

## Liberty customer outreach

- 1) Inconsistent wording – normal weather adjustment versus weather normalization adjustment – which affects the : Bill insert (already sent); Video (on website); Newsletter (printed – being sent to bill print vendor shortly for inclusion in November bills)
  - a. Liberty will post corrected versions of the bill insert and newsletter on the website for those customers who receive their bills electronically
  - b. Liberty will correct the video – anticipate one week
- 2) Agreed to wording changes on website FAQ
  - a. Liberty has completed those changes
- 3) Liberty will work to update the understanding your bill section of its website to reflect the new NWA line item and include a description of what the adjustment is. Liberty will also provide links from there to the decoupling webpage and the appropriate section of the Liberty tariff.
- 4) Liberty and Staff will work to develop language for the FAQ that helps customers understand how EE continues to benefit them even with a NWA charge when weather is warmer than normal and with a NWA credit when colder than normal. Decreased usage = lower gas supply charges
- 5) Liberty will provide staff with an energy efficiency communication plan showing how it will champion EE/enthusiastically support EE through increased awareness. (Increase awareness = increased participation)
- 6) Liberty will develop webpages to show HDD tables for the current winter and the 30 year normal weather. (Keene and Manchester)
- 7) Liberty and Staff will work to develop a content for a FAQ style webpage that provides more information about how the normal weather adjustment works, including how base usage is calculated, how a customer could calculate his/her own base usage as well as directing the customer to Liberty to obtain individualized base usage information if desired. Links to the information would be on the general decoupling webpage.
- 8) Liberty and Staff discussed the following recommendation; however, Liberty saw limited value and suggested the recommendation would only serve to drive more calls/questions
  - a. Include a statement on the bill that tells customers that the weather was X% warmer/colder than normal weather during their billing cycle