

**D.P.U. 25-85 – Liberty Utilities (New England Natural
Gas Company) Corp. d/b/a Liberty**

Tier 1 Proceeding Plain Language Summary and Outreach Plan

Plain Language Summary

Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty (“Liberty” or the “Company”), as a natural gas distribution company in Massachusetts, is required by law to submit to the Department of Public Utilities (the “Department”) a filing showing all rates, prices and charges to be charged or collected within the Commonwealth of Massachusetts for the sale and distribution of natural gas at least once every 10 years. This filing, which is usually called a “rate case,” is a formal process where a utility company, like Liberty, seeks approval from the Department to adjust the rates it charges its customers. This administrative process before the Department allows a utility company to propose new rates that reflect the actual costs of providing distribution services. The Company last filed a rate case in July of 2015. As a result, it must file another rate case with the Department before mid-July of 2025. In the rate case the Company will file, it will propose new customer charges, distribution rates, and reconciling mechanisms.

If approved, the average monthly total bill impact for a typical residential heating customer is estimated to be an increase of approximately \$57, or 37 percent, for the Company’s Fall River and North Attleboro service area customers, and an increase of approximately \$64, or 55 percent, for the Company’s Blackstone service area customers.

The Company’s Fall River and North Attleboro service area includes customers in Fall River, North Attleboro, Plainville, Swansea, Somerset, and Westport. The Company’s Blackstone service area includes customers in Blackstone, South Bellingham, and Wrentham.

*Please note this plain language summary is intended to be used for informational purposes only and is subject to revision by the Company. This plain language summary is intended to supplement, rather than replace, the Department’s notice in the rate case proceeding. To request additional language translations or interpretations of the above statement, please reach out to smeastregioncommunication@libertyutilities.com.

The above plain language summary was issued on May 13, 2025, to customers, employees, municipal and legislative officials and other key stakeholders pursuant to the Department’s directives for Tier 1 proceedings in D.P.U. 21-50-A, Appendix A. Specifically, a Tier 1 proceeding requires the Company to:

1. Provide the following publication and outreach efforts: prominent publication on the petitioner’s website; newspaper postings; outreach to interested persons and service lists; and outreach to municipal and community leaders;
2. Work with stakeholders in affected communities to develop outreach plans and determine which platforms or locations to use to publicize notices;
3. Conduct outreach to municipal and community leaders at least 30 days prior to filing a petition with the Department;
4. Conduct outreach through at least two communication channels and must provide customers with the ability to opt out of email or text communications;

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5. Make all arrangements and cover all expenses associated with language access services (i.e., translation and interpretation services), and establish a point of contact who is responsible for responding to requests for translation or interpretation;
6. Translate prefiling materials into the top three languages spoken in the Commonwealth (i.e., Spanish, Portuguese, and Madarin), such as plain language summaries, and distribute them as part of the outreach efforts at least 30 days prior to filing the petition; and
7. Provide translated notices and interpretation services at the public hearing.

In addition, on April 22, 2025, in D.P.U. 21-50-B at 5-6, the Department directed petitioners to begin:

1. Providing translation and interpretation service in compliance with the LAP.
2. Include with its Tier 1 petition an outreach plan specific to the proceeding that includes:
 - a. A list of municipal and community organizations to which the notice will be provided;
 - b. Plans for translation and interpretation services (including which languages and the justification for those languages);
 - c. the plain language summary; and
 - d. A description of the outreach already conducted and any additional outreach efforts.

The Company's compliance with respect to its stakeholder engagement process is further detailed in the joint testimony of Tatiana Roc and Kristin M. Jardin, and has been marked for this proceeding as Exhibits LU-TR/KMJ-1 and LU-TR/KMJ-3.

The Company's Tier 1 notifications are provided for **informational purposes only** and are not intended to replace any official notice issued by the Department in this matter. Consistent with the Tier 1 Outreach Plan, a copy of the official Notice of Proceeding will be posted to the Company's website upon issuance.