

From: Karen D <kernerblue@gmail.com>
Sent: Wednesday, November 17, 2021 7:37 PM
To: PUC: <puc@puc.nh.gov>
Subject: Liberty Utilities price increase

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Good evening,

I am writing to express my disappointment and displeasure with Liberty Utilities and their fixed pricing for the winter months. Last month I signed up and received acknowledgment that my price would be so much per therm, and today I received a letter stating that due to the “volatility” of the energy market, that number went up, and not unsubstancially.

I am extremely upset by this as what is the point of locking in a rate if they can change it; I can't help but question of the price of energy went down, would they lower my fixed rate? I highly doubt that would happen. This is appalling in an atmosphere that is already uncertain as far as finances are concerned. To now be worried about how I am going to afford to keep my family warm is one more burden to add onto the others that pile up every day.

I don't know if anything can be done about this, but I wanted to express my anger at the situation.

Sincerely,
Karen Desmarais