

Let us know if you want to opt out.

Liberty Utilities must provide a list of our customers to the Massachusetts Department of Public Utilities on a quarterly basis. This list is used by the Executive Office of Health and Human Services (EOHHS) to compare against their list of state residents who receive assistance from the Department of Transitional Assistance (DTA) and will determine if you qualify for the discount rate on your gas bill. This rate will appear as R2 for non-heating customers or R4 for heating customers.

If you do not wish to be included on this list, please contact us to be removed.* Even if you ask to be removed from the list, if you qualify, you will still be eligible for the discount rate.

To be removed from the EOHHS list, please call customer service at (800) 544-4944.

** Please note that you may still be included on the list due to the timing of your request and when the report is sent to EOHHS. Your name will be removed from subsequent lists. Also, customers currently on the discount rates are unable to opt out at this time.*



Liberty UtilitiesSM

Want to save money?

If you meet certain criteria,
you may be eligible for a
discount on your gas rate
and/or arrearage
forgiveness.

Look inside to see how.

If you think you might
qualify, call Customer
Service at **(800) 544-4944.**

If you are a residential customer and meet the requirements listed, you may be eligible for a discount on your monthly gas bill and arrearage forgiveness.

Discount Rate:

Eligibility Criteria:

- You must be the customer of record at the premise (not a landlord account),
- 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:
 - EAEDC
 - Food Stamps
 - Head Start
 - Mass Health
 - National School Lunch Program
 - Public Housing
 - School Breakfast Program
 - Supplemental Security Income
 - TAFDC
 - Veterans Chapter 115 Benefits
 - Veterans DIC Surviving Parent or Spouse
 - Veterans Non-Service Disability Pension
 - Fuel Assistance
 - Women, Infants, and Children

Arrearage Management Program (AMP):

Under the AMP, eligible low-income customers may qualify for forgiveness of past due utility bills. (Some restrictions may apply.) Participation in the AMP and forgiveness of the past due balance is extended only once, unless special situations arise and new arrangements are made with the Manager of Customer Relations.

Eligibility

The following eligibility guidelines must be met to qualify for the Arrearage Management Program (AMP):

- You must be the customer of record at the premise (not a landlord account) **and** reside at the location where the utility service is provided,
- You must have outstanding bills with a minimum of \$ 300.00 in arrears and sixty (60) days past due,
- You must be eligible for the company's low-income discount rate, and
- You must not be shutoff for non-payment.

Program Requirements

Customers approved for the program must:

1. Enter into a monthly payment plan that includes the current bill amount **and** future projected bills for the term of the payment plan less any projected fuel assistance payments.
2. Pay the monthly amount agreed to in order to receive the monthly AMP credit.
3. Apply for, and agree to participate in, all other financial assistance programs available (fuel assistance, weatherization/conservation, etc.).