

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-001

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Eric Stanley

Request:

Reference Filing at page 6. With respect to the Residential Building Practices and Demonstration Programs - Early Boiler Replacement Pilot, does Liberty Utilities - Gas plan to perform an evaluation of the program before changing from a "pilot" status to "full-scale" status?

Response:

Liberty Utilities does not plan to conduct an evaluation of the Early Boiler Replacement (EBR) pilot. The current pilot is centered on conducting research that will lead us to optimizing the processes and logistics of working with customers and contractors prior to "full-scale" implementation.

(LU Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-002

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Eric Stanley

Request:

Reference Filing at page 6. The filing indicates that rebates for Liberties Utilities-Gas are "up to \$3,000" for the Early Boiler Replacement program. Does "up to \$3,000" mean that there will be a sliding scale of rebates below \$3,000? If so, what are the other rebate amounts in the sliding scale?

Response:

During the pilot, Liberty Utilities is offering a rebate of 50% off the installed cost of the new boiler, up to a maximum of a \$3,000 rebate. When Liberty Utilities completes the pilot, we will determine if installations are always over \$6,000. If they are over \$6,000, we propose offering a standard \$3,000 rebate for all hot water boilers. If that is the case, there will not be a sliding scale in the full-scale program. (Please note we are also offering a rebate of 50% off the installed cost of the new steam boiler, up to a maximum of a \$1,900 rebate.) At this point in the pilot program, the sliding scale has not applied to any installations.

(LU Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-005

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Eric Stanley

Request:

Reference Filing at page 6. What is the proposed budget for the Liberty Utilities-Gas Early Boiler Replacement program?

Response:

Liberty Utilities' Early Boiler Replacement budget is a portion of the ENERGY STAR Appliances program. Within that program, the Early Boiler Rebate budget is \$55,600 for 16 hot water boilers and 4 steam boilers.

(LU Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-006

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Eric Stanley

Request:

Reference Filing at page 6. Is the Early Boiler Replacement program cost effective? Please provide cost effectiveness analysis.

Response:

Page 75 of the Filing contains Liberty Utilities' Gas ENERGY STAR Appliance Program savings for the Early Boiler Replacement measure. The table below displays a summary of the benefit cost factors for the life of the two types of boilers. These values are taken from the Massachusetts' Technical Reference Manual 2013-15 Plan Version, and can be found on page 108 of that document.

As shown on the table below, each of the two measures has two separate benefits associated with it, one for the initial ten years in which it is assumed to replace an existing, operating, inefficient boiler, and a second for the final twenty years of the measure life, in which the savings is compared to a lower efficiency, baseline unit.

Boiler Type	Measure Life	AFUE Change	Annual Savings per Unit (mmbtu)	Total Lifetime Savings	Total Resource Cost	Incentive	B/C
EBR, Steam: 82%+ AFUE	Initial 10 years	55% to 82%	43.9	1,756	\$1,615	\$1,500	2.3
	20 years (year 11 to 30)	75% to 82%	3.5	280	\$431	\$400	1.5
EBR, FHW: 90% AFUE	Initial 10 years	65% to 90%	23.6	3,776	\$1,864	\$1,500	1.1
	20 years (year 11 to 30)	80% to 90%	10.4	3,328	\$1,864	\$1,500	1.0

(LU Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-008

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Eric Stanley

Request:

Reference Filing at page 6-7. With respect to the Residential Building Practices and Demonstration Programs- Wifi thermostat program, both Gas Utilities are proposing to change the program from "pilot" status to "full-scale" status. Cadmus performed an evaluation of the program in Massachusetts earlier this year and the study was provided to the Commission on August 21, 2013 (see Commission website). Please provide a summary of the salient parts of the Cadmus report that support the proposed change from pilot status to full-scale status.

Response:

Cadmus performed an analysis of the Wi-Fi thermostat program in MA and RI in 2012. They performed a second analysis in NH in 2013. It was the NH analysis report of 2013 that was provided to the Commission on August 21, 2013. The key point of the report was that the lessons learned in the NH analysis were consistent with the findings of the earlier 2012 study.

The MA and RI 2012 Cadmus study determined when Wi-Fi thermostats replaced non-programmable thermostats the savings are 87 therms or 10% per thermostat, while when they replaced programmable thermostats the savings are 66 therms or 8% per thermostat. The 2013 NH Cadmus study found a 69 therms savings per installation when we replaced programmable thermostats. This consistency in findings supports the full-scale implementation of this measure in the 2014 ENERGY STAR Appliance Program.

The NH study tracked 29 customers installed units in 2012. It examined the gas savings of the units as compared to the replaced programmable thermostats. Through detailed billing analysis it was determined there was an average savings of 8%, or 69 therms, for each unit. 88% of the participants rated the thermostat installation to be either "Very easy", "Easy" or "Neutral".

(Joint Utility Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-009

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Eric Stanley

Request:

Reference Filing at page 6-7. The gas companies are proposing a rebate of \$100 for the 2014 WiFi program. Please expand on why this change is appropriate. Please include in your response the information contained in the Cadmus Study performed for the WiFi program in Massachusetts.

Response:

The NH CORE Utilities are proposing a rebate of \$100 for the 2014 Wi-Fi measure. All electric and gas utilities plan to offer this measure in 2014.

The \$100 rebate is consistent with the GasNetworks rebate currently offered in MA and RI. The 2012 Cadmus MA and RI study asked the question: "Now that you have had a chance to use the Wi-Fi thermostat, if the cost of a non-Wi-Fi programmable thermostat was \$200, how much more would you have been willing to pay for the Wi-Fi feature?" 52% of the respondents stated they would pay \$0 to \$100 more for the Wi-Fi feature while 48% of those responding stated they would pay over \$100 for the feature.

The 2013 Cadmus NH study found that customers recommended a rebate level of \$50 to \$150. With the cost of some of the most common Wi-Fi thermostats costing \$200, plus possible installation expense, offering a \$100 rebate (not to exceed the cost of the unit) is a reasonable rebate. At \$100, the rebate is about 50% of the retail cost. This 50% rebate is similar to what is offered for weatherization work in the Home Performance with ENERGY STAR program.

(Joint Utility Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-011

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Eric Stanley

Request:

Reference Filing at page 6-7. What is the proposed budget for the WiFi program for 2014?

Response:

The Wi-Fi Thermostat rebate will be a measure within the ENERGY STAR Appliance Program. The 2014 budgets for each utility are summarized below.

Utility	Number of Customer Rebates	Budget
Liberty Utilities-Gas	172	\$17,200
Liberty Utilities-Electric	10	\$1,000
NHEC	0	\$0
PSNH	60	\$6,000
Unitil-Gas	44	\$4,400
Unitil-Electric	0	\$0

(Joint Utility Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-015

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Eric Stanley, Thomas Palma

Request:

Reference page 7. What are the proposed budgets for the residential third part financing pilot?

Response:

As stated on page 6 of the Filing, the NH Gas Utilities plan to use a portion of Residential Building Practices and Demonstration Gas Program budget to fund a Third Party Financing Pilot. As the Pilot is implemented a portion of the budget will be allocated across the various expense categories. The majority of the funds will pay for the interest rate buy-down of the loans. Liberty Utilities' has budgeted \$35,000 and Unitil has budgeted \$14,000 for the Third Party Financing Pilot.

(Joint Gas Utility Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-017

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Eric Stanley

Request:

Reference page 7. What other states have implemented the HER program; and, what has been their experience to date?

Response:

As summarized below, electric and/or gas behavioral energy efficiency programs are approved in 29 states and 4 states have approval pending. Across the country, 85 utilities are currently utilizing the vendor Opower to provide program support.

1. Arizona	12. Kentucky	23. New York
2. Arkansas	13. Louisiana- <i>approval pending</i>	24. North Carolina
3. California	14. Massachusetts	25. Ohio
4. Colorado	15. Maryland	26. Oklahoma
5. Connecticut	16. Michigan	27. Oregon
6. Florida	17. Minnesota	28. Pennsylvania
7. Hawaii	18. Missouri	29. Rhode Island
8. Idaho- <i>approval pending</i>	19. Nevada- <i>approval pending</i>	30. Texas
9. Illinois	20. New Hampshire	31. Utah
10. Indiana	21. New Jersey	32. Virginia
11. Iowa- <i>approval pending</i>	22. New Mexico	33. Washington

Please refer to OCA 3-3 for a link to the evaluation reports specific to gas Home Energy Reporting programs.

(LU Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-018

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Eric Stanley

Request:

Reference page 7. PSNH utilizes the O-Power model. Why aren't the gas utilities utilizing the same model?

Response:

Liberty Utilities intends to utilize the vendor Opower for its behavior pilot, and has been in discussions with this vendor over the past year. Currently, Opower is the only vendor that provides gas-focused behavioral efficiency programs and Liberty Utilities is interested in drawing on their significant experience.

(LU Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-019

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Eric Stanley

Request:

What is the proposed budget for the HER pilot for the gas companies?

Response:

Liberty Utilities plans to use a portion of Residential Building Practices and Demonstration Gas Program budget to fund a Home Energy Reports (HER) Pilot. Liberty is proposing to run the HER pilot during the 2014/2015 winter heating season with \$158,500 coming from both the 2014 and 2015 program year budgets.

(LU Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-020

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Eric Stanley

Request:

What is the anticipated cost effectiveness of the proposed HER pilot program?

Response:

Gas Home Energy Reports programs pass cost effectiveness tests around the country and filed TRC's range from 1-3.5. The following table highlights a selection of filed programs and their planned/actual cost test scores. Based on the filed TRC's of Gas Behavioral Efficiency Programs across the country and the actual results achieved in MA, LU expects the cost effectiveness of its pilot program to fall within the range of 1.0 - 1.4. LU will determine the actual cost effectiveness of the program after completion of the pilot.

TRC's for Gas Behavioral Efficiency Programs				
State	Utility	Period	Planned or Actual	TRC
Colorado	Xcel	2012-2013	Planned	1.00
Illinois	Peoples/North Shore Gas	2012-2013	Planned	1.07
Illinois	Ameren	2011-2013	Planned	1.71
Illinois	Nicor	2012-2013	Planned	3.10
Ohio	Columbia Gas of OH	2012-2016	Planned	1.11
Oklahoma	Centerpoint	2012-2014	Planned	1.19
Arkansas	Source Gas	2011-2013	Planned	1.01
New York	Central Hudson	2012-2015	Planned	3.50
Massachusetts	National Grid	2010	Actual	1.44
Massachusetts	National Grid	2011	Actual	1.30
Massachusetts	National Grid	2012	Actual	1.00
Massachusetts	NSTAR	2010	Actual	1.05
Massachusetts	NSTAR	2011	Actual	1.00

(LU Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-023

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Thomas Palma

Request:

Reference page 54. Why is Unitil-Gas showing only 1.0 B/C ratio for its Energy Star® Homes program?

Response:

The evaluated total resource cost of this program has increased, and the estimated avoided cost of gas and other energy types has decreased as reported in the 2013 Avoided Energy Cost Study, undertaken by Synapse for the entire northeast region. This increase in cost and reduction in benefits have led to a lower cost-effectiveness. The program was designed in order to remain cost-effective with a BC of at least 1.0.

(Unitil Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-024

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Thomas Palma

Request:

Reference page 55. Why is Unitil-Gas showing only a 1.0 B/C ratio for its Residential Heating and Water Heating program?

Response:

The estimated avoided cost of gas and other energy types has decreased, as reported in the 2013 Avoided Energy Cost Study, undertaken by Synapse for the entire northeast region. This reduction in benefits has led to lower cost-effectiveness for this program. The program was designed in order to remain cost-effective with a BC of at least 1.0.

(Unitil Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-030

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Thomas Palma

Request:

Reference page 12. With respect to Unitil's On-Bill Financing C&I program, what is the current balance of the revolving loan fund?

Response:

As of September 30, 2013, the balance of the C&I revolving loan program is \$206,084, with approximately \$2,350 per month from customer repayments.

(Unitil Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-031

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Thomas Palma

Request:

Reference page 12. With respect to Unitil's On-Bill Financing C&I program, what projects are planned for 2014?

Response:

There are two loans planned as of September 30, 2013 totaling approximately \$40,000, which will reduce the principal balance of the revolving loan fund to approximately \$166,000. Several other customers have been identified that are candidates for loans, but which may or may not take advantage of the opportunity in 2013 or 2014.

(Unitil Response)

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-032

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Thomas Palma

Request:

Reference page 12. With respect to Unitil's On-Bill Financing C&I program, Unitil is proposing to shift the funds in the revolving loan fund to other C&I programs. What programs are the recipients of the funds? Did Unitil consider shifting the funds to support the residential programs? Please explain.

Response:

The table below shows the 2014 budget for each C&I program (including the municipal program) as proposed in the final 2-Year Plan as filed on December 17, 2013, as well as the 2014 budget proposed in this filing. Unitil is proposing to shift previously budgeted revolving loan funds to the large and small C&I programs to help offset the re-allocation of \$220,748 from those programs to the newly created Municipal Program.

	Original 2014 Budget	Revised 2014 Budget	Variance	% Change
Large C&I	\$855,725	\$724,702	-\$131,023	-15%
Small C&I	\$485,780	\$456,899	-\$28,881	-6%
Municipal Program	\$0	\$220,748	\$220,748	NA
C&I RLF	\$50,000	\$0	-\$50,000	NA
Total	\$1,391,505	\$1,402,349	\$10,844	+1%

(Unitil Response)

**Public Service Company of New Hampshire
Docket No. DE 12-262**

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-036

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Carol Woods

Request:

Reference page 39. Why is NHEC's Home Energy Assistance (HEA) program only slightly above the threshold 1.0 B/C ratio (i.e., 1.04)?

Response:

The planned HEA program B/C for the 2013 program year was 1.32 as compared to 1.04 for 2014. There are a number of factors that contribute to this reduction, the major two being:

1. For 2014, the benefits associated with the avoided cost of oil is 9% lower than what was used in 2013. A large percentage of homes weatherized by NHEC are expected to be heated with oil.
2. Approximately 16% of the total planned incentive budget is for heating system replacements, which have higher costs and lower savings than other weatherization measures. For example, the HEA heating system incentive is based on the full cost of the system yet the savings are incremental. While the underlying assumption in the Energy Star Appliance Program is that the participant is in the market buying a new heating system, so both the incentive and the savings are incremental. Using the full cost of the heating system in HEA (rather than incremental costs) negatively impacts the BC.

(NHEC Response)

**Public Service Company of New Hampshire
Docket No. DE 12-262**

Date Request Received: 09/27/2013

Date of Response: 10/11/2013

Request No. Q-STAFF 2-038

Page 1 of 1

Request from: New Hampshire Public Utilities Commission Staff

Witness: Thomas Palma

Request:

Reference page 49. Why is Unitil's EnergyStar® Lighting program showing only 1.0 B/C ratio?

Response:

Unitil's lighting program has been trending toward a greater share of LED and LED fixture rebates and a smaller share of CFLs. Because the incremental cost of LED products is currently significantly higher than that of CFLs, but the benefits are only marginally higher, the benefit cost ratio for LED measures, and for the program as a whole, is reduced. As the price of LEDs come down, this program will become more cost effective.

(Unitil Response)

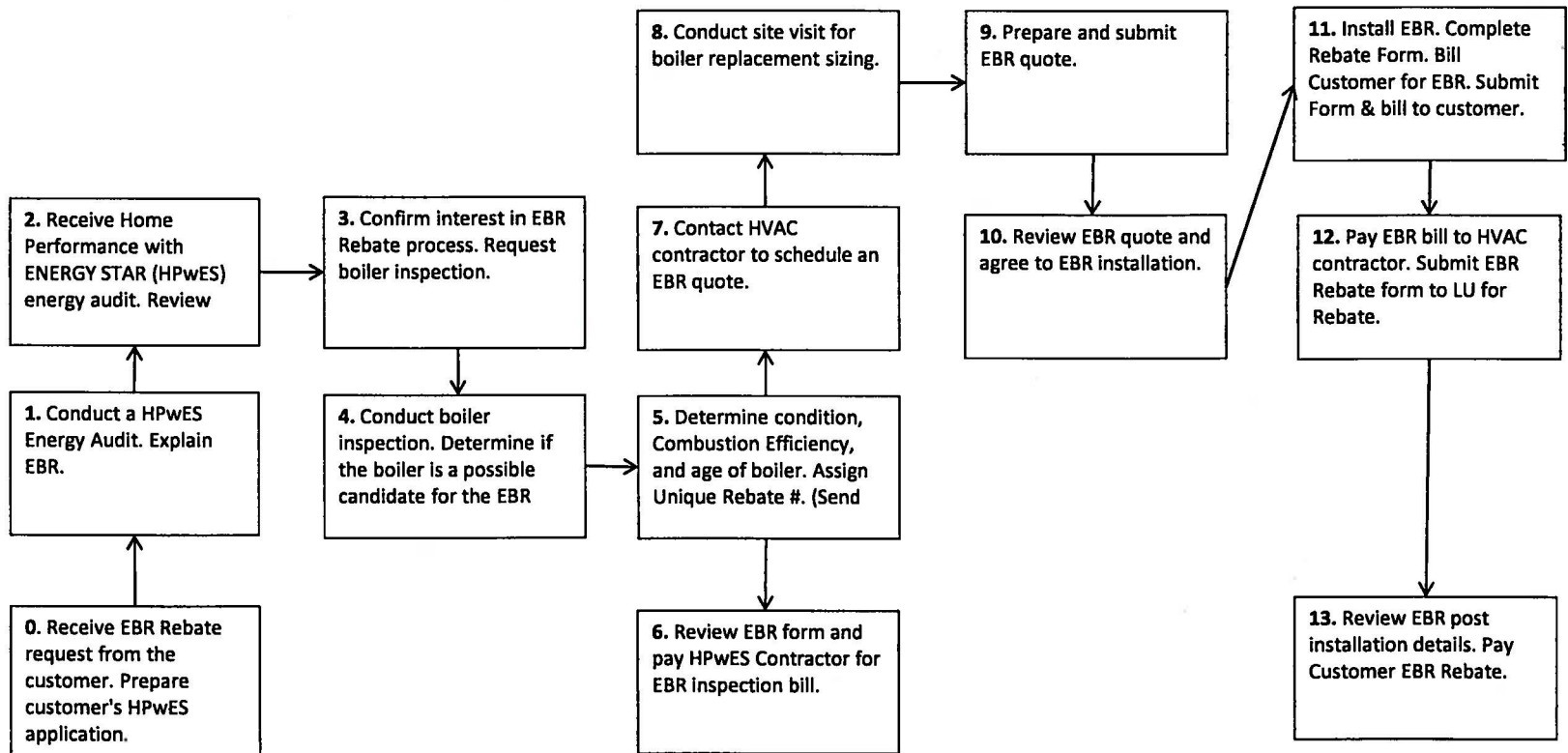
Liberty Utilities - Process Flow Chart
Early Boiler Replacement Pilot (Gas)

HVAC Contractor

Customer

HPwES Contractors

**Liberty Utilities
Program Admin**





PLEASE REVIEW THE COMPLETE TERMS AND CONDITIONS ON THE BACK OF THIS FORM.

Gas Account #: _____ Site Visit Date: _____ Energy Specialist: _____ Unique Rebate #: _____
(Requires # from Liberty Utilities before using form.)

Account Holder Name: _____

Address: _____ City: _____ State: _____ Zip: _____
(Where equipment is to be installed)

Phone #: _____ Email: _____

Landlord/Owner Name (if Applicable): _____

Address: _____ City: _____ State: _____ Zip: _____

Phone #: _____ Email: _____

Customer/Owner Signature: _____ Date: _____

EXISTING Natural Gas Boiler (Note: fuel switching/conversion is not eligible for this offer.) Photo of Boiler's name plate data taken by Specialist.

Equipment: FHW or Steam	Year Mfg.	Manufacturer	Model #	Serial #	Combustion Efficiency

CONTRACTOR INFORMATION (to be filled out by Licensed Heating System Contractor)

Company Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Contractor's Name: _____ License # (Required): _____

Business Phone: _____ Fax: _____ Email: _____

NEW EQUIPMENT (New equipment must meet the minimum eligibility requirements.)

Equipment	Manufacturer	Model # and Serial #	AFUE Rating	Minimum AFUE Requirement	Rebate 50% of cost up to
Forced Hot Water Boiler, Natural Gas				90% or greater	\$3,000
Steam Boiler, Natural Gas				82% or greater	\$1,900

Cost of equipment installed: _____ Rebate request _____ Date installed: _____
(Attach copy of invoice) (50% of cost up to limits above)

Please select: Requested rebate payment should be mailed to ☐ Customer or ☐ Contractor at the address listed above.

I certify that the described equipment has been installed in accordance with all program guidelines and applicable codes.

Contractor's Signature: _____ Date: _____

DEADLINE AND NEXT STEPS TO PARTICIPATE

- The customer must complete and submit the following required documentation (please keep copy for your records):
 - Early Boiler Replacement Rebate Form — completed and signed by all parties.
 - Dated contractor receipt/invoice/work order noting the completion of installation by November 30, 2013.

- Documents must be postmarked no later than December 15, 2013.

Mail completed documents to: Early Boiler Replacement Rebate; c/o: Appliance Program Manager, 11 Northeastern Blvd, Salem, NH 03079; or email documents to: nhsaves@libertyutilities.com.

- Please allow approximately 4-6 weeks to review and process qualified claims.

FOR ADDITIONAL INFORMATION CONTACT LIBERTY UTILITIES AT (603) 328-2799



EARLY BOILER REPLACEMENT REBATE PROGRAM TERMS AND CONDITIONS

1. **Customer Eligibility:**
 - a. Must be a residential customer of Liberty Utilities in a 1 to 4 family home with an active residential natural gas account.
 - b. Must request and participate in a Home Performance with ENERGY STAR Energy Audit between January 1, 2011 and November 30, 2013, prior to replacing your boiler.
 - c. Customer must be deemed eligible to participate and receive the Early Boiler Replacement Rebate Form from an approved home Energy Specialist. Only the Specialist can assign Unique Rebate # to valid rebate applications.
 - d. **Equipment must be installed by November 30, 2013.** The customer must complete and submit the Early Boiler Replacement Rebate Form and other required documentation to Liberty Utilities; **postmarked no later than December 15, 2013.**
2. **Existing Equipment Eligibility:** Existing equipment must be functional at the time of the Site Visit to be evaluated by the Energy Specialist. The existing steam or forced hot water boiler must be at least 10 years old at the time of the Site Visit, be atmospheric vented, non-condensing, and be fueled by natural gas. **Fuel switching/conversion is not eligible for this offer.** Customer must agree to a possible post-installation verification inspection. The chart on the front outlines the new equipment minimum requirements and Early Boiler Replacement maximum Rebate amounts.
3. **Rebates:** Subject to these Terms and Conditions, the Early Boiler Replacement Rebate, through its contractual Vendor, will pay rebates to homeowner or contractor for the installation of qualified equipment. Rebate total shall not exceed 50% of the installed costs stated on the supplied contractor receipt /invoice/work order. **Customers receiving the Early Boiler Replacement Rebate are NOT eligible for any other Liberty Utilities or GasNetworks heating equipment rebates on installed equipment**
4. **Rebate Application:** The Customer is responsible for submitting this completed Rebate Form which must include the Contractor License Number and signature. Incomplete applications will not be processed.
5. **Required Documents:** (Rebate will be delayed or denied if all documentation is not provided)
 - Completed Early Boiler Replacement Rebate Form
 - Dated contractor receipt/invoice/work order noting completion of installation and the cost of the installation.
 - Non-Owner occupied customers must provide proof of primary residence in the form of utility bill, cable bill, etc.
6. **Post-Installation Verification:** Prior to rebate payment, the Vendor reserves the right to conduct an on-site verification that the equipment was installed according to the guidelines of the program. It does not include any kind of safety review and should not be relied upon as one. If the Vendor determines that the equipment installed does not meet the program specifications as described in the application, the Vendor reserves the right to refuse to pay the rebate.
7. **No Warranties:** Liberty Utilities and Vendor do not make any representation of any kind regarding the results to be achieved by the equipment or the adequacy of such equipment. The Liberty Utilities and the Vendor expressly disclaim any and all warranties or representations of any kind, whether oral, statutory, expressed or implied, including, without limitation, warranties of merchantability, usage, suitability or fitness for a particular purpose. Contact your contractor for details regarding equipment performance and manufacturer warranties. Liberty Utilities and the Vendor do not endorse, guarantee or warrant any particular contractor, manufacturer or installation.
8. **Changes in the Rebate Offer:** The offer is available for installations completed **August 1, 2013 through November 30, 2013** only, and these Terms And Conditions may be changed, or terminated by Liberty Utilities and the Vendor at any time without notice.
9. **Contractor Insurance:** Liberty Utilities and the Vendor are not responsible for any damage that may be caused by or arise out of an installation of any equipment. The Customer should select a Contractor who carries appropriate insurance coverage and licenses.
10. **Liability:** Liberty Utilities and the Vendor are not liable for any Customer damages that may occur as a result of the termination of this program beyond the amount of the rebate.
11. **No Tax Liability:** Liberty Utilities and the Vendor are not responsible for any tax liability which may be imposed as a result of receipt of the rebates.

FOR ADDITIONAL INFORMATION, PLEASE CONTACT LIBERTY UTILITIES AT (603) 328-2799

Liberty Utilities - Process Flow Chart

3rd Party Finance Pilot - Supporting Home Performance with Energy Star Program (Gas)

