



For our natural gas customers

# At Your Service

Getting to know our  
programs and services



31230-I-0160

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## About Us



Liberty is a regulated water, natural gas and electric transmission and distribution utility, delivering responsive and reliable essential services to over one million customers in 13 states across the United States and New Brunswick in Canada. With a local approach to management, service and support, Liberty delivers efficient, dependable services to meet customer needs.



In Massachusetts, Liberty has approximately 61,000 natural gas customers. We measure our performance in terms of service reliability, an enjoyable customer experience and an unconditional dedication to public and workplace safety. We look forward to being your natural gas provider!

# How To Contact Us

24/7 Emergencies/Leaks **1-800-936-7000**

Customer Service **1-800-544-4944**

**Website** [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

**Social Media**  @ LibertyMassachusettsGas  @ Liberty\_MA\_Gas

## By Mail

### Correspondence only:

Liberty - Massachusetts  
PO Box 911  
Fall River, MA 02722

### Mail payments to:

Liberty - Massachusetts  
PO Box 219094  
Kansas City, MO 64121-9094

# Safety

## Gas Leaks

A distinctive odor is added to the natural gas delivered to your home. If you think you smell gas in your home, it's important that you take the following precautions:

- Leave the building immediately, then call **1-800-936-7000** or dial **911**.
- Don't strike a match.
- Don't switch lights or appliances on or off.
- Don't do anything that might create a spark.

**TO REPORT THE SMELL OF GAS 24/7, CALL 1-800-936-7000 OR 911.**

## Carbon Monoxide

Natural gas appliances have an excellent safety record, but you should know what carbon monoxide (CO) is and how it may affect you. Carbon monoxide is a colorless, tasteless, odorless substance that is created by the incomplete combustion of any fossil fuel.

The symptoms of CO exposure are similar to those of the flu including headaches, nausea, dizziness, coughing, ringing in the ears and spots before the eyes. If anyone in your family suffers from any of these symptoms, **GET OUTSIDE TO FRESH AIR IMMEDIATELY AND CALL 911 OR LIBERTY AT 1-800-936-7000.**

Keeping your gas appliances in good working order and being sure they are properly vented and clear of obstructions is the best way to stop carbon monoxide from accumulating. In addition, you should install one or more carbon monoxide detectors in your home.

### **Using Your Gas Range**

Nothing cooks food better than a gas range, but never use your gas range to heat your home or apartment. This practice creates a serious fire hazard and puts you and your family at risk from dangerous carbon monoxide fumes.

### **Employee Identification**

For your safety, if anyone comes to your door claiming to be a Liberty employee, please ask for identification. The identification card will have a color picture of the employee along with their name. If you have any doubt, have the employee wait outside your door while you call our office for verification at 1-800-544-4944.

### **Call Before You Dig**

If you are planning to dig on your property, state law requires you to notify Dig Safe® at least 72 hours (not including holidays or weekends) in advance of the scheduled dig date. Dig Safe is a statewide program designed to help contractors safely locate underground utility lines before they dig. Damage to underground telephone, gas, electrical, or cable lines is potentially hazardous and disruptive. State law requires all such underground lines to be located and marked before excavation can begin. Excavation near gas lines should be done with hand tools. Call Dig Safe at **811** or visit their website at [www.digsafe.com](http://www.digsafe.com). There is no charge for this service.

### **Protecting Your Gas Meter**

During the winter months, it is important to keep your utility meter clear of snow and ice so it will operate properly. When clearing snow or ice, use a brush, not a shovel. If your natural gas meter is near your driveway, it must be protected from being bumped or hit. Please call us at 1-800-544-4944 for more information.

### **Customer-Owned Gas Pipes**

Company-owned gas pipes are maintained to ensure safety. As the customer of record, you or the property owner are responsible for the customer-owned gas lines that begin at the outlet of the gas meter and extend either above or below ground to natural gas appliances. Of these customer-owned gas lines, buried gas lines are notable because they may corrode or leak if they are not maintained properly. Most people do not own buried gas lines. The following are just a few examples of where customer-owned buried pipes may be involved:

- Outside gas lighting
- Gas heaters for pool or hot tub
- Natural gas barbecue
- Detached buildings with gas appliances

These examples are not all inclusive; you must determine whether you have buried piping extending from your meter. To properly care for a buried pipe, it is recommended that the pipe be inspected periodically for leaks on your gas lines and for corrosion if those lines are metallic. If unsafe conditions are found, the pipe should be repaired immediately. To have your gas lines checked, contact your local plumbing/heating contractor or a leak survey corrosion expert.

### **Excess Flow Valve**

Federal regulations at 49 C.F.R. §192.383(d) regarding gas pipeline safety requires Liberty to notify its customers of their right to request installation of an Excess Flow Valve (EFV) on their existing gas service line under certain circumstances. An EFV is a mechanical safety device installed inside a gas service line between the gas main in the street and the gas meter. The EFV is designed to minimize the flow of natural gas in the event of a service line break. A potential safety benefit is, in the event that an excavator accidentally digs up the gas service line, the valve would operate to minimize or shut off the flow of gas.

EFVs do not operate on all gas service lines and certain parameters may exist where installation of an EFV is not warranted. Many customers already have an EFV installed on their existing service line. If you are interested and to determine if you are eligible to have an EFV installed on your gas service line, call Liberty at 1-800-544-4944 or fill out the online request at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## **Energy Efficiency**

### **Residential Customers**

Liberty, a proud sponsor of Mass Save®, offers a variety of incentives and services to help homeowners and renters enjoy all the good things energy efficiency brings. It all starts with a no-cost virtual or in-person home energy assessment. An Energy Specialist will seek out inefficiencies, recommend upgrades, and help you access available rebates and incentives for heating and cooling equipment, appliances, insulation, windows and more. Visit [www.MassSave.com](http://www.MassSave.com) or call 1-866-527-7283 to learn more.

The Mass Save HEAT Loan offers 0% financing opportunities for eligible energy-efficient upgrades – including insulation, heat pump installations, and more. Energy efficiency is a home investment that pays off now, and for years to come, through lower energy use. Liberty is here to help make your home energy projects more affordable.

Income-based assistance is also available for those who qualify. With the enhanced residential offers, you can receive no-cost insulation and increased rebates on efficient heating and cooling equipment. Please visit [www.MassSave.com/Enhanced](http://www.MassSave.com/Enhanced) for more information on the enhanced residential offers.

Through the Income Eligible Program, eligible homeowners and renters receive no-cost insulation and air sealing upgrades, heating and cooling equipment upgrades, as well as new home appliances and more. For additional information, please contact your local Community Action Program agency (page 11).

### **Commercial Customers**

Every business can participate in saving energy and reducing greenhouse gas emissions. Liberty offers a variety of incentives, programs, and technical support to help your business start saving. Liberty offers rebates and incentives on energy-efficient products and technology – allowing businesses to run better, with reliable, energy-saving equipment. These incentives include:

- Building Insulation & Weatherization
- Building & HVAC Controls
- Heating & Cooling
- Specialty Equipment
- Water Heating & Pipe Insulation

If you are not sure where to begin or cannot find what you are looking for, Liberty offers energy assessment and guidance to support your efficiency projects from start to finish. For more information, please visit [www.MassSave.com/Business](http://www.MassSave.com/Business) or call 774-488-6224.

## **Meter Reading and Billing**

Meters are scheduled to be read each month and customers are billed for approximately 30 days of usage. The billing period is indicated under “Account Activity for your Natural Gas Service” on your bill. This section also shows the actual number of days included in the current bill along with the read type (actual or estimated). You will receive a monthly bill for gas used. Monthly bills are due and payable upon receipt. The “Due Date” is shown on the front of your monthly bill.

### **Rates**

The rates you pay for natural gas service consist of a Distribution Charge, Revenue Decoupling Charge, Customer Charge, Distribution Adjustment Charge, and the Cost of Gas. For a complete explanation of charges, please refer to “Reading Your Gas Bill” on pages eight and nine.

All rates are approved by the Massachusetts Department of Public Utilities (MA DPU). The Customer Charge and the Distribution Charge are typically approved after a rate case hearing. The Cost of Gas is generally approved by the DPU twice per year – once for the Peak Period (November through April) and once for the Off-Peak Period (May through October). The approved Cost of Gas is then reviewed monthly to compare against the changing market prices for natural gas supply. If the amount collected from customers differs more than five percent from the forecasted cost of gas, rates may be adjusted up or down, subject to approval from the MA DPU.

## **Are You Being Billed The Right Rate**

Please check the description of your rate, which can be found under “Account Activity for your Natural Gas Service” on your bill. Rate codes (shown below) are used in the billing system and shown on the rate sheets available on our website. If you think you are being billed incorrectly, please contact us at 1-800-544-4944.

## **Residential Customer Rates**

**Residential Non-Heating (R1)** – Customers at single locations who use natural gas for domestic non-heating purposes in private dwellings and individual apartments. This rate is also available for uses by residential condominiums to the extent permitted by applicable regulations.

**Residential Non-Heating (Low Income) Discount (R2)** – Customers at single locations who use natural gas for domestic non-heating purposes in private dwellings and individual apartments. This rate is available for a customer upon verification of the customer’s receipt of any means-tested public benefit program or verification of eligibility for the low income home energy assistance program or its successor program, for which eligibility does not exceed 60 percent of the Massachusetts median income level based on the household’s gross income or other criteria approved by the MA DPU. It is the customer’s responsibility to annually certify the continued compliance with the foregoing qualifications.

**Residential Heating (R3)** – Customers at single locations who use natural gas for domestic heating purposes in private dwellings and individual apartments. This rate is also available for all uses by residential condominiums to the extent permitted by applicable regulations.

**Residential Heating (Low Income) Discount (R4)** – Customers at single locations who use natural gas for domestic heating purposes in private dwellings and individual apartments. This rate is available for eligible customers per the qualification and verification procedures as described in the R2 rate above.

## **Commercial/Industrial Customer Rates**

**C&I Small Low Load (G41)** – Annual usage less than or equal to 8,000 therms whose Peak Period usage is greater than or equal to 70% of annual usage.

**C&I Medium Low Load (G42)** – Annual usage 8,001 therms to 100,000 therms whose Peak Period usage is greater than or equal to 70% of annual usage.

**C&I Large Low Load (G43)** – Annual usage greater than 100,000 therms whose Peak Period usage is greater than or equal to 70% of annual usage.

**C&I Small High Load (G51)** – Annual usage less than or equal to 8,000 therms whose Peak Period usage is less than 70% of annual usage.


**C&I Medium High Load (G52)** – Annual usage 8,001 therms to 100,000 therms whose Peak Period usage is less than 70% of annual usage.

**C&I Large High Load (G53)** – Annual usage greater than 100,000 therms whose Peak Period usage is less than 70% of annual usage.

# Reading Your Gas Bill

If your name appears on your household's gas bill, you are responsible for payment. Please verify your billing name and address and notify us of any changes. Payment can be made by mail using the return envelope enclosed with your bill, in person at our Customer Walk-In Center or at an authorized payment agency. Payments can also be made through our website. Call the number on your bill for any questions you may have about your bill.

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**1 Account Information**

Customer Name: SALLY Q SAMPLE  
 Service Address: 1 LIBERTY LN., FALL RIVER, US 02724-1504  
 Account Number: 200000012345

**2**

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What do I owe?

**\$171.71**

How much did I use?

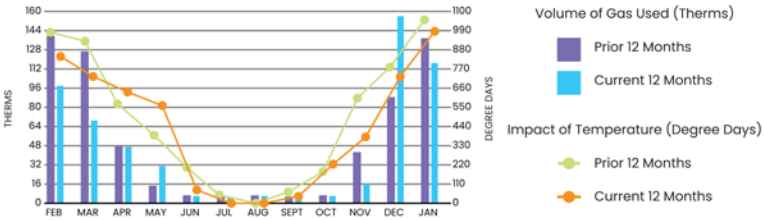
**117.192**  
Therms

When is it due? **3**

**Feb. 16, 2021**

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**4 Your Monthly Gas Use At a Glance**



Volume of Gas Used (Therms)

- Prior 12 Months
- Current 12 Months

Impact of Temperature (Degree Days)

- Prior 12 Months
- Current 12 Months

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**Important messages from Liberty**

**!** IF YOU SUSPECT A GAS LEAK: LEAVE the area immediately. DO NOT smoke, use a phone or cell phone, turn on/off any lights or appliances or operate any vehicle or equipment that could cause sparks. If you suspect a gas leak, don't wait! Leave the area and call our emergency number at 1-800-936-7000 or call 911!

**5**

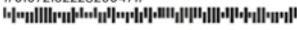
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Pay online at [LibertyEnergyandWater.com](http://LibertyEnergyandWater.com), or return this portion with your payment. Please include your account number on your check and make payable to Liberty Utilities.



**LATE PAYMENT FEE:**  
Payments received after the due date are subject to 0.95% per month late.

#0107213222829047#




SALLY Q SAMPLE  
 C/O SAMPLE ENTERPRISES  
 1 LIBERTY LN  
 FALL RIVER US 02724-1504

**Account Number:** 200000012345  
**Service Address:** 1 Liberty Ln.  
**Bill Date:** 22-JAN-2021  
**Due Date:** 16-FEB-2021

**8**

<b>\$171.71</b>	
Amount Due	Amount Enclosed

REMIT TO:  
 LIBERTY UTILITIES  
 P.O. BOX 219094  
 KANSAS CITY, MO 64121-9094



3068200000123450000168719



1. **Account Number** – This is where you'll find your account number. Use this number when you phone, write or email us with a question, or to make a payment.
2. **Service Address** – Here is the address of your gas service.
3. **Due Date** – To avoid late charges, please pay your bill by the due date.
4. **Usage History** – This chart shows your gas usage for current and previous months.
5. **Special Messages** – On occasion, we will use this area to convey important messages to you.
6. **Mailing Address** – Your bill is mailed to this address each month. This may differ from the service address. Please indicate address changes on the reverse of this coupon.
7. **Remittance Address** – Detach this payment coupon and include with your payment. Make sure this address is visible through the payment envelope window.
8. **Total Amount Due** – This is where you will find your total amount due. This reflects current charges, previous charges and any additional taxes and fees.

For a breakdown of charges, please see page two of your bill. The definition of terms can be found on the back of your bill.

# Payment Options and Programs

## My Account

Liberty offers customers a web portal and mobile phone app to better manage their account. The portal, called My Account, provides easy online access to account information and offers new self-service and payment options.

With My Account, you can:

- Choose your account notification preferences – email or text message – and when you want to receive them.
- Sign up for Paperless Billing, which allows you to view and pay your bills securely online.
- Set up automatic payments using your bank account so you'll never miss a payment.
- View your usage with easy-to-read graphs, helping you better manage your usage and save on your next bill.

Signing up is easy. All you need to do is visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) and click "Register" under the "My Account" drop down menu.

## Levelized Budget Billing

Levelized Budget Billing allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. Liberty will calculate your monthly payment for usage based on your previous 12-month history. Since we recalculate your average each month, no balance settle up is required. If you are a new customer or a customer with less than 12 months' history, your average will be based on available history. Terms and conditions apply. Sign up in My Account or by calling us at 1-800-544-4944.

## Payment Difficulties

If you have trouble paying a gas bill, please call us. Liberty provides a number of services designed to help you. We can either work out a payment arrangement or refer you to a number of agencies in your area that may be able to assist you.

## Discount Rate

If you are a residential customer and meet the requirements listed below, you may be eligible for a discount on your monthly gas bill and arrearage (past due payment) forgiveness. To be eligible:

- You must be the customer of record at the service location (not a landlord)
- You must reside at the location where the utility service is provided
- You are eligible for the low-income home energy assistance program (LIHEAP) or its successor program
- You are currently receiving benefits under a means-tested program, such as:
  - Emergency Aid to the Elderly, Disabled and Children (EAEDC)
  - Food Stamps

- Fuel Assistance
- Head Start
- Mass Health/Medicaid
- Supplemental Security Income Public Housing
- Transitional Aid to Families with Dependant Children (TAFDC) [Welfare]
- Veterans Chapter 115 Benefits
- Veterans DIC Surviving Parent or Spouse
- Veterans Non-Service Disability Pension
- Women, Infants, and Children

**Arrearage Management Program**

Under the Arrearage Management Program (AMP), eligible low-income customers may qualify for forgiveness of past due utility bills.

To qualify for the AMP, you must be the customer of record and reside at the service location, have outstanding bills with a minimum of \$300.00 in arrears and sixty (60) days past due, be eligible for the company’s low-income discount rate, and not be shutoff for non-payment.

Customers approved for the program must enter into a monthly budget plan that includes the current bill amount and future projected bills for the term of the payment plan less any projected fuel assistance payments, pay the monthly amount agreed to in order to receive the monthly AMP credit, and apply for, and agree to participate in, all other financial assistance programs available.

Participation in the AMP is extended only once, unless special situations arise and new arrangements are made. For more information about the Arrearage Management Program, please contact Customer Care at 1-800-544-4944.

**Fuel Assistance**

This program provides benefits on a funds-available basis to low-income qualified households in Massachusetts to help with their energy needs during the heating season. Please contact your local Community Action Program agency for eligibility information.

**Local Community Action Program Agencies:**

**Fall River, Somerset, Swansea, and Westport:**

Citizens for Citizens, Inc. 1-508-679-0041

**North Attleboro and Plainville:**

Self Help, Inc. 1-508-226-4192

**Blackstone, South Bellingham, and Wrentham:**

Citizens for Citizens, Inc. 1-508-679-0041

**Good Neighbor Energy Fund**

If you are unable to pay your gas bill due to financial hardship, and you do not qualify for Fuel Assistance, you may be eligible to receive help from the Good Neighbor Energy Fund. For details, contact your local branch of The Salvation Army.

## 211

Call 211 or visit [www.211.org](http://www.211.org) to learn about additional assistance programs in your area. This is a free, confidential referral service that connects callers with essential health and human services 24/7.

### Customer Communications

Liberty includes inserts with your gas bill, keeping you informed about changes in rates, new and on-going programs, products and services. The inserts also provide safety tips and useful information to help you make your energy decisions. If you want to look at a past insert, you can view them on our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

We also communicate via Facebook and Twitter. Follow us at [www.facebook.com/LibertyUtilitiesMA](https://www.facebook.com/LibertyUtilitiesMA) or [www.twitter.com/LibertyUtil\\_MA](https://www.twitter.com/LibertyUtil_MA).

### Payment Locations

You can pay your bill online by visiting [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com), by phone when you call 1-800-544-4944, or by mailing your payment using the included payment coupon.

Please note there is a \$10.00 charge per bad check tendered for payment.

### Use Only Authorized Payment Agents

We have several third-party payment agents that are authorized to accept payments on our behalf. For a list of authorized agents, please visit our website at [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com). If you use an unauthorized agent, we cannot guarantee that your payments will be properly posted to your account. Please use caution when using unauthorized agents and always keep your receipts.

## Your Rights

When you have a question about your bill, contact customer service at Liberty immediately. We will be happy to investigate any concerns you may have. Please call our customer service number (1-800-544-4944) during our regular business hours, Monday through Friday (excluding holidays) from 8:00 a.m. until 4:30 p.m.

