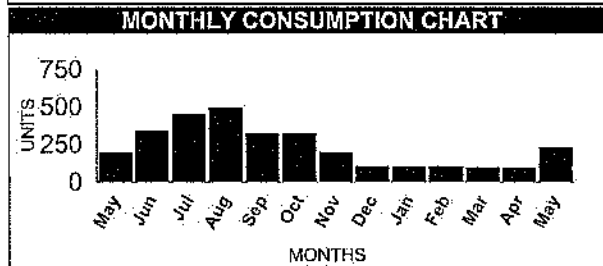


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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

ACCOUNT INFORMATION	
Account Number:	
Statement #:	7447752
Bill Date:	05/17/2018
Due Date:	06/14/2018
Next Meter Read:	06/14/2018

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	31	04/13/18-05/14/18	64008 - 63776	1	232		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY	
Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,290.00
Payments Received:	0.00
Balance Forward:	5,290.00
Current Charges:	
Customer Chg	14.54
Consumption Tax 232.00 units @ 0.00055	0.13
Distribution Chg 232.00 units @ 0.04061	9.42
Energy Service 232.00 units @ 0.08931	20.72
Stranded Cost Chg 232.00 units @ 0.00049	0.11
Sys Benefits Chg 232.00 units @ 0.00457	1.06
Transmission Chg 232.00 units @ 0.02011	4.67
EAP Discount 22%	11.12 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

When you are working in your yard, please remember to maintain at least 10 feet of clearance from overhead power lines. Use caution when using ladders or carrying or moving long objects. Look up before you start working. Stay clear, stay alive!

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check.
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,290.00	39.53	5,329.53	

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [Redacted]
Statement #: 7447752
Bill Date: 05/17/2018
Due Date: 06/14/2018

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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Liberty Utilities

Local and
responsive.
We care.



ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	7447752
Bill Date:	05/17/2018
Due Date:	06/14/2018
Next Meter Read:	06/14/2018
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,329.53
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03255 8748517 005713 011425 00020002

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**Liberty Utilities**

Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455



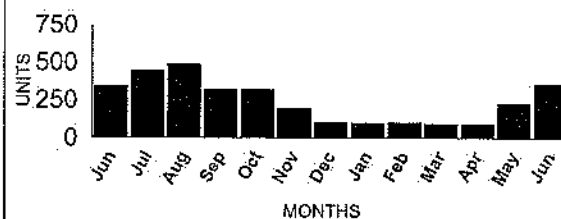
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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Statement**ACCOUNT INFORMATION**

Account Number:	
Statement #:	7586985
Bill Date:	06/19/2018
Due Date:	07/17/2018
Next Meter Read:	07/13/2018

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART

Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	31	05/14/18-06/14/18	64371 - 64008	1	363		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,329.53
Payments Received:	62.53 CR
Balance Forward:	5,267.00
Current Charges:	
Customer Chg	6.33
Customer Chg	7.97
Consumption Tax 363.00 units @ 0.00055	0.20
Distribution Chg 51.03 units @ 0.04883	2.49
Distribution Chg 61.97 units @ 0.05273	3.27
Distribution Chg 112.90 units @ 0.04299	4.85
Distribution Chg 137.10 units @ 0.04061	5.57
Energy Service 363.00 units @ 0.08931	32.42
Stranded Cost Chg 163.94 units @ -0.00095	0.16 CR
Stranded Cost Chg 199.06 units @ 0.00049	0.10
Sys Benefits Chg 363.00 units @ 0.00457	1.66

SPECIAL MESSAGE

Are you considering purchasing new appliances? We offer rebates on ENERGY STAR rated refrigerators, clothes washers, air conditioners and room air purifiers. Visit NHSaves.com.

KEEP THIS PORTION FOR YOUR RECORDS

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,267.00	58.05	5,325.05	

Please include your account number on your check
Make checks payable to Liberty Utilities

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number:

Statement #:

Bill Date:

Due Date:

7586985

06/19/2018

07/17/2018

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

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Liberty Utilities

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We care.



ACCOUNT INFORMATION	
Account Number:	
Statement #:	7586985
Bill Date:	06/19/2018
Due Date:	07/17/2018
Next Meter Read:	07/13/2018
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED	
Transmission Chg 163.94 units @ 0.03460	5.67
Transmission Chg 199.06 units @ 0.02011	4.00
EAP Discount 22%	16.32 CR
Miscellaneous Charges/Credits:	
Total Amount Due:	5,325.05

01042 88-6423 002081 004121 00020002

8





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P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455



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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Redacted

Statement

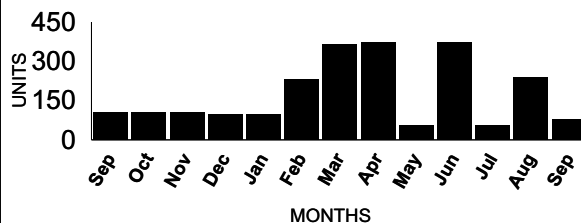
DE 18-148
Exhibit 18
001

ACCOUNT INFORMATION

Account Number:	
Statement #:	8005616
Bill Date:	09/18/2018
Due Date:	10/16/2018
Next Meter Read:	10/12/2018

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/KVAR
E-38740588	Energy	D	A	26	08/18/18-09/12/18	65549 - 65231	1	318		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,395.80
Payments Received:	9.43 CR
Balance Forward:	5,386.37
Current Charges:	
Customer Chg	12.15
Consumption Tax 318.00 units @ 0.00055	0.17
Distribution Chg 68.00 units @ 0.04883	3.32
Distribution Chg 250.00 units @ 0.04299	10.75
Energy Service 318.00 units @ 0.08299	26.39
Stranded Cost Chg 318.00 units @ -0.00095	0.30 CR
Sys Benefits Chg 318.00 units @ 0.00457	1.45
Transmission Chg 318.00 units @ 0.03460	11.00
EAP Discount 22%	14.25 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

Pay your bill using Western Union - without paying a service fee.
Pay your Liberty Utilities bill at one of over 50 Western Union locations in New Hampshire. Visit our website to find a location near you.
www.libertyutilities.com

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

Payment Coupon

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,386.37	50.68	5,437.05	

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Account Number: [REDACTED]
Statement #: 8005616
Bill Date: 09/18/2018
Due Date: 10/16/2018

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

044465279944347152200000005068800000543705

Understanding Your Bill...For additional information please visit www.libertyutilities.com or call 1-800-375-7413.

Consumption Tax

A tax imposed by New Hampshire law.

Demand

For business customers only, the kilowatt (kW) charge is based on the greatest amount of electricity used by customers during the billing period.

Distribution Charge

The cost of operating and maintaining the Liberty Utilities electric distribution system that delivers electricity to your home or business.

Due Date/Late Charge

Please pay your bill by the due date to avoid a late charge.

Electricity Supply

This represents the cost of energy if you choose to purchase from a 3rd party supplier.

Energy Service

This is the cost of the energy commodity that we deliver to your home or business if you do not purchase energy from a 3rd party supplier.

Customer Charge

This is a fixed cost regardless of your usage and covers metering, billing and account maintenance.

Multiplier

Converts the metered unit of measure to the standard billing unit of measure, where applicable.

Off-Peak

Period of time when demand for electricity is low such as nights, weekends and holidays.

Peak

Period of time when demand for electricity is high such as Monday through Friday during the day.

Prorated Bill

If applicable, we will adjust, or prorate, the charges on bills with more or less than the standard days of service.

Rate Code

This code represents the rate used to calculate your bill.

Read Type

If we are unable to read your meter we will estimate your consumption for the month.

Stranded Cost Charge

The cost associated with recovering the financial commitments made by Liberty Utilities to supply power to consumers in a regulated environment.

Storm Recovery

This charge is collected to recover costs associated with certain storms as approved by NHPUC.

System Benefits Charge

Charge collected to fund energy efficiency, and low income assistance programs.

Transmission Charge

The cost of delivering electricity from the generation company to the beginning of Liberty Utilities' distribution system.

Units

A unit is equal to one kWh (Kilowatt Hours)

Usage:

This represents your energy usage for the billing period measured in kilowatt hours (kWh) and kilo volt amperes (kVA)

Paying Your Bill...Paying your utility bill has never been easier. We have several convenient payment options.

Authorized Payment Center

Check our website for a list of authorized payment agencies where you can pay your bill in person. Please bring your bill to ensure the payment can be accurately posted to your account.

EFT Payments (Automatic Payment Plan)

Pay your bill automatically from your bank account monthly (Electronic Funds Transfer).

Pay By Mail

Make your check payable to Liberty Utilities using the enclosed payment coupon. Allow 7-10 business days prior to the due date on the front of the bill.

Mail To:

Liberty Utilities New Hampshire
75 Remittance Drive Suite 1032
Chicago IL 60675-1032

Pay In Person

Visit our website at www.libertyutilities.com for our office locations.

Pay Online or By Telephone

Pay by credit/debit card or electronic check on our website or through our automated telephone system.

Payment Posting

Payments may take up to 2 business days to post to your account.

Billing Programs...

Budget Billing

Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the Budget Settlement Amount.

Paperless Billing

Go paperless and receive an e-mail instead of a paper bill each month. Sign up at www.libertyutilities.com. We also offer recurring monthly payments through Autopay.

Special Payment Arrangement

An extended payment plan where past-due bills may be paid in installments over a specified time period. The statement will also show the Remaining Payment Arrangement Amount.

Other Information...

For General Correspondence

Please remember to include your 16 digit account number on any correspondence to us.

Mail To:

Liberty Utilities, PO Box 1380
Londonderry, NH 03053-1380

E-Mail To:

customerservicenh@libertyutilities.com

Glossary of Terms

For a definition of additional billing terms please visit www.libertyutilities.com.

Important Phone Numbers

Emergency/Outages: 1-855-349-9455

(available 24/7)

Customer Service: 1-800-375-7413

For Hearing Impaired: Dial 711 (24/7)

Before You Dig: Dial 811

Medical Emergency

If you believe that a medical emergency exists in your home or would exist if service were to be disconnected, you may be protected from disconnection. Please contact us at 1-800-375-7413 for more information.

Unresolved Disputes

If you have called Liberty Utilities and are unable to resolve a dispute, you may call the Public Utilities Commission, Consumer Affairs Division at 1-800-852-3793. Copies of your applicable rate schedule and the "Consumer Rights and Responsibilities" pamphlet are available upon request.

CHANGE OF ADDRESS

EFFECTIVE DATE (DAY/MONTH/YEAR)

ADDRESS **P.O. BOX**

CITY, STATE, ZIP

TELEPHONE NUMBER

TO CHANGE ACCOUNT NAME PLEASE CALL: 1-800-375-7413



Redacted

DE 18-148
Exhibit 18
003

Local and
responsive.
We care.

ACCOUNT INFORMATION	
Account Number:	
Statement #:	8005616
Bill Date:	09/18/2018
Due Date:	10/16/2018
Next Meter Read:	10/12/2018
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED

Total Amount Due:	5,437.05
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Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455



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JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

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Statement

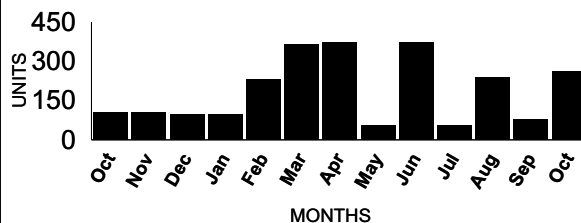
DE 18-148
Exhibit 19
001

ACCOUNT INFORMATION

Account Number:	
Statement #:	8143696
Bill Date:	10/17/2018
Due Date:	11/14/2018
Next Meter Read:	11/09/2018

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	30	09/12/18-10/12/18	65811 - 65549	1	262		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,437.05
Payments Received:	0.00
Balance Forward:	5,437.05
Current Charges:	
Customer Chg	14.02
Consumption Tax 262.00 units @ 0.00055	0.14
Distribution Chg 12.00 units @ 0.04883	0.59
Distribution Chg 250.00 units @ 0.04299	10.75
Energy Service 262.00 units @ 0.08299	21.74
Stranded Cost Chg 262.00 units @ -0.00095	0.25 CR
Sys Benefits Chg 262.00 units @ 0.00457	1.20
Transmission Chg 262.00 units @ 0.03460	9.07
EAP Discount 22%	12.57 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

Did you know that deadly Carbon Monoxide can be produced by the incomplete combustion of almost any fuel? Keep you and your family safe by installing CO detectors and change batteries twice a year.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,437.05	44.69	5,481.74	

Account Number: [REDACTED]
Statement #: 8143696
Bill Date: 10/17/2018
Due Date: 11/14/2018

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

044465279944347152300000004469200000548174

Understanding Your Bill...For additional information please visit www.libertyutilities.com or call 1-800-375-7413.

Consumption Tax

A tax imposed by New Hampshire law.

Demand

For business customers only, the kilowatt (kW) charge is based on the greatest amount of electricity used by customers during the billing period.

Distribution Charge

The cost of operating and maintaining the Liberty Utilities electric distribution system that delivers electricity to your home or business.

Due Date/Late Charge

Please pay your bill by the due date to avoid a late charge.

Electricity Supply

This represents the cost of energy if you choose to purchase from a 3rd party supplier.

Energy Service

This is the cost of the energy commodity that we deliver to your home or business if you do not purchase energy from a 3rd party supplier.

Customer Charge

This is a fixed cost regardless of your usage and covers metering, billing and account maintenance.

Multiplier

Converts the metered unit of measure to the standard billing unit of measure, where applicable.

Off-Peak

Period of time when demand for electricity is low such as nights, weekends and holidays.

Peak

Period of time when demand for electricity is high such as Monday through Friday during the day.

Prorated Bill

If applicable, we will adjust, or prorate, the charges on bills with more or less than the standard days of service.

Rate Code

This code represents the rate used to calculate your bill.

Read Type

If we are unable to read your meter we will estimate your consumption for the month.

Stranded Cost Charge

The cost associated with recovering the financial commitments made by Liberty Utilities to supply power to consumers in a regulated environment.

Storm Recovery

This charge is collected to recover costs associated with certain storms as approved by NHPUC.

System Benefits Charge

Charge collected to fund energy efficiency, and low income assistance programs.

Transmission Charge

The cost of delivering electricity from the generation company to the beginning of Liberty Utilities' distribution system.

Units

A unit is equal to one kWh (Kilowatt Hours)

Usage:

This represents your energy usage for the billing period measured in kilowatt hours (kWh) and kilo volt amperes (kVA)

Paying Your Bill...Paying your utility bill has never been easier. We have several convenient payment options.

Authorized Payment Center

Check our website for a list of authorized payment agencies where you can pay your bill in person. Please bring your bill to ensure the payment can be accurately posted to your account.

EFT Payments (Automatic Payment Plan)

Pay your bill automatically from your bank account monthly (Electronic Funds Transfer).

Pay By Mail

Make your check payable to Liberty Utilities using the enclosed payment coupon. Allow 7-10 business days prior to the due date on the front of the bill.

Mail To:

Liberty Utilities New Hampshire
75 Remittance Drive Suite 1032
Chicago IL 60675-1032

Pay In Person

Visit our website at www.libertyutilities.com for our office locations.

Pay Online or By Telephone

Pay by credit/debit card or electronic check on our website or through our automated telephone system.

Payment Posting

Payments may take up to 2 business days to post to your account.

Billing Programs...

Budget Billing

Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the Budget Settlement Amount.

Paperless Billing

Go paperless and receive an e-mail instead of a paper bill each month. Sign up at www.libertyutilities.com. We also offer recurring monthly payments through Autopay.

Special Payment Arrangement

An extended payment plan where past-due bills may be paid in installments over a specified time period. The statement will also show the Remaining Payment Arrangement Amount.

Other Information...

For General Correspondence

Please remember to include your 16 digit account number on any correspondence to us.

Mail To:

Liberty Utilities, PO Box 1380
Londonderry, NH 03053-1380

E-Mail To:

customerservicenh@libertyutilities.com

Glossary of Terms

For a definition of additional billing terms please visit www.libertyutilities.com.

Important Phone Numbers

Emergency/Outages: 1-855-349-9455

(available 24/7)

Customer Service: 1-800-375-7413

For Hearing Impaired: Dial 711 (24/7)

Before You Dig: Dial 811

Medical Emergency

If you believe that a medical emergency exists in your home or would exist if service were to be disconnected, you may be protected from disconnection. Please contact us at 1-800-375-7413 for more information.

Unresolved Disputes

If you have called Liberty Utilities and are unable to resolve a dispute, you may call the Public Utilities Commission, Consumer Affairs Division at 1-800-852-3793. Copies of your applicable rate schedule and the "Consumer Rights and Responsibilities" pamphlet are available upon request.

CHANGE OF ADDRESS

EFFECTIVE DATE (DAY/MONTH/YEAR)

ADDRESS **P.O. BOX**

CITY, STATE, ZIP

TELEPHONE NUMBER

TO CHANGE ACCOUNT NAME PLEASE CALL: 1-800-375-7413



Redacted

DE 18-148
Exhibit 19
003

Local and
responsive.
We care.

ACCOUNT INFORMATION	
Account Number:	[REDACTED]
Statement #:	8143696
Bill Date:	10/17/2018
Due Date:	11/14/2018
Next Meter Read:	11/09/2018
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED	
Total Amount Due:	5,481.74

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Liberty Utilities
P.O. Box 1380
Londonderry, NH 03053-1380
Visit our website at www.libertyutilities.com

FOR QUESTIONS REGARDING YOUR BILL CALL (800) 375-7413
FOR EMERGENCIES CALL (855) 349-9455



>002943 2366632 0001 092170 10Z

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

Redacted

Statement

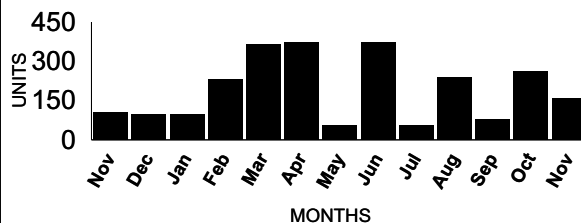
DE 18-148
Exhibit 20
001

ACCOUNT INFORMATION

Account Number:	
Statement #:	8290687
Bill Date:	11/15/2018
Due Date:	12/13/2018
Next Meter Read:	12/12/2018

Service Address: 9 LANCELOT CT APT 8
SALEM NH 03079

MONTHLY CONSUMPTION CHART



Meter Number	Type of Service	Rate Code	Read Type	# of Days	Service Dates	(Current - Previous) x	Multiplier	= Usage	Demand	KVA/ KVAR
E-38740588	Energy	D	A	28	10/12/18-11/09/18	65968 - 65811	1	157		

For electric emergencies or to report power outages call 1-855-349-9455.

ACCOUNT ACTIVITY

Voltage Delivery Level	0 - 2.2 kv
Previous Balance:	5,481.74
Payments Received:	50.68 CR
Balance Forward:	5,431.06
Current Charges:	
Customer Chg	14.02
Consumption Tax 157.00 units @ 0.00055	0.09
Distribution Chg 157.00 units @ 0.04299	6.75
Energy Service 157.00 units @ 0.08299	13.03
Stranded Cost Chg 157.00 units @ -0.00095	0.15 CR
Sys Benefits Chg 157.00 units @ 0.00457	0.72
Transmission Chg 157.00 units @ 0.03460	5.43
EAP Discount 22%	8.76 CR
Miscellaneous Charges/Credits:	

SPECIAL MESSAGE

Whether you heat your home with natural gas, oil, propane, coal, or wood, your heating system can produce toxic CO if it is not working properly or vented correctly. Make sure to have your heating system, chimney, and vent pipes inspected regularly.

Change the batteries in your CO detectors and smoke detectors twice a year, like when Daylight Savings Time changes. The life expectancy of a carbon monoxide detector is 5-7 years. Replace aging CO detectors to ensure everyone's safety.

KEEP THIS PORTION FOR YOUR RECORDS

Please include your account number on your check
Make checks payable to Liberty Utilities

DETACH AND RETURN THIS REMITTANCE PORTION OF THE BILL WITH YOUR PAYMENT

Payment Coupon

Please check box and see reverse for: ☐ Update phone/address

Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079

JUDITH TOMPSON
9 LANCELOT CT APT 8
SALEM, NH 03079-3542

BALANCE FORWARD	CURRENT CHARGES	AMOUNT DUE	ENCLOSED AMOUNT
5,431.06	31.13	5,462.19	

Account Number: [REDACTED]
Statement #: 8290687
Bill Date: 11/15/2018
Due Date: 12/13/2018

Liberty Utilities - NH
75 Remittance Drive, Suite 1032
Chicago, IL 60675-1032

054465279944347152800000003113700000546219

Understanding Your Bill...For additional information please visit www.libertyutilities.com or call 1-800-375-7413.

Consumption Tax

A tax imposed by New Hampshire law.

Demand

For business customers only, the kilowatt (kW) charge is based on the greatest amount of electricity used by customers during the billing period.

Distribution Charge

The cost of operating and maintaining the Liberty Utilities electric distribution system that delivers electricity to your home or business.

Due Date/Late Charge

Please pay your bill by the due date to avoid a late charge.

Electricity Supply

This represents the cost of energy if you choose to purchase from a 3rd party supplier.

Energy Service

This is the cost of the energy commodity that we deliver to your home or business if you do not purchase energy from a 3rd party supplier.

Customer Charge

This is a fixed cost regardless of your usage and covers metering, billing and account maintenance.

Multiplier

Converts the metered unit of measure to the standard billing unit of measure, where applicable.

Off-Peak

Period of time when demand for electricity is low such as nights, weekends and holidays.

Peak

Period of time when demand for electricity is high such as Monday through Friday during the day.

Prorated Bill

If applicable, we will adjust, or prorate, the charges on bills with more or less than the standard days of service.

Rate Code

This code represents the rate used to calculate your bill.

Read Type

If we are unable to read your meter we will estimate your consumption for the month.

Stranded Cost Charge

The cost associated with recovering the financial commitments made by Liberty Utilities to supply power to consumers in a regulated environment.

Storm Recovery

This charge is collected to recover costs associated with certain storms as approved by NHPUC.

System Benefits Charge

Charge collected to fund energy efficiency, and low income assistance programs.

Transmission Charge

The cost of delivering electricity from the generation company to the beginning of Liberty Utilities' distribution system.

Units

A unit is equal to one kWh (Kilowatt Hours)

Usage:

This represents your energy usage for the billing period measured in kilowatt hours (kWh) and kilo volt amperes (kVA)

Paying Your Bill...Paying your utility bill has never been easier. We have several convenient payment options.

Authorized Payment Center

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Pay your bill automatically from your bank account monthly (Electronic Funds Transfer).

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Liberty Utilities New Hampshire
75 Remittance Drive Suite 1032
Chicago IL 60675-1032

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Pay Online or By Telephone

Pay by credit/debit card or electronic check on our website or through our automated telephone system.

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Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the Budget Settlement Amount.

Paperless Billing

Go paperless and receive an e-mail instead of a paper bill each month. Sign up at www.libertyutilities.com. We also offer recurring monthly payments through Autopay.

Special Payment Arrangement

An extended payment plan where past-due bills may be paid in installments over a specified time period. The statement will also show the Remaining Payment Arrangement Amount.

Other Information...

For General Correspondence

Please remember to include your 16 digit account number on any correspondence to us.

Mail To:

Liberty Utilities, PO Box 1380
Londonderry, NH 03053-1380

E-Mail To:

customerservicenh@libertyutilities.com

Glossary of Terms

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Important Phone Numbers

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(available 24/7)

Customer Service: 1-800-375-7413

For Hearing Impaired: Dial 711 (24/7)

Before You Dig: Dial 811

Medical Emergency

If you believe that a medical emergency exists in your home or would exist if service were to be disconnected, you may be protected from disconnection. Please contact us at 1-800-375-7413 for more information.

Unresolved Disputes

If you have called Liberty Utilities and are unable to resolve a dispute, you may call the Public Utilities Commission, Consumer Affairs Division at 1-800-852-3793. Copies of your applicable rate schedule and the "Consumer Rights and Responsibilities" pamphlet are available upon request.

CHANGE OF ADDRESS

EFFECTIVE DATE (DAY/MONTH/YEAR)

ADDRESS **P.O. BOX**

CITY, STATE, ZIP

TELEPHONE NUMBER

TO CHANGE ACCOUNT NAME PLEASE CALL: 1-800-375-7413



Redacted

DE 18-148
Exhibit 20
003

**Local and
responsive.
We care.**

ACCOUNT INFORMATION	
Account Number:	
Statement #:	8290687
Bill Date:	11/15/2018
Due Date:	12/13/2018
Next Meter Read:	12/12/2018
Service Address: 9 LANCELOT CT APT 8 SALEM NH 03079	

ACCOUNT ACTIVITY CONTINUED	
Total Amount Due:	5,462.19

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Liberty Utilities

15 Buttrick Road
Londonderry, NH 03053

November 2, 2018

Past Due \$ Amount: \$5431.06

JUDITH TOMPSON
APT 89 LANCELOT CT
SALEM, NH 03079

Past Due Notice

Dear JUDITH TOMPSON,

According to our records, your account is past due in the amount indicated above. If payment, or a payment arrangement, has been recently made, please accept our thanks and disregard this notice.

If payment has not been made, we've included details about convenient options to pay your past due amount with this letter. If you are having difficulty paying your past due amount, please contact us to arrange a payment plan.

The PUC 1205.01 & 1205.02 Medical Emergency Rules—Provision of a medical emergency certification, in conjunction with a payment and or/ payment arrangement for any past due balances in accordance with PUC 1203.7, shall be sufficient to protect a customer's account from disconnection of service so long as the customer complies with the terms of the payment and/or arrangement.

To make a payment, inquire about your account, or make a payment arrangement for electric services, please call 1-800-375-7413 or visit us at libertyutilities.com. You have the right to seek review of your bill by contacting the Public Utilities Commission's Consumer Division at 1-800-852-3793.

PAYMENT OPTIONS

Liberty Utilities has a variety of payment options available:

- Electronic bank drafts from your account or credit card payments can be made at www.libertyutilities.com.
- Credit card payments can also be made by calling the Liberty Utilities Customer Service Center at 1-800-375-7413. You can use the automated system 24/7 or speak with a Customer Service Representative Monday through Friday 7am to 5pm.
- Authorized Payment Centers are listed on our website. If you'd like to make an in person payment with cash, or checks at select locations, please take along your payment stub. Payments at *unauthorized* payment centers may cause delays in payment processing.

Redacted



Liberty Utilities

15 Buttrick Road
Londonderry, NH 03053

October 2, 2018

Past Due \$ Amount: \$5437.05

JUDITH TOMPSON
APT 8.9 LANCELOT CT
SALEM, NH 03079

Past Due Notice

Dear JUDITH TOMPSON,

According to our records, your account is past due in the amount indicated above. If payment, or a payment arrangement, has been recently made, please accept our thanks and disregard this notice.

If payment has not been made, we've included details about convenient options to pay your past due amount with this letter. If you are having difficulty paying your past due amount, please contact us to arrange a payment plan.

The PUC 1205.01 & 1205.02 Medical Emergency Rules—Provision of a medical emergency certification, in conjunction with a payment and or/ payment arrangement for any past due balances in accordance with PUC 1203.7, shall be sufficient to protect a customer's account from disconnection of service so long as the customer complies with the terms of the payment and/or arrangement.

To make a payment, inquire about your account, or make a payment arrangement for electric services, please call 1-800-375-7413 or visit us at libertyutilities.com. You have the right to seek review of your bill by contacting the Public Utilities Commission's Consumer Division at 1-800-852-3793.

PAYMENT OPTIONS

Liberty Utilities has a variety of payment options available:

- Electronic bank drafts from your account or credit card payments can be made at www.libertyutilities.com.
- Credit card payments can also be made by calling the Liberty Utilities Customer Service Center at 1-800-375-7413. You can use the automated system 24/7 or speak with a Customer Service Representative Monday through Friday 7am to 5pm.
- Authorized Payment Centers are listed on our website. If you'd like to make an in person payment with cash, or checks at select locations, please take along your payment stub. Payments at *unauthorized* payment centers may cause delays in payment processing.

Redacted



Liberty Utilities

15 Buttrick Road
Londonderry, NH 03053

September 6, 2018

Past Due \$ Amount: \$5386.37

JUDITH TOMPSON
APT 8 9 LANCELOT CT
SALEM, NH 03079

Past Due Notice

Dear JUDITH TOMPSON,

According to our records, your account is past due in the amount indicated above. If payment, or a payment arrangement, has been recently made, please accept our thanks and disregard this notice.

If payment has not been made, we've included details about convenient options to pay your past due amount with this letter. If you are having difficulty paying your past due amount, please contact us to arrange a payment plan.

The PUC 1205.01 & 1205.02 Medical Emergency Rules—Provision of a medical emergency certification, in conjunction with a payment and or/ payment arrangement for any past due balances in accordance with PUC 1203.7, shall be sufficient to protect a customer's account from disconnection of service so long as the customer complies with the terms of the payment and/or arrangement.

To make a payment, inquire about your account, or make a payment arrangement for electric services, please call 1-800-375-7413 or visit us at libertyutilities.com. You have the right to seek review of your bill by contacting the Public Utilities Commission's Consumer Division at 1-800-852-3793.

PAYMENT OPTIONS

Liberty Utilities has a variety of payment options available:

- Electronic bank drafts from your account or credit card payments can be made at www.libertyutilities.com.
- Credit card payments can also be made by calling the Liberty Utilities Customer Service Center at 1-800-375-7413. You can use the automated system 24/7 or speak with a Customer Service Representative Monday through Friday 7am to 5pm.
- Authorized Payment Centers are listed on our website. If you'd like to make an in person payment with cash, or checks at select locations, please take along your payment stub. Payments at *unauthorized* payment centers may cause delays in payment processing.

Redacted



Liberty Utilities

15 Buttrick Road
Londonderry, NH 03053

August 1, 2018

Past Due \$ Amount: \$5386.37

JUDITH TOMPSON
APT 8 9 LANCELOT CT
SALEM, NH 03079

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Redacted



Liberty Utilities

15 Buttrick Road
Londonderry, NH 03053

July 3, 2018

Past Due \$ Amount: \$5325.05

JUDITH TOMPSON
APT 8 9 LANCELOT CT
SALEM, NH 03079

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Redacted



Liberty Utilities

15 Buttrick Road
Londonderry, NH 03053

6/11/18

Past Due \$ Amount: \$5267

JUDITH TOMPSON
APT 8-9 LANCELOT CT
SALEM, NH 03079

Past Due Notice

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State of New Hampshire Fuel Assistance Program Procedures Manual



**Office of Strategic Initiatives
107 Pleasant Street, Johnson Hall
Concord, New Hampshire 03301
(603) 271-2155**

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PROCEDURES MANUAL
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INTRODUCTION

The Office of Strategic Initiatives (OSI) is responsible for the statewide administration of the Low Income Home Energy Assistance Block Grant (LIHEAP) referred to as the Fuel Assistance Program (FAP). LIHEAP is federally funded through the U.S. Department of Health and Human Services (HHS). OSI in turn contracts with five locally-based Community Action Agencies (CAA) to provide services to eligible households.

The Fuel Assistance Program provides certified income-eligible households with assistance in paying their energy bills during the winter heating season. The FAP prioritizes households where elderly, disabled persons, and/or young children reside. Benefits are calculated taking into account household income, energy costs, number of degree-days within a region, and housing type. This targeting allows those households with the lowest incomes and the highest energy costs to receive the highest benefits.

This manual is designed to provide the framework for the comprehensive administration of the Fuel Assistance Program. It is not intended to cover every conceivable situation that may possibly arise, but rather to be used as a tool for evaluating program decisions on the administrative, direct service, and applicant/client levels when and if a problem arises.

Coordination between Fuel Assistance and Weatherization

The Office of Strategic Initiatives is also responsible for the administration of the Weatherization Assistance Program (WAP), funded through the U.S. Department of Energy (DOE). Therefore, every effort will be made to coordinate services between the Fuel Assistance Program and the Weatherization Assistance Program to provide the best possible benefits to those who require services from both programs.

The Fuel Assistance/Weatherization Application (*Attachment A-1*) is the form utilized for the New Hampshire Fuel Assistance Program.

The joint Fuel Assistance/Weatherization application was designed to allow a client who is applying for fuel assistance benefits to apply for weatherization services at the same time. By installing energy efficiency measures, clients may reduce their dependency on the Fuel Assistance Program or may have their fuel assistance benefits extend further into the heating season since clients served by the Weatherization Assistance Program have warmer, less drafty, and more energy-efficient homes.

GLOSSARY

Apartment: An individual dwelling containing a bathroom, kitchen, and separate entrance located within one exterior building that has two or more separate residential units

Application Date: The start date for the application process

APTD: Aid to the Permanently and Totally Disabled

Benefit: The certified dollar amount of assistance that a FAP-certified eligible household is qualified to receive

Bill: A printed notice that documents the date of a fuel delivery or the service period covered for regulated utilities, with units of energy, price per unit, and total cost supplied

CAA: Community Action Agency

Certifier: An appointed CAA staff member familiar with the FAP's qualification requirements who reviews the applications for completeness and accuracy and deems the applications either eligible or ineligible based upon the information gathered from the applicants

Disabled: Physical or mental impairments which substantially limit one or more major life activities and is compensated with a disability payment such as SSDI, SSI, APTD, or VA disability for a long-term disability

Elderly: Age sixty (60) years or older

Energy Emergency: A condition that poses a serious threat to the health and safety of the household due to the lack of home energy

FANF: Financial Assistance to Needy Families (formerly TANF)

Fixed Income: Income that remains consistent over an extended period of time (ie: SSA, SSDI, SSI, VA Pension, APTD, OAA, and some pensions)

Foster Care Payments: A *reimbursement* for the in-home care of the foster person that is not considered income to the household. The foster adult/child is not listed or counted as a household member on the application. Foster care payments must be documented and noted in the comments section of the application.

Gross Income: Total income before any deductions including Social Security, federal income tax (FICA), medical insurance, retirement, and/or flexible benefit plans

Hardship: An unusual economic circumstance including high energy costs, high housing costs, and emergency household or car repairs that affects an applicant's ability to pay energy costs.

HHS: United States Department of Health and Human Services

Home Energy: A source of heating or cooling in a residential dwelling

Household: Any individual or group of individuals who are living together as one economic unit and whose residential energy is customarily purchased in common or is made as undesignated payments in the form of rent

Income Determination Period: The start and end dates used to determine eligibility on a FAP application

Intake Person: The appointed CAA staff member who obtains the necessary information to complete a FAP/WAP application

LIHEAP: Low Income Home Energy Assistance Program funded by the United States Department of Health and Human Services as outlined in the Low Income Home Energy Assistance Act of 1981 (Public law 97-35 as amended)

New (new application): An application for a household that is applying for a FAP benefit for the first time

OAA: Old Age Assistance

Obligate: Promise of a FAP payment to vendors by the CAA on behalf of certified FAP-eligible clients

OSI: The Office of Strategic Initiatives

Priority Applications (for vulnerable households): FAP applications for households with at least one household member who is age 60 or over, disabled, or a child under 6 years of age

PY (program year): October 1 - September 30 of the following year

Recert (recertification application): An application for a household that received a FAP benefit during the previous program year

Return (return application): An application for a household that has received a FAP benefit at any time in the past, other than the previous program year

Rollover: The closing of the previous FAP program application and payment period and the opening of the new application period

SEAS (Senior Energy Assistance Services): A New Hampshire HHS, Bureau of Elderly and Adult Services (BEAS) program that provides some fuel assistance funding for households with elderly members with total household income that exceeds the FAP income guidelines

SNAP: Supplemental Nutrition Assistance Program (formerly Food Stamps)

SSA (Social Security): Monthly benefits from the Social Security Administration paid to elderly individuals (and their dependents) or the dependent survivors of a deceased individual with an employment history

SSDI (Social Security): Monthly benefits from the Social Security Administration paid to disabled individuals (and their dependents) who have an employment history

SSI (Supplemental Security Income): Monthly benefits from the Social Security Administration paid to disabled and elderly individuals with little or no employment history

TDD (Telecommunications Device for the Deaf): A relay system that assists people with impaired hearing to communicate with hearing people

Vendor: The entity providing fuel or utilities to the customer

ANNUAL PROGRAM SCHEDULE

July	CAAs begin taking and certifying FAP/WAP applications for any household with at least one member who is age 60 or over, disabled, or a child under age 6.
September 1	CAAs begin taking and certifying all FAP/WAP applications for all applicants for the current program year prioritizing households that heat with a deliverable fuel (priority period ends October 15).
October 1	The beginning of the federal fiscal year and current year LIHEAP/FAP funding period.
December 1	The Fuel Assistance Program (FAP) opens after New Hampshire receives notification of the federal LIHEAP grant award. The CAAs begin obligating funds and making vendor payments. Applications for households experiencing an energy emergency will be processed within 18 hours for life- threatening situations and within 48 hours for situations that are not life-threatening.
April 30	The last date for an applicant to apply for the FAP in the current program year. All credits with vendors terminate and unused benefit balances roll back into the program.
June	Deliverable fuel bills, utility bills, and rent vouchers must be received by the CAAs by the second Tuesday in June to be eligible for payment from the FAP in the current program year.
September 30	The last day of the federal fiscal year.

THE APPLICATION PROCESS

Eligibility for the New Hampshire Fuel Assistance Program (FAP) is based upon the following requirements:

- The household's primary residence is in New Hampshire.
- The household occupies the primary residence at the time of application and during the heating season.
- The household size.
- The household income level.
- The household is responsible for energy costs of \$100 or more.

The New Hampshire definition of "household" is drawn directly from the Federal Low Income Home Energy Assistance Act, as amended. This definition provides two criteria which must be met to establish the presence of a "household":

- Residential energy customarily purchased in common, or undesignated payments for energy in the form of rent.
- An individual or group of individuals living together as one "economic unit".

Categorical eligibility, where a person or household qualifies for one program simply because they are a participant in another program, shall not be utilized for the FAP. Anyone wishing to participate in the program must complete an application and document eligibility based upon *household income and home energy costs*.

The local CAA shall determine eligibility through the application and certification process. The CAA shall ensure that applicants have provided adequate and accurate documentation of gross income for the entire income determination period indicated on the application and attest to the truth of the information submitted. It is the responsibility of the applicant to provide all required documentation to the CAA as part of the application process. All applications must be complete, with all supporting documentation attached. Valid Social Security numbers are required for all household members listed on the FAP/WAP application.

The New Hampshire Fuel Assistance Program procedures are intended to ensure that low-income households have access to services in a timely manner. Applicants must have the opportunity to apply for the FAP within thirty (30) days from the date of contact between the opening of the program each year on December 1 and the ending of the program on April 30.

Taking the Application

All required information on the **Fuel Assistance/Weatherization Application (Attachment A-1)** and **Recertification Application (Attachment A-2)** must be recorded accurately, including the number of household members, household data, income information, vendor identification, dates, and signatures from both the applicant and a CAA staff member. It is the responsibility of the CAA to verify that this information is complete and correct.

Calculating Income

At the time of application, household size and income are needed to determine the appropriate income level under the **FAP Income Guidelines (Attachment B)**. Income eligibility is based upon the six levels of the Federal Poverty Income Guidelines (FPG): A-75%, B-100%, C-125%, D-150%, E-175%, and F-200%. Level F may be increased to 60% State Median Income (SMI) if funds are available during the program year. The applicant must provide written documentation of all household income for the time period specified for program eligibility.

The intake process begins by assessing a household's eligibility for a 30 day time period. Income may also be calculated on other time periods, including on an annual or year-to-date (YTD) basis if it would enable otherwise ineligible households to meet income eligibility. The income documentation would then cover a period of not more than the previous 365 days from the date of application.

Households with income from an irregular source such as self-employment, rental property, or commissions, as well as income from contracted educational employees (teachers, administrative staff, etc.) must have that income documented for a 365 day time period for purposes of the application process.

Income is calculated by adding all countable, non-exempt income from every source for each household member and listing it in the income information section of the FAP/WAP application. The income for all household members is then totaled for complete household income for the pre-determined income determination period. The same time period must be used for documenting the income for all household members. Exceptions to this rule include the calculation of self-employment income and contracted educational employee income (teachers, administrative staff, etc.), which must be documented for a 365-day period. The annual income is then pro-rated (divided by 365 days and multiplied by 30 days) to the original income determination period.

Documenting Income

Applicants must provide written documentation for all income reported on the application. Documentation must be provided for the entire income determination period as specified on the application. Written documentation may include payroll stubs, copies of checks, signed statements from the payment source, bank statements for direct deposits and interest, a current eligibility letter, and other documentation as deemed appropriate by the CAA. It is the responsibility of the CAA to ensure that all written income documentation is accurate, legible, and complete.

Applicants with no or very low income must provide written documentation of how the household has met its basic living expenses such as rent, energy costs, and food. Documentation may include a statement from town or city welfare, friends or family, a SNAP (food stamp) notification letter, or other assistance provided during the determination period.

FAP Income

FAP Income refers to the total cash receipts before taxes within the documentation period from the following sources:

- Adoption subsidies
- Alimony
- Annuity payments
- Assistantships: an appointment awarded on an annual basis to a qualified graduate student providing a stipend and requiring part-time teaching, research, or residence hall duties
- Child support
- Commissions
- Dividends over \$50 a year
- Gambling winnings (taxable)
- Government employee pensions (including Military Retirement Pay)
- Grants (taxable grants used for education purposes)
- Interest over \$50 a year
- Lottery winnings (taxable)
- Military family allotments
- Other *regular* support from an absent member or someone not living in the household
- Pensions
- Periodic receipts from estates
- Periodic receipts from trusts
- Railroad retirement (net after Medicare deductions)
- Regular insurance payments
- Regular worker's compensation payments
- Rental income (net)
- Royalties (net)
- Salaries and money wages before any deductions
- Self-employment (net non-farm)
- Senior Community Service Employment Program (SCSEP)
 - Sponsors: National Able Network; State of NH subcontracts to Belknap-Merrimack Community Action Program
- Social Security (net after Medicare deductions)
- SSI (except for minor disabled children)
- State welfare payments (APTD, ANB, FANF, OAA, RCA)
- Tip income (may be self-declared if no other documentation is available)
- Training stipends
- Unemployment compensation
- Veteran's payments

Income Disregard

Disregarded Income refers to payments made to, or support received by, household members that should not be added when establishing FAP eligibility or benefit levels:

- Aid and Attendance VA benefit for severely disabled veterans
- Assets drawn down as withdrawals from a bank
- Capital gains
- Childcare assistance payments
- Child support (regular) payments paid out during the income period
- Corporation for National Service payments including VISTA, AmeriCorps, Senior Companions, Foster Grandparents
- Dividends: the first fifty dollars (\$50) earned annually
- Electric Assistance Program benefits
- Employee fringe benefits
- Employer-paid or union-paid portion of health insurance
- Earned Income Credit
- Earned income from full-time high school students
- Foster Care reimbursements
- Federal work-study for students
- Fellowships: a scholarship or grant awarded to a graduate student in a college or university
- Gifts
- Goods or housing received in lieu of wages
- Imputed value of rent from owner-occupied non-farm or farm housing
(Self-employed only is a non-cash tax shelter)
- Interest: the first fifty dollars (\$50) earned annually
- Jury duty stipend
- Loans
- Lump-sum inheritances
- Medicare deductions from Social Security and Railroad Retirement benefits
- Money earned as part of an SSI PASS Plan
- Non-taxable grants
- One-time compensation for injury
- One-time insurance payments
- One-time or irregular payments from a welfare agency to a family or person who is in temporary financial difficulty
- Reimbursement or money paid to an employee to compensate them for money spent as a result of their employment
- Reverse mortgages
- Sale of a car, truck, or tractor (non-business assets in general)
- Sale of a house
- Scholarships or other educational financial assistance funded in whole or in part by
 - Federal funds and intended for attendance costs (tuition, fees, materials, supplies, books, transportation, room and board)
- Tax refunds
- Value of food or fuel produced and consumed on farms

Calculating the Number of Rooms

The total number of rooms in a residential dwelling is necessary to utilize the **Heating Cost Tables (Attachment C-1)** when calculating heating costs. Hallways, bathrooms, and closets are not counted in the total number of rooms.

The Heating Cost Tables are based upon Design Heat Load Calculations (DHLC) and each type of unit assumes a standard room size.

The standard room sizes are as follows:

Single Family House:	144 square feet
Mobile Home:	100 square feet
Apartment:	120 square feet

When a room is larger than the standard room size, the square foot total may be relied upon to calculate the number of rooms for a residential dwelling.

Examples:

1. The kitchen/living rooms in a mobile home are located in one large room with no dividing wall. The approximate room dimensions (supplied by the applicant) are 14 feet by 10 feet or 140 square feet. This would count as TWO rooms, since it is more than the room size by the DHLC for mobile homes of 100 square feet.
2. The kitchen, living room and bedroom are all located in the one room of a single-family house. The approximate room dimension (supplied by the applicant) is 15 feet by 18 feet or 270 square feet. This would count as TWO rooms, since it is more than the room size used by the DHLC for a single-family house of 144 square feet. However, it is only two rooms, not three, since it is less than twice the DHLC amount of 288 square feet (144 x 2).
3. The dining room/living room combination is located in one room in an apartment. The approximate room dimensions (supplied by the applicant) are 10 feet by 11 feet or 110 square feet. This would count as ONE room, since it is less than the room size used by the DHLC for apartments of 120 square feet.

Calculating Heating Costs

In addition to income, annual household heating costs are also used to determine eligibility for the FAP. Annual heating costs can be calculated two ways, either by using the household's actual energy usage or by using the **Heating Cost Tables (Attachment C-1)** that have been prepared for each CAA.

Actual heating costs can be documented with receipts, bills, vendor printouts, or statements. The electric energy costs associated with the operation of heating sources must be added to the actual heating costs to determine the total annual energy cost for a household using actual heating costs. This is also true for households heating with wood or coal with a blower attached to the heating source. The supplemental electric cost table from the **Heating Cost Tables (Attachment C-1)** is to be used to calculate the electric costs. For example, in the case of a household heating with oil and having actual annual heating costs equaling \$770.52 for a single-family house with six rooms, the supplemental electrical cost is \$200. The total heating costs for this household is \$970.52.

Actual documentation for heating costs is preferred but the method used should be in the best interest of the applicant.

Calculating Electric Annual Energy Costs

Electric companies can provide billing histories for CAAs to calculate annual heating costs but because this energy type is also used for hot water heating and cooking, a formula must be used to determine the actual heat costs. The formula to be used, which eliminates non-heating usage of electricity, is to multiply the annual cost by 70%. For example, a household heats with electricity and has an annual bill of \$1,200, which is multiplied by .7 ($1,200 \times .7$) to calculate the annual heating cost of \$840.

Calculating the Basic Benefit

The household's basic benefit is calculated by matching the income level (A-75%, B-100%, C-125%, D-150%, E-175%, and F-200%; 49 % State Median Income (SMI) or 60% SMI) from the **Income Guidelines (Attachment B)** to the appropriate heating cost level as listed in the following **Annual Heating Cost** chart:

ANNUAL HEATING COST	USAGE CATEGORY
\$1201+	AA
\$901 - \$1200	BB
\$601 - \$900	CC
\$100 - \$600	DD

The income level and annual energy costs are then combined through the use of a **Benefit Matrix (Attachment C-2)**:

EXAMPLE MATRIX (All FUELS EXCEPT FOR SELF-PAID NATURAL GAS)	INCOME LEVEL					
	A	B	C	D	E	F
AA	1575	1365	1155	945	735	525
BB	1260	1092	924	756	588	420
CC	945	819	693	567	441	315
DD	630	546	462	378	294	210

EXAMPLE MATRIX FOR SELF-PAID NATURAL GAS	INCOME LEVEL					
	A	B	C	D	E	F
AA	788	683	578	473	368	263
BB	630	546	462	378	294	210
CC	473	410	347	284	221	156
DD	315	273	231	189	147	105

For example, a one-person household with a 30-day income of \$500 who would fall under income level A on the **Income Guidelines (Attachment B)**; and who had actual/adjusted annual energy usage of \$1,000 that would fall under level BB on the **Annual Heating Cost** chart, would receive a basic benefit of \$1,260 using the **Benefit Matrix (Attachment C-2)**. The Benefit Matrix demonstrates how the highest level of assistance is provided to the lowest income households with the highest energy burden.

Completing the Application

All applications must be submitted for certification or denial within thirty (30) days of the application start date. In the event that an applicant does not provide all the required documentation within thirty (30) days of the application date, the application will be denied for insufficient documentation. Upon completion, the CAA staff person must sign and date the application.

Certifying the Application

Each application must be certified FAP eligible or denied within thirty (30) days of the application completion date unless there is an energy emergency that requires immediate attention (*see Energy Emergency Guidance, page 27*).

An application can be certified when all the questions on the application that are necessary for determination of eligibility are answered, and complete documentation of all household income for the income determination period is attached.

A Certifier reviews all applications for accuracy and completeness and determines eligibility or ineligibility based upon the information provided. The Certifier will indicate that a household is either eligible or ineligible by enrolling or denying the application. Upon certification, the Certifier must sign and date the application.

Written notification of eligibility or denial must be sent to the applicant within thirty (30) days of certification. When a household is found eligible for a FAP benefit, an **Authorization Letter (Attachment D)** and a **Letter of Credit (Attachment E)** are mailed to the applicant and to the applicant's vendor. When a household is denied a FAP benefit, an **Applicant Denial Letter (Attachment F)** and a Fair Administrative Hearing Notice are mailed to the applicant.

Copies of all correspondence pertaining to eligibility must be maintained and be easily accessible. CAAs are not required to keep hard copies of computerized reports and letters, however a computer backup including reports and letters must be accessible for three years after the final expenditures for the applicable program year has ended.

ELIGIBILITY OF SPECIAL CASES

The following procedures are to be used to determine eligibility for applicants with the following circumstances:

Self-employment

Income must be documented on an annual basis for all self-employed individuals. If an individual has not been self-employed for a full year, the total number of days from the start of the self-employment will be used to calculate income. The following guidelines will be used in determining income for a self-employed person.

Self-employment Income

Self-employed individuals must provide their most current federal tax return (Form 1040) along with all appropriate supporting schedules/forms.

Applicants applying after February 28 of each year must provide copies of their previous year tax return with all attendant schedules to document their income from January 1 through December 31 or document their income back 365 days from the date of application.

For sole proprietorships, Schedule C-EZ or Schedule C is required, with all attendant supporting forms such as *Form 8829-Expenses for Business Use of Your Home* and *Form 4562-Depreciation and Amortization*.

For partnerships, *Form 1065* is required, with all attendant *Schedule K-1* forms and any other supporting forms such as *Form 4562*, and any statements for aggregated other deductions. For corporations, *Form 1120* or *1120S* is required, with all attendant supporting forms and schedules such as *Form 1125A-Cost of Goods Sold*, *Schedule K-1* showing shareholders' percentage of ownership in the corporation, *Form 4562*, *Form 8825-Rental Real Estate Income and Expenses of a Partnership or an S Corporation*, and any statements for aggregated other deductions.

For farm/agricultural businesses, Schedule F is required, with all attendant forms and schedules such as *Form 4562*.

Additional supporting documents may be requested upon review of the above documents to clarify the information represented.

Depreciation and amortization are not allowable expenses and will be added back into the net profit/loss.

If the self-employed applicant has not filed a federal tax return or was not self employed the previous year, a **Self-employment Income Statement (Attachment G)** plus back-up documentation can be used for documentation purposes. The Self-employment Income Statement requires approval from the CAA FAP Director. Supporting documentation for the **Self-employment Income Statement for Landlords (Attachment H)**, including business records and receipts, must be provided by the applicant in an orderly format. The application cannot be processed until the supporting documentation is presented. It is the applicant's responsibility to provide adequate proof of income and expenses. It is the CAA's responsibility to verify that all submitted documentation is accurate and complete.

Negative self-employment income is not to be subtracted from other household income but is to be counted as zero (0).

Income from households that also receive income from other sources, along with self-employment income, will be calculated in the following manner:

All household income, other than self-employment, will be documented for the most recent 30-day period. The annual income derived from self-employment and/or educational contract income will be pro-rated (divided by 365 days and multiplied by 30 days) to a 30 day period. Self-employment income will be added to the other household income to determine eligibility.

Specific Instructions for Completing the Self-employment Income Statement

The following is a list of specific descriptions for the allowable deductions for self-employment income:

Fuel: Fuel costs relating to the purchase of gasoline, diesel, gasohol, etc. used for work-related equipment are deductible (refer to the Car & Truck section below for transportation fuel).

Travel: Normal expenses are deductible when traveling for business. Deductible expenses include airplane, bus, and train tickets, operating and maintaining vehicles (refer to the Car & Truck section), meals, lodging, and other ordinary and necessary expenses relating to business travel. Expenses that are lavish, extravagant, or for personal or vacation purposes cannot be deducted. Expenses for travel/commuting between home and office cannot be deducted.

Taxes: Taxes relating to the cost of running a business or a profession are deductible, including sales, business profits, licenses, regulatory fees, state unemployment payments, corporate franchise taxes, user fees, and property taxes.

Repairs: Minor costs relating to the repair of work-related property or equipment are deductible.

Insurance: Payments for work-related insurance premiums are deductible, including premiums for fire, theft, flood, casualty, merchandise, inventory, liability, public liability, malpractice, worker's compensation, state unemployment insurance, use and occupancy, and business interruption. Employees' group insurance is also deductible as long as the strict nondiscrimination rules are complied with.

Utilities: Normal costs associated with running an office or business are deductible, such as electricity, heating fuels, and telephone. Note: If a home office is used, only the second phone line or actual long distance business phone calls are deductible.

Car & Truck: There are two methods for determining deductions: actual costs and standard mileage rate. If using the actual costs method, deduct gas, oil, tolls, tires, licenses, garage rent, parking fees, lease fees, and rental fees. If a car is used for both business and personal use, multiply the actual costs by the percent of time the car or truck is used for business. For example, a car used 60% of the time for business with \$2,000 annual costs would have a \$1,200 deduction ($60\% \times \$2,000 = \$1,200$). If using the standard mileage rate, multiply the business-related miles by the current IRS rate for mileage to arrive at the allowable deduction. Parking fees, tolls, and state and local personal property taxes may also be deducted. Records must be kept showing daily business mileage and a yearly business mileage figure.

Interest: Interest payments on business loans, business credit cards (used to purchase strictly business items), and mortgages are deductible.

Advertising: Costs relating to business advertising in newspapers, radio, television, leaflets, brochures, etc. are deductible, with the exception of political ads and foreign advertising.

Supplies: The costs of incidental supplies and materials such as office supplies, tools, books, professional instruments, and equipment are deductible as long as they are normally used up within a year.

Wages: Wages, salaries, bonuses, and gifts paid to employees, including anyone who is not a member of the household applying for the FAP, are deductible. In the case of household members on a "payroll", be sure that their income is not counted twice.

Rent: Costs relating to the use of property that the applicant does not own such as cars, tools, equipment, and property are deductible.

Cleaning: The cost of cleaning and janitorial services is deductible.

Bank Charges: The costs of maintaining a business bank account such as monthly service charges, check cashing charges, bad check charges, etc. are deductible.

Other: Bad business debts are deductible if there has been an actual loss of money or the amount of money to be paid was reported as income. Membership dues and subscriptions to professional, technical, or trade journals that deal with the applicant's business are deductible. Legal and professional fees (i.e., accountants, lawyers, etc.) that are ordinary and necessary expenses of operating a business are deductible. Legal fees paid to acquire a business are not deductible. Penalties and fines resulting from the non-performance of a contract are deductible. However, fines and penalties resulting from criminal or legal action paid to any government agency are not deductible. The costs of medical insurance premiums are deductible at a 25 percent rate (i.e., \$1,000 premium x 25% = \$250 deduction). All deductions under the Other heading should have a schedule attached.

When a business is operated out of an applicant's house or apartment, be it owned or rented, use the following method to calculate the allowable deduction:

Divide the number of rooms used for the business by the total number of rooms in the house/apartment, not including bathrooms and halls, to determine the percentage of the deduction. For example, a four (4) room apartment using one (1) room for the business results in 25 percent (1/4) of the expenses as the allowable deduction. A nine (9) room house with two (2) rooms used for business results in 22 percent (2/9) of the expenses as the allowable deduction; deductible items that this method may apply to include taxes, insurance, electricity, natural gas, or telephone, interest, and rent.

Rental Property Income

Applicant landlords must provide their most current federal tax return (*Form 1040*), along with *Schedule E*, and/or complete a **Self-employment Income Statement for Landlords (*Attachment H*)**. Applicants who apply after February 28 must provide copies of their previous year tax return, document income from January 1 through December 31 or document income back 365 days from the date of application.

The annual income derived from Rental Property income will be pro-rated (divided by 365 days and multiplied by 30 days) to a 30 day period. If an individual has not owned the property for a full year, the total number of days from the start of the ownership will be used to calculate income.

Rental business expenses from occupied rental units are deductible. These expenses may include fuel and electric costs, property taxes, repairs, mortgage interest, advertising, and general maintenance costs. The landlord's personal living space expenses cannot be deducted. In a situation where an applicant owns and resides in one apartment of a two-family house and one half (1/2) of the building is rental producing, one half (1/2) of the expenses may be deducted.

Subsidized Housing

For FAP purposes, subsidized housing is defined as a rental unit with a rental amount that changes or is adjusted according to the tenant's household income.

Tenants residing in subsidized housing will be eligible for benefits if they meet all other FAP requirements for eligibility, they are responsible for paying their own heating bill, and they have annual heating costs of at least \$100.00.

Tenants residing in subsidized housing will not be eligible for benefits if their heat is included in the rent and they are not responsible for paying their own heating bill.

Shared Housing

Shared housing is a situation where two or more individuals reside in the same residence, but as separate households. These households may include individuals who are boarders, custodial caregivers, owners of group homes, or persons receiving foster care payments for qualified individuals. The following descriptions provide guidance to the CAAs for evaluating the eligibility for an applicant in shared housing. **All applications will first be based on the premise that a household consists of all individuals living within a residential unit. All other living situations will be evaluated on a case-by-case basis.**

Boarder

A boarder is defined for FAP purposes as an individual who lives in an individual unit within a boarding/rooming house and pays a stipulated amount for lodging, which may include kitchen privileges. The boarder must have at least one room for their own private use. A boarder must live independently without supportive services provided by the landlord or by any other member of the boarding/rooming house. A private home cannot be classified as a boarding/rooming house.

A boarder must have a lease or other written agreement with the owner of the boarding/rooming house and documentation of previously paid rent.

A boarder must pay rent directly to the owner of the boarding/rooming house.

Anyone whose name appears on a household energy account cannot be considered a boarder.

Custodial Care Provider

A custodial care provider is defined for FAP purposes as a caregiver who lives with an elderly (60 and over) or disabled individual(s) solely for the purpose of providing essential health or supportive services to the elderly or disabled individual(s).

The custodial care provider will not be included as a household member on the application and his/her income will not be included in the total household income if either of the following conditions exists:

- He/she has a primary residence somewhere else.
- He/she gave up a primary residence for the sole purpose of giving care to the elderly or disabled individual(s).

The applicant must have a letter from a physician stating the medical need for an in-home provider.

This procedure should only be utilized in cases when it is readily apparent to the CAA FAP Director that the elderly or disabled head of household's ability to remain in his/her home is dependent upon this relationship with the custodial care provider.

Group Homes

When the owner of a group home applies for fuel assistance, the following criteria will be used for determining eligibility:

- In owner-occupied licensed homes, the owner will be considered self-employed.
- Owner-occupied non-licensed homes will be treated as one household and income from all residents will be submitted and documented.

Note: Residents of institutions or community-based facilities that provide ongoing services, care, or treatment are not eligible to receive FAP benefits under either of the following circumstances: a federal, state or local operating grant or subsidy is received by the institution or facility, or residents do not otherwise personally experience an energy vulnerability which can be reduced by the FAP.

Foster Care

Payments received by a home provider for foster care, made by either a state or tax-exempt placement agency, are reimbursements for the care of the foster individual, and are not counted as income in determining FAP income eligibility.

This regulation (IRS code) is specific to households with up to five individuals over age sixteen (16) or up to ten individuals under age sixteen (16). The foster care individuals must reside in the provider's home.

The foster care individual is not included as a household member for FAP purposes.

For FAP purposes, the rooms used exclusively by the foster care individual(s) will not be included when calculating the number of rooms in a residential unit.

The total number of foster care individuals and the documentation of any foster care payments within the documentation period must be submitted with the FAP application.

A copy of the State foster care certification must be submitted with the FAP application.

Roommates

A roommate is defined for FAP purposes as an individual who shares a residential unit with another individual(s), equally sharing energy expenses.

All roommates within a residential unit will be considered to be household members.

The income for all roommates within a household will be calculated to determine FAP eligibility and the amount of the benefit.

Students

Any college or university student eligible for FAP under the regular program guidelines must meet the following requirements:

- They must meet the definition of a household as defined in the FAP Procedures Manual (page 7) and not be a dependent in any other household.
- Any college or university student may be included as a household member on his/her parent/guardian's FAP application if the student is a dependent.
- A student can only be listed as a household member on one FAP application during any one FAP Program Year.

Documentation of a student's dependent status may be required to complete the FAP application. Acceptable documentation may include a copy of the student or parent's IRS tax or federal financial aid forms.

Foreign Students

Foreign students who are in the United States on a non-immigrant student VISA (Immigration and Naturalization Services, certificate I-20A-Visa Type/Class F1 or J1) and any of their dependents (Class F2 or J2) are not eligible for the FAP.

Qualified and Non-qualified Aliens

An individual with Qualified Alien status can be counted as a household member when determining FAP eligibility. Income from a Non-qualified Alien household member must be documented and included as household income. The Non-qualified Alien is not counted as a household member. All information must be documented in notes.

ENERGY EMERGENCY GUIDANCE

The New Hampshire Fuel Assistance Program procedures are intended to ensure that low-income households have access to services in a timely manner and access to emergency services on an immediate basis to prevent any household from experiencing a life-threatening hardship due to an energy emergency. The FAP definition of a response to an "energy emergency" is drawn directly from the federal Low Income Home Energy Assistance Act, as amended, 42 U.S.C. 2604.

The program shall be administered by public or nonprofit entities which have experience in administering energy crisis programs under the Low-Income Energy Assistance Act of 1980 or experience in assisting low-income individuals in the area to be served, the capacity to undertake a timely and effective energy crisis intervention program, and the ability to carry out the program in local communities. The program shall:

- Not later than 48 hours after a household applies for energy crisis benefits, provide some form of assistance that will resolve the energy crisis if such household is eligible to receive such benefits.
- Not later than 18 hours after a household applies for energy crisis benefits, provide some form of assistance that will resolve the energy crisis if such household is eligible to receive such benefits and is in a life-threatening situation.
- Require each entity that administers such program
 - a) to accept applications for energy crisis benefits at sites that are geographically accessible to all households in the area to be served by such entity; and
 - b) to provide low-income individuals who are physically infirm with the means to submit applications for energy crisis benefits without leaving their residences or traveling to the sites at which such applications are accepted.

An energy emergency requiring a response within 48 hours after application may include applicants with low-heat, utility shut-off, or rental eviction.

A life-threatening energy emergency requiring a response within 18 hours after application will include applicants with no heat and may include applicants who are homeless.

At no time during the application process should a household go from an energy emergency to a life-threatening situation due to a delay in processing an application.

All emergency applications must be documented with the date and time of initial applicant contact, application, certification, and authorization of emergency assistance.

If an applicant is experiencing an energy emergency, the following procedures will be followed:

1. The applicant in an energy emergency will have the opportunity to apply for fuel assistance within the next business day of the initial contact. The applicant in a life-threatening energy emergency will have the opportunity to apply for fuel assistance on the same business day as the initial contact.
2. The application for an energy emergency will be given certification priority. If eligible, notification will be made to the applicant's vendor to authorize an emergency delivery or to guarantee payment in the case of a utility disconnection notice. Vendor confirmation of the notification must be noted.
3. If ineligible, the applicant will be notified and referred to an appropriate resource.
4. All eligible energy emergencies must be documented by dates and times of initial applicant contact, application, certification, and authorization of emergency assistance.

ALTERNATIVE PROGRAMS

Assurance 16

The Federal Low Income Home Energy Assistance Program (LIHEAP) was reauthorized by Congress in the spring of 1994. In the reauthorization, Congress allowed new uses of "program" money up to 5% of the overall grant. The New Hampshire Fuel Assistance Program uses up to 5% of its available grant for Assurance 16 activities, which are specified by federal law to be:

- Counseling to promote self-sufficiency (case management - both fiscal and energy conservation related).
- Needs assessments.
- Intervention on behalf of qualified households with energy suppliers.

The primary goal of Assurance 16 is to work with a small percentage of FAP-eligible households to reduce or eliminate the need for the FAP or other assistance programs. The secondary goal is to target households with members who are elderly, disabled, or with children under the age of six (6) that do not have sufficient means to provide for a healthy home environment and who may have artificially low home energy bills. The final goal is to help low income people develop positive relationships with energy vendors.

The NH FAP Assurance 16 program provides self-sufficiency counseling to households that have required an expedited FAP application due to a home energy emergency (see emergency procedures). These households are encouraged to apply for the FAP and for other assistance in a timely manner to alleviate both special delivery charges and health and safety issues in the household.

Each CAA is required to submit an Assurance 16 proposal that demonstrates how it plans to execute the provisions of Assurance 16. The proposal should be based on a year-round program, operating beyond the normal FAP year. The authority to use program money for this purpose is contingent upon the receipt of the Assurance 16 Plan proposal.

Each CAA will provide a report on an annual basis, as specified by Federal and State requirements, which shows:

- How funds were spent.
- Number of households achieving self-sufficiency.
- Number of households reducing dependency on the FAP.
- Number of households denied benefits.

Senior Energy Assistance Services (SEAS)

The Senior Energy Assistance Services program provides energy assistance in the form of fuel oil, electricity, gas, or wood in an amount up to \$270.38 for households with members who are age 60 or older but who are not eligible for the NH Fuel Assistance Program.

Applicants for a SEAS benefit must complete a FAP/WAP application and be ineligible for benefits by regular program guidelines and by waiver.

The CAAs should determine eligibility by need or hardship, which should be documented in the comments section of the application.

SEAS recipients are not required to have income under the 60% SMI guideline as required by federal regulations for FAP.

Supplemental Benefit Program

When funds are available, New Hampshire's Fuel Assistance Program may include a Supplemental Benefit Program to provide additional assistance to previously certified eligible households. This benefit would be based upon several factors including but not limited to, the availability of funds, the number of applicant households, the increased cost of home energy, and the development of operating procedures specific to this programmatic component.

Firm Price or Pre-buy Program

When funds are available, New Hampshire's Fuel Assistance Program may include a programmatic component that will enable the State to better leverage federal LIHEAP dollars. This program may either be in the form of a firm price program or a pre-buy program for deliverable fuels. The intent is to maximize LIHEAP dollars to enhance the assistance provided to eligible FAP recipients.

OSI's decision to offer this type of program will be based upon the availability of funding and the development of operating procedures specific to this programmatic component.

APPLICANT RIGHTS AND RESPONSIBILITIES

Confidentiality

It is of the utmost importance that applicants are guaranteed complete confidentiality regarding information disclosed to all persons involved in the administration of the FAP.

The applicant agrees to a release of information when completing and signing the FAP/WAP application form. This release is specific to the FAP and includes the following only:

- Information necessary to establish eligibility for the FAP.
- Information necessary to determine the amount and type of assistance.
- The sharing of information with the NH Weatherization Program for purposes of eligibility for that program.

All other sharing of information requires an additional specific release signed by the applicant or other household member, or legal subpoena.

Waivers

This Fuel Assistance Program Procedures Manual is not intended to cover every possible situation that may arise. Therefore, the CAA FAP Directors are encouraged to use the waiver process when they determine that a program policy or procedure, or lack thereof, causes undue hardship for an applicant.

To request a waiver of a program policy or procedure, the CAA FAP Director (or designated staff person) must send an e-mail with a brief description of the waiver request to the OSI FAP Administrator. Supporting documentation may be requested before a waiver is approved or disapproved.

The OSI FAP Administrator will provide a response to the waiver request by e-mail. The documented waiver decision must be retained as part of the CAA FAP applicant's file.

The FAP Manager should also be contacted by telephone if the requested waiver is for a household experiencing an energy emergency. A waiver request may also be granted at a Fair Administrative Hearing.

No household, by federal law, may receive this waiver if the total gross household income is greater than 60% of the State Median Income Guidelines.

Unusual Emergencies

A waiver may also be granted in the case of an unusual emergency such as the result of an "act of nature" such as fire, hurricane, or flood that may force relocation or homelessness, in which no other assistance is available from public or private resources or from the community. This provision allows crisis assistance to be provided in the form of:

- Payment towards a security deposit for an income-eligible household that is homeless in order to secure housing (in which heat is included in the rent), thereby gaining access to ongoing FAP benefits.
- Payment towards a security deposit required by a utility company prior to connection of service towards which additional FAP benefits may be paid.

Appeal and Fair Administrative Hearing Procedures

All FAP applicants/clients who have been denied or who question the Fuel Assistance Program (FAP) benefits provided are entitled to appeal the decision, which may include a Fair Administrative Hearing. All FAP applicants/clients will be provided with information regarding the appeal process and the FAP Fair Administrative Hearing Procedures. The CAA must provide written notification of either the denial of benefits or the benefit determination to all FAP applicants/clients.

The written notification to FAP applicants who are denied benefits must include notification consisting of:

- A brief statement of the reason(s) for denial of benefits.
- A brief explanation of the appeal process.
- Their right to a Fair Administrative Hearing.
- A brief explanation of the FAP Fair Administrative Hearing process.

An applicant/client is entitled to appeal the FAP benefit determination for any of the following reasons:

- Their application has been denied.
- Their application was neither denied nor approved within thirty (30) days of the application completion date.
- Their benefit amount is less than what the applicant/client believes it should be.
- Their benefit amount or the duration of the benefit is less than what the written CAA notification originally identified.

A FAP applicant/client may appeal the determination of benefits by contacting the CAA FAP Director and requesting a review of the application. The CAA FAP Director must meet with the applicant/client either over the phone or in-person within ten (10) days of the applicant/client's request for an appeal.

During the exchange between the applicant/client and the CAA FAP Director, the applicant/client will have an opportunity to express his or her concerns, and the CAA FAP Director will have an opportunity to review and attempt to resolve the dispute. The CAA is responsible for documenting the results of the meeting. The documentation must contain information relative to the eligibility requirements or benefit determination.

If the client/applicant is not satisfied with the results of the meeting with the CAA FAP Director, he/she must be referred to the OSI FAP Administrator for an additional review of the application.

If the applicant/client is not satisfied with the determination of FAP benefits after discussing the issue with the CAA FAP Director and the OSI FAP Administrator, he/she may request a Fair Administrative Hearing.

An applicant/client must request a Fair Administrative Hearing with OSI within thirty (30) working days of the exchange with the OSI FAP Administrator.

The OSI Fair Administrative Hearings will meet the following standards:

- All hearings shall be held in a location reasonably convenient to the client/applicant.
- The hearing officer shall be an OSI employee who was not involved in rendering the challenged action or decision.
- The OSI hearing officer shall review the applicant/client CAA file prior to the hearing.
- The CAA file shall include at least the following:
 - a) client application
 - b) supporting household and income documentation
 - c) copy of written notification to the client/applicant of denial or any other contested decision
 - d) notes and/or documentation containing information relied upon by CAA in making the decision to deny benefits or to take the contested action.
- The hearing will be recorded by OSI and the decision will be based on the record and any evidence and information introduced from the applicant's FAP file.

The applicant/client is entitled to:

- Review his/her CAA documents prior to the hearing. OSI will insure that the client/applicant is provided with this option in a timely manner.
- A copy of the FAP Procedures Manual. OSI will provide the copy of the manual if it is requested by the applicant/client.
- Bring a representative to accompany him/her to the hearing, however OSI is not required to provide or to pay for such a representative.
- Present oral testimony, a written statement, and/or other relevant evidence.
- Present witnesses.
- Cross-examine witnesses.
- Request an interpreter to be provided and funded by OSI.

OSI will adhere to the following parameters:

- The applicant/client has thirty (30) days to request a hearing.
- OSI will conduct a hearing within twenty (20) working days of the request.
- OSI will make a written decision within ten (10) working days of the hearing. The written decision will contain a statement of reasons in support of the decision and will refer to the evidence relied upon regarding the decision..
- Strict rules of evidence will not apply to the conduct of the hearing.
- All written correspondence from OSI to the applicant/client shall be sent certified mail via the U.S. Postal Service.

If the applicant/client has requested a Fair Administrative Hearing, the CAA will hold funds equal to the benefit in question in reserve, pending the outcome of the Fair Administrative Hearing.

Fraud or Misinformation

In signing the FAP application, the applicant agrees to the following statement found under **Release and Conditions** on the application:

I understand that if I knowingly give inaccurate or incomplete information pertaining to my eligibility for the program(s), I am breaking the law and I can be prosecuted; conviction may result in imprisonment and/or fine. Furthermore, I may be subject to administrative penalties which may include denial of eligibility and/or repayment of the assistance I received. The information that I have provided for this application process is true and correct.

Misrepresentation(s) may occur during the application process as a result of misunderstandings or ignorance. Third party information to the CAA may also conflict with what the applicant/client has stated on his/her application.

A CAA employee should immediately inform the CAA FAP Director when information on the applicant/client's FAP application conflicts with:

- Third party information.
- Documentation.
- Verbal information provided by the applicant/client.

Since a discrepancy may be the result of unintentional misinformation or due to misunderstandings, CAAs should utilize the following procedures:

A. During the application process, the CAA shall:

1. Contact the applicant, either in writing or over the telephone, requesting his/her assistance and cooperation in providing supplementary support or clarification of information contained in the application.
2. If additional documentation is required, the CAA will request the information from the applicant. The CAA will notify the applicant if OSI is informed of the situation in question.
3. Place the approval process in a pending status while further review takes place. The CAA review process will not exceed 30 days.
4. Obtain further information and clarification regarding the application.
5. If the CAA determines that no further review is necessary or that the information received has been clarified to the satisfaction of the CAA, then the application approval process shall resume.
6. If the CAA determines, based upon the information received and further review, that the application cannot be approved, the applicant will be denied as set forth in Section “C” below.

The CAA will hold funds in the amount of the benefit in question in reserve, pending the outcome of the review process.

B. If a FAP client has already begun to receive benefits and the CAA receives additional information that could alter the client’s eligibility for the program or benefit amount, the CAA should initiate the following procedures:

1. Contact the applicant, either in writing or over the telephone, requesting his/her assistance and cooperation in providing supplementary support or clarification of information contained in the application.
2. Prior to the determination as to whether or not to suspend benefits, the OSI Fuel Assistance Program Administrator must be notified. The OSI Fuel Assistance Program Administrator may participate in the review process.

3. If the information provided by the client is not satisfactory, the CAA will send a letter to the client informing them that their eligibility is in question and that fuel assistance benefits may be suspended pending a review. The letter must clearly identify the reason(s) for a suspension of benefits. A copy of the letter will be sent to OSI.
4. The CAA FAP Director will telephone the client's vendor stating that fuel assistance benefits for the client have been suspended until further notification. The CAA is responsible for confirming that information in writing to the vendor. The client will receive a copy of that letter. Unless the vendor has information pertinent to the review, the reason(s) why the client's benefit is suspended is not to be disclosed.
5. The CAA will hold sufficient funds in reserve, pending the outcome of the review process.
6. The CAA FAP Director will review all information with respect to eligibility and/or possible fraud or willful misrepresentation. The review process may include further clarification from the client.

C. Disqualification:

The client may be subject to denial, disqualification, or termination of FAP benefits when:

1. The client fails to respond or cooperate in the reassessment of the application in question.
2. Evidence resulting from the review process confirms either that the client is ineligible, or the existence of fraud or willful misrepresentation. The OSI FAP Administrator must be involved in the decision-making process prior to the final determination.

D. Written Notification:

1. The client shall be provided with a written notification of the denial of the application, disqualification, rescission of approval, or termination of assistance.
2. CAA FAP Director will notify the vendor that the client's benefits have been terminated.
3. The written notification will include notice of the client's right to request a Fair Administrative Hearing and notice of the Fair Administrative Hearing process.

E. Restitution:

1. The CAA shall make every effort to effect a voluntary restitution of those funds (payments) expended on behalf of an ineligible client.
2. The CAA may choose to initiate court action should a client refuse or fail to comply with a request for voluntary restitution.
3. The CAA will not be held liable for payments made on behalf of the ineligible client, provided that all procedures identified in the Fuel Assistance Program Procedures Manual had been properly followed.

A perceived incidence of fraud by a FAP applicant/client must be confirmed by evidence of deliberate and willful intent to defraud. OSI will refer cases where there is evidence of fraud or willful misrepresentation to the Attorney General's Office.

PROGRAM MANAGEMENT

Outreach

Coordination with the CAAs to implement a full statewide outreach plan for reaching vulnerable households is important when delivering comprehensive services to the low income population of New Hampshire. This process may include utilization of various media and social service agencies.

Each CAA shall submit to OSI a detailed plan of all activities to be performed for the purposes of outreach prior to the start of each program year on October 1.

The plan may include but is not limited to:

- Generating a mailing list of the previous year's clients for the purpose of disseminating FAP information.
- Using mass media and related outlets such as television, radio, newspapers, internet, social media and community meetings to publicize the program.
- Mailing the **Vendor Agreement (Attachment J)** and program information to vendors prior to opening the program.
- Distributing program information to appropriate community agencies, vendors, and other CAA programs.
- Opening outreach sites and conducting home visits when necessary.

OSI shall provide the following services:

- Contacting agencies that publish newsletters for the purpose of soliciting their help in disseminating FAP information.
- Developing press releases for distribution to major radio and TV stations and newspapers throughout the state.
- Apprising CAAs of any and all pertinent program information prior to its release to the general public.
- Participating in public speaking engagements as requested.

Approval to Obligate

FAP funds are contracted to the CAAs but are available only as the federal funds are awarded to the State. The State gives authorization to the CAA to obligate and expend funds by the issuance of the **Approval to Obligate** (*Attachment K*).

Over-obligation

In the course of the program year, a CAA may reach the maximum level of the original Approval to Obligate and it may become necessary to make a request to OSI for approval to over-obligate program funds.

The CAA must receive prior authorization to over-obligate funds from the OSI FAP Administrator and must follow the following procedures:

1. The CAA will contact the OSI FAP Administrator and receive verbal authorization to over-obligate funds in a specific dollar amount based upon prior program performance.
2. OSI will provide a written decision on the approval to over-obligate which will be sent to the CAA FAP Director.

A CAA that over-obligates funds without prior written approval may be required to use administrative funds to cover the amount of unapproved funds.

Reallocation

OSI may reallocate unobligated program funds when an imbalance in program obligations occurs between CAAs. An imbalance in program obligations occurs when CAA "A" has unobligated funds above the amount needed to fund its scheduled appointments in advance, while CAA "B" has unobligated funds below the amount needed to fund scheduled appointments in advance. This reallocation will be executed by the Approval to Obligate.

Line of Credit

The applicant is notified by an **Authorization Letter (Attachment D)** that a line of credit, with the amount included, has been established with his/her energy supplier to pay future energy services. (If a phone or email verification to establish a line of credit is necessary to authorize a delivery for an applicant experiencing an energy emergency, this phone or email verification will be made by the CAA vendor contact(s)). The Authorization Letter also informs clients that lines of credit will terminate, regardless of any balance, as of April 30. At this time, the remaining credit balances are rolled back into the program.

The energy supplier is notified of the credit amount by receiving a **Letter of Credit (Attachment E)** within twenty (20) working days from the certification date or the opening of the program on December 1.

The energy supplier must submit a bill before payment will be made. The CAA will make payments within twenty (20) working days of receipt of the bill.

PAYMENT PROCEDURES

Arrearage "Back Bill" Payment

An unpaid bill can be submitted at the time of an application. Payment will be made within twenty (20) working days of certification of the application. Vendors can also submit back bills.

General Payment

Services rendered prior to October 1 of each year by vendors of deliverable fuels are not an allowable payment except in the case of wood deliveries, which may be authorized for delivery prior to October 1.

Services rendered prior to November 1 by utility vendors are not an allowable payment. However, due to the unique billing cycle of regulated utilities, the CAA may make regular or budget payments for bills that include any part of November energy included in it. For example, an applicant submits a bill from a utility company covering energy usage between October 15 and November 12. Since the bill documents November usage, the entire bill is an allowable payment.

The unpaid bill becomes the first payment deducted when a credit is established with the same energy supplier.

Applicants are notified that the bill has been paid by the **Termination of Benefits Letter (Attachment L)** once the full benefit has been exhausted.

The CAA must check all bills against previous payments to guard against duplicate payments and/or overpayments.

The amount of the bill is subtracted from the FAP credit balance. When the bill is larger than the credit balance, pay only the remainder of the credit balance. If a balance remains after the payment, the vendor must be notified of the remaining balance at the time of each payment.

Transfer of credit amounts will be limited to any of the following situations:

- Applicant moves to a new address.
- Applicant changes fuel type used.
- Vendor refuses service to the applicant.

A **Documentation of Wood Delivery (Attachment M)** must be signed by both the vendor and the client. This form will be mailed to the vendor with the **Letter of Credit (Attachment E)**. No payment is made without documentation of delivery from the vendor to the applicant, unless the bill to be paid is a direct payment.

Budget Plan Payments

If the applicant and vendor have a budget plan in place:

- Divide the level of assistance by the agreed-upon budget payment to determine the number of monthly payments that can be made.
- The applicant is notified by means of the **Authorization Letter (Attachment D)** that budget plan payments will be made to his/her energy supplier.
- Payment will commence on the first month, due at the time of application or October 1 and occur monthly thereafter. Budget payments may not be made beyond April 30. The sum of the budget payments shall not exceed the benefit.
- Budgets dated prior to October 1 are not eligible for payments.
- Monthly payment towards a budget plan constitutes the service, therefore copies of delivery slips are not necessary. However, a bill should state that payment is for a budget plan.
- Upon final payment, the CAA will inform the vendor that the assistance is exhausted.
- The applicant may choose to have payments made to the vendor for actual consumption in lieu of the budget payments.

Rent Vouchers

For applicants whose heat is included in the rent, a CAA landlord form must document the amount of the rent per month. Authorization for payment will be in the form of a **Rent Voucher and Tenant/Landlord Agreement** (*Attachment N*).

An **Authorization Letter** (*Attachment D*) will inform the applicant of the number of months which the benefit will cover and will include an explanation of the use of the **Rent Voucher and Tenant/Landlord Agreement** (*Attachment N*).

The amount of the voucher will be equal to the rent for one month. (If the last voucher is equal to \$20 or less, this amount may be added to the preceding month's voucher.)

No vouchers may be issued for the period prior to December 1.

No vouchers may be issued for the period after April 30.

The landlord must submit the appropriate month's voucher to the CAA for payment.

The landlord and the FAP-certified eligible tenant must both sign the voucher.

All vouchers must be submitted to the CAA by the second Tuesday in June to receive payment of the current program year benefits.

Direct Cash Payments

Direct cash payments to the client may be made with written approval from OSI. **EXCEPTION:** No waiver is required if the direct payment is going to a FANF household that has its rent paid directly to the landlord.

Other Allowable Payments

Other allowable payments are those incidental to the start-up of service including reasonable connection or re-connection fees, delivery fees, deposits, and other fees related to the start-up of service. Certified eligible homeowner households can choose to have up to \$150 in furnace repair or cleaning costs deducted from the FAP benefit upon submission of a bill from the original vendor.

Unexpended Letter of Credit Report

An unexpended Letter of Credit report for each applicant with outstanding benefit amounts (credits) must be sent to all vendors by April 10 of each year, to provide vendors an opportunity to submit invoices.

Termination of Benefits

All applicants must be notified of the termination of FAP benefits. The **Termination of Benefits Letter (Attachment L)** must be sent to households within fifteen (15) days of exhaustion of benefits.

Availability of Supporting Documentation

Records of delivery slips, bills, or vouchers from vendors and check stubs for payment of such, must be filed and made easily accessible.

Transfer and Sale of Benefits

The FAP benefit may not be sold, released, or otherwise transferred by the recipient or the energy supplier. Only the CAA may authorize a transfer of the benefit from one vendor to another when the transfer is necessary to allow the applicant to use the benefit and the transfer is consistent with all FAP guidelines.

PROCUREMENT

General Procurement Goals and Objectives

The CAA must ensure that all procurement of materials, property, or equipment with FAP funds is conducted in a manner to provide open and free competition and to avoid any appearance of impropriety.

No CAA employee, officer, or agent shall solicit or accept gratuities, favors, or anything of monetary value from a contractor or potential contractor.

Proposed procurement actions shall follow procedures to ensure the avoidance of purchasing unnecessary or duplicative items. Where appropriate, an analysis shall be made of lease and purchase alternatives to determine which would be the most economical and practical choice.

Some form of price or cost analysis shall be made in connection with every procurement action.

No CAA may use FAP funds for the purchase of land or the purchase, construction, or permanent improvement of any building or other facility (other than low-cost residential weatherization or other energy-related home repairs).

The CAA shall request and obtain written approval from OSI for any agency procurement contract, agreement, or bid proposal prior to its award when:

- The procurement, at least a portion of which is FAP-funded, is expected to exceed \$10,000.
- The proposed procurement is a sole source procurement including when only one bid or proposal is received, in which the aggregated expenditure is expected to exceed \$5,000, of which at least a portion is FAP-funded.
- The CAA fails to comply with its own procurement procedures and with the OMB Circular A-122.

MONITORING

OSI will conduct program and fiscal monitoring of the CAAs for compliance with Federal and State rules and regulations. OSI is available for technical assistance and if further assistance is needed, OSI will confer with the appropriate HHS officials.

On-site monitoring will occur throughout the program year. Each on-site visit will include an entrance and exit interview between the OSI monitor and the CAA FAP Director, CAA Fiscal Director, or CAA Executive Director. OSI will provide the subgrantee with a written report following each monitoring visit. If follow-up or corrective action is required, a time frame for corrective action will be given in this report.

Monitoring of energy suppliers will be done by an OSI monitor on a random basis for compliance with Federal and State rules and regulations. OSI will issue a written report to the CAAs containing all findings following each monitoring visit of a vendor in their territory.

In the case of failure to adhere to the rules and regulations, the CAA will request technical assistance and/or develop a corrective action plan and act upon said plan within an amount of time agreed upon by OSI. Upon review and consideration of the corrective action to bring about a resolution, OSI will notify the CAA of its acceptance or denial and offer further technical assistance.

Failure to correct any questionable matter will result in the following:

- Non-compliance will be brought to the attention of OSI.
- All grant payments to a subgrantee may be withheld until non-compliance is resolved.
- The OSI Director or his/her designee will bring the non-compliance to the immediate attention of the Executive Director of the CAA.

The CAAs are responsible for submitting all required reports to OSI in a timely manner. In addition, all reports are expected to be complete and accurate. OSI will provide technical assistance to any CAA having difficulty in meeting the reporting requirements.

The CAA will retain FAP program funds in a separate account. Interest earned on this account will be reported to OSI on the monthly administrative funds report. The CAA is to spend earned interest on the Fuel Assistance Program.

Monitoring Report

All monitoring visits conducted by OSI will be followed by a written monitoring report to the CAA. Each report will consist of an evaluation of the monitoring visit including general comments, recommendations, and corrective actions. The following definitions may assist the CAAs in fully addressing the issues in the monitoring report:

Recommendation: A suggestion to improve program performance when the function is in compliance with the program procedure, policy, or regulation and with the CAA policy and/or procedure

Corrective Action: Required measures to address and correct non-compliance with a program procedure, policy, or regulation

Monitoring by OSI may include but is not limited to:

Outreach Site Evaluation Monitoring (*Attachment O-1*)

- Adequacy of sites – number of staff and hours covered.
- Accessibility of sites and telephone.
- Privacy and waiting accommodations for applicants.
- Compliance with State procedures.

Community Outreach and Public Relations

- Type of outreach completed.
- Type of outreach now engaged in.
- Type of outreach planned.
- Number of home visits done.
- Examples of advertising and publicity.

Intake Interview Monitoring (*Attachment O-2*)

- Information given to applicants.
- Politeness/sensitivity and referrals to other social services/organizations.
- Privacy.

Application and Vendor Payment Monitoring (*Attachment O-3*)

- Length of time from date of application to certification.
- Length of time needed to handle an emergency.
- Review of denied applications, including over-income applications receiving SEAS benefits.
- Review of client eligibility.
- **Fair Administrative Hearing Notice** mailed out with **Applicant Denial Letter (Attachment F)**.
- Examples of letters sent to applicants/clients.

Spend Down Monitoring (*Attachment O-3*)

- Timeliness of payments.
- Credit spend-down.
- Process used by CAA to monitor payments.
- Appropriate correspondence sent to vendors and recipients.

Vendor and Landlord Relations Monitoring (*Attachment O-3*)

- Signed vendor and landlord agreements.
- Payment procedures.
- Review letters sent to vendors.

Emergency Procedures Monitoring (*Attachment O-3*)

- Length of time from initial contact until crisis was alleviated.
- Types of action (e.g., referral, fast-track FAP, emergency application).

Coordination

- Coordination with Weatherization Program.
- Coordination with other social services/organizations.
- Coordination within CAA.

LIHEAP Fiscal Monitoring (*Attachment O-4*)

Fiscal Policies and Procedures

- Date of most recent fiscal manual.
- Frequency of review and/or updates.
- Allocation of administrative and/or indirect costs.
- Annual financial audit.
- Advance payments.
- Budget.
- Administrative process for paying invoices.
- Reimbursement request.
- Staff time.

Reporting Requirements

1. Financial Reports

FINANCIAL REPORT	DUE DATE
Proposed budget, budget support sheets, salaries, and wages	Prior to Governor and Council approval of original contract
Monthly Expenditure Report/Reimbursement Request (Attachment P). Process payments for Admin and SEAS	The 15 th of the following month
Schedule of equipment acquired with Federal funds	Due with final Monthly Expenditure Report/Reimbursement Request
Assurance 16: Expenditure Report/Reimbursement Request (Attachment Q)	The 15 th of the following month
Weekly Expenditure Report/Reimbursement Request (Attachment R)	Monday at 10:00AM of the following week

2. Statistical Reports

STATISTICAL REPORT	DUE DATE
Energy Expenditure Report (Attachment S)	Computer generated by OSI
CAA Statistical Report (Attachment T)	Computer generated by OSI
FAP Municipal Report	Computer generated by OSI
Assurance 16 Report (Attachment U)	November 1, March 1 and July 1(final).
Senior Energy Assistance Program (SEAS) (Attachment V)	The 15 th of the following month, with Administrative Reimbursement Request, as funds are expended. Final Reports due May 15 th , reporting through June 30 th . Note: Contracts for SEAS may be for multiple fiscal years. When this happens, there may be additional reporting dates TBD.
HHS Required Data Report (Attachment W)	Computer generated by OSI

All payments to subgrantees may be withheld for the following reasons:

- The subgrantee has failed to comply with reporting requirements.
- Discrepancies or inconsistencies in reporting have been revealed through the monitoring of subgrantee records.
- Program operations or expenditures are in non-compliance with provisions of the contract.
- Late and/or inaccurate data in weekly or monthly reporting.

Redacted



November 16, 2018

Judith Tompson
9 Lancelot Ct Apt 8
Salem, NH 03079

RE: Fuel Assistance for account [REDACTED]

Dear Judith Tompson,

We have received notification from Southern New Hampshire Services that you have been qualified for the 2017-2018 Electric Fuel Assistance Program. Your account has been noted with a benefit in the amount of \$945. This benefit will be applied toward your winter bills beginning with a bill date of November 2017 and continuing through April 2018. You will be required to pay the remaining balance, if the fuel assistance benefit is not sufficient to cover the full amount of these winter month bills.

If you have any questions about your Fuel Assistance benefit please contact us at 1-800-375-7413, Monday – Friday 7am – 5pm.

Sincerely,
Liberty Utilities Customer Service

Liberty Utilities
PO Box 1380
Londonderry, NH 03053
Fax: 603-421-1768