

**From:** Shari Boraz <Shari@avagallery.org>  
**Sent:** Sunday, June 11, 2023 4:56 PM  
**To:** PUC: Clerks Office <ClerksOffice@PUC.NH.gov>  
**Cc:** Shari Boraz <Shari@avagallery.org>  
**Subject:** Liberty's proposed rate increase (DE 23-039)

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I was reminded by the 5/26/23 recent letter received from Liberty Utilities on 6/3/23 regarding *Important Message for Consumers Regarding Electricity Rates* about their plan to raise rates of how dissatisfied I am with Liberty's lack of transparency and accountability. I would like to contest their request to raise distribution rates.

Since April 2023 I have reached out to Liberty to resolve issues at both my home (9 River Rd, Hanover) and for AVA Gallery and Art Center in Lebanon, NH, with not one shred of follow-up from them.

As Executive Director of AVA Gallery and Art Center, located at 11 Bank St., in Lebanon, I have called several times and asked 1) to be assigned a designated Liberty staff person to work with me on our account, 2) to have our billing dates begin on the 1st of the month, 3) for an explanation of how electricity generated from our solar array has been applied to our bills. I've also expressed dismay about receiving a bill for 5-months, rather than monthly, and having it total \$23,000. For any business, but especially for a non-profit like AVA, it is very difficult to keep to a budget when you get exorbitant electricity bills out of the blue. At one point, AVA's G2 account was being charged .45 cents per KWH. I would like to consider going to another electric company, like Community Power, but as you know Liberty is stonewalling on making the solar credits transfer to another company.

Liberty Utilities, owned by Algonquin Power and Utilities Corp. and listed on NYSE, is putting profit over the public's need to have affordable electricity to function in a normal matter.

Sincerely,  
Shari E. Boraz

Shari Boraz  
she/her/hers

AVA Executive Director



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