

SAFETY INFORMATION

Carbon Monoxide (CO) Detectors Can Save Lives

Effective March 2006, "Nicole's Law" (MGL c.148, s.26F 1/2) requires Massachusetts homes to have properly installed CO detectors to alert you to the presence of this dangerous gas. **If the alarm sounds on your detector, leave your home immediately, then call the fire department from another location and ask them to check your home for the presence of CO.**

**SEEK MEDICAL ATTENTION
IMMEDIATELY IF CO IS DETECTED.**

* Remember to change the batteries in your CO detectors when you change them in your smoke detectors. Doing this when Daylight Savings Time changes is a great way to remember this important step.

* Also, keep in mind that the life expectancy of a carbon monoxide detector is 5-7 years, depending on the alarm manufacturer. Replace aging CO detectors to ensure everyone's safety.

Inspect Chimneys and Flues

Liberty Utilities urges you to have a licensed heating contractor periodically inspect your chimney and flue pipes for safe operation. Chimneys and flue pipes should be checked for soot, residue, or any other obstructions that could disrupt the flow of escaping gases and cause improper venting or carbon monoxide (CO).

Never Hang Anything on Gas Piping

You should never hang clothes (or anything else) from gas pipes, because the added weight of clothing (especially wet clothing being hung to air dry) can weaken or break joints or fittings.

Importance of Paying Your Bill On Time

Liberty Utilities works diligently to provide our customers with the most cost-effective gas service as possible. In order to do so, it is critical that all customers take responsibility for paying their bills. We understand that circumstances can arise that may make it difficult to pay your bill. There a number of programs that available through Liberty Utilities, local, state, federal, and private agencies to assist you if you find yourself in a time of need. Some of these services are listed on the inside of this newsletter.

Failure to pay bills on time can hurt credit scores and can make it very difficult to get assistance for which you may otherwise be qualified. Making late payments or totally avoiding paying the bill can end up costing you, and ultimately all of our customers, more money. Late fees can be incurred, which increases the total amount you owe. You also run the risk of your gas service being terminated.

Financially, there may be even more serious consequences by avoiding payment of your bill altogether. You run the risk of a being sent to a debt collector – at which point a lawsuit can be brought against you to collect the money you owe for the service provided. In a court of law, the company can seek a judgment which would allow us to have wages garnished each pay period with the money being sent to the company directly. This can all be avoided by making your payment when your bill is due.

Please call Customer Service at (800) 544-4944 to review options that may be available to you. Liberty Utilities and other agencies are here to assist you, but it must begin with paying your bills on time when they come due.



Liberty UtilitiesSM

www.libertyutilities.com



Liberty UtilitiesSM

Community Newsletter

Fall 2014

***Welcome to the Fall 2014 edition of the
Liberty Utilities Community Newsletter!***

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If you have any questions, suggestions, or concerns with information included in this or any future newsletter, please contact Jeanne Cherry in our Marketing Department at jeanne.cherry@libertyutilities.com.

Thank you for your attention to the information included in this brochure. We hope that you find this helpful and informative.

Energy Saving Tips

In addition to the cost of gas, weather dramatically affects your energy usage bills. When temperatures drop, energy efficiency becomes even more important as you use more energy for heating.

- Make sure heating outlets and return registers are not blocked by furniture, drapes, or other objects.
- Make sure that your furnace/boiler is checked and cleaned annually.
- Change heating system filters regularly.
- Keep outside exhaust vents clear of snow and ice.
- Keep doors and windows closed as much as possible – especially closets and unused rooms.
- Close the drapes or blinds at night to keep the heat inside your premises.
- Many hot water heaters are factory set to 140°F, which is higher than necessary. Consider resetting it to 120°F instead.
- Save water costs by turning off the tap when you shave or brush your teeth.
- Wash only full loads of dishes or clothes, but do not overload. If a smaller load must be cleaned, adjust the water levels to match the load size.
- Save on drying costs by air dry clothes.
- When you do use a dryer, be certain to clean the lint trap after each load.
- Put a lid on the pot when you boil water. The water boils faster and you waste less energy.
- When possible, prepare meals in a slow cooker, electric frying pan, toaster oven, or microwave.

Energy Efficiency for Everyone

Liberty Utilities is a proud member of Mass Save® — a statewide initiative for Massachusetts residents. Residential programs are available such as a free Home Energy Assessment (audit), high efficiency equipment rebates, and (for qualified customers) 0% financing for some energy efficiency improvements. Income eligible customers may be able to receive benefits with no out-of-pocket costs. Businesses can take advantage of a variety of savings measures. Please visit masssave.com for more information.

Payments at Pay Stations

To protect yourself and your natural gas service, please use caution when paying your bill in person at a third-party payment center. Some local stores may accept utility payments as a courtesy to their customers, but we cannot guarantee that payments made at unauthorized locations will be posted to your account on time or even received. Authorized pay stations for Liberty Utilities are listed on our website—www.libertyutilities.com. Also, it is a good idea to always keep your receipt in case you must verify a payment.

We Can Help

Liberty Utilities has several programs and affiliations to assist you in paying your natural gas bill.

Citizens For Citizens, Inc. and **Self Help, Inc.** are the local agencies offering the state approved fuel assistance program. To be approved, you must apply with the agency in your area. (See the shaded area on the opposite page for territories and phone numbers.) If approved, a payment will be made on your behalf to your account to help with your gas bill during the winter months. You must qualify for financial hardship in order to be accepted in this program. Also, both agencies offer other assistance programs.

Do not hesitate! Reach out to Customer Service at (800) 544-4944 and let one of our experienced representatives discuss which program(s) can benefit you the most.

An **Arrearage Management Plan (AMP)** is an excellent way to reduce your outstanding balance within months instead of a year. An AMP helps income eligible customers with active accounts that have outstanding bills in arrears. Under this program, eligible low-income customers may qualify for forgiveness of past due utility bills. Program participants receive monthly credits to their past due account once all the program requirements have been met.

Budget Billing Plans are available to spread the cost of your natural gas more evenly throughout the year. This free service is available to all of our residential customers. Knowing your monthly payment in advance can make it easier to manage your household energy payments from season to season. Here is how the plan works:

- Your initial budget amount is based on your average monthly bill from the previous twelve (12) months. If your account has been open for less than twelve months, the budget amount will be estimated.
- After six (6) months, your budget billing plan will be reviewed and may be adjusted to reflect changes in gas costs or your actual usage for this six-month period. You will be notified if the budget amount will be changed.
- Your twelfth month bill will reflect the difference between your actual usage and your budget billing plan payments for the year. This difference could be a credit or an outstanding balance.

For more information, please contact Customer Service at (800) 544-4944.

Gas Leak Emergency: (800) 936-7000

Customer Service: (800) 544-4944

Monday through Friday, 8:00am to 4:30pm

Administrative Offices: (508) 324-7811

Dig Safe®: 811

Income Eligible Assistance:

- for Fall River, Westport, Somerset, and Swansea:

Citizens for Citizens (508) 679-0041

- for North Attleboro and Plainville:

Self Help, Inc. (508) 226-4192

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Avis important. Veuillez traduire immédiatement.
Aviso importante: por favor traduzcalo inmediatamente.*