



[DATE]

[Name]
[Mailing_Address]
[City], [State] [Zip_Code]

Fixed Price Option Rate Increase
Account:
[#]

Dear [Name]:

We are pleased to announce that you were successfully enrolled in our Fixed Price Option, which “locks in” the price per therm for the Gas Supply portion of your winter natural gas bills. **Please be aware that the 2023–2024 Fixed Price Option rate has changed from what we originally filed with our regulators.**

What is the revised “Fixed Price” for the 2023–2024 heating season?

The revised 2023–2024 FPO Gas Supply Charge filed with the New Hampshire Public Utility Commission is **\$0.7763** per therm (initial filed rate of \$0.6375). The FPO Gas Supply Charge for customers on Fuel Assistance is **\$0.4270** per therm (initial filed rate of \$0.3506). These rates are effective as of November 1, 2023.

Can I opt out of the Fixed Price Option given the increase in the rate?

Yes. Because the rate has changed since you elected to enroll, as a one-time courtesy, we will allow you to unenroll if you would like. Please note if you choose to unenroll in the FPO rate, the Gas Supply Charge portion of your bill will vary throughout the heating season. If you unenroll from the FPO rate, you cannot sign up again for the 2023–2024 winter period.

What will my Gas Supply Charge be this winter if I unenroll in the FPO?

The November Gas Supply Charge was approved at **\$0.7563** per therm (initial filed rate of \$0.6175) and **\$ 0.4160** per therm for customers on Fuel Assistance (initial filed rate of \$0.3396). This rate can change monthly and may increase or decrease based on market pricing.

What if I already received a bill with the Fixed Price rate?

If you have already been billed on the FPO rate, you will receive a revised bill after you unenroll. If you have already paid your bill, we will adjust your next bill to correct any discrepancies.

Do I need to re-enroll if I want to remain on the FPO rate?

No. If you would like to remain on the FPO rate, no further action is necessary.

How do I unenroll?

If you would like to unenroll in the fixed price option, fill out the attached coupon and return it to us using the enclosed envelope on or before **December 6, 2023**. If you have multiple accounts, please return one form for each account you would like to unenroll. You can also email us at CustomerserviceNHFPO@libertyutilities.com to unenroll.

Sincerely,
Liberty

Please cut on the dotted line and return the below coupon to us in the included envelope.

[Name]
[Account#]

YES, please remove me from participating in the Fixed Price Option (FPO). This program locks in the Gas Supply Charge price listed above from November 1, 2023 to April 30, 2024.

If you would like to receive confirmation that you have been successfully unenrolled in the FPO, please provide us with your email address: _____

Signature: _____ Date: _____