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 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.

BUDGET BILLING PLANS
Monthly payment 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.

ARREARAGE MANAGEMENT PROGRAM (AMP)
Liberty Utilities’ Arrearage Management Program (AMP) provides financial assistance to eligible low-income customers with active accounts that have outstanding bills in arrears. Under the AMP program, eligible low-income customers may qualify for forgiveness of past due utility bills and program participants receive monthly credits to their past due account once all the program requirements have been met (some restrictions may apply). Participation in the Arrearage Management Program and forgiveness of the past due balance is extended only once, unless extenuating circumstances have occurred. The Manager of Customer Relations will evaluate requests for re-enrollment into the AMP program.

Eligibility
The following eligibility guidelines must be met to qualify for the Arrearage Management Program (AMP):
• Must be the customer of record at the premise (not a landlord account)
• The customer of record must reside at the location where the utility service is provided
• Must have outstanding bills with a minimum of $300.00 in arrears and sixty (60) days past due
• Must be eligible for the company’s low-income discount rate
• Must not be shutoff for non-payment

How to Apply
You may apply for this program by calling the Contact Center at (800) 544-4944.

AMP Benefit
The AMP program provides forgiveness of all past due bills of eligible low-income residential customers. AMP forgiveness credits are capped at $1,200.00 annually and $100.00 monthly.

Program Requirements
Customers approved for the AMP program must:
1. Enter into a monthly payment plan that includes:
   a. Current bill amount
   b. 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 (e.g. fuel assistance, weatherization/conservation, etc.)
Failure to pay the monthly amount agreed to will result in termination of the payment agreement, and any remaining AMP benefit will be forfeited. The AMP payment plan may be reinstated if all missed payments along with the current payments are made.

ENERGY EFFICIENCY IS AVAILABLE FOR EVERYONE
Liberty Utilities is a proud member of Mass Save® which is an initiative sponsored by Massachusetts’ gas and electric utilities and energy efficiency service providers. Residential energy efficiency programs are available such as a free Home Energy Assessment (audit), high efficiency equipment rebates, and 0% financing for qualified customers’ energy efficiency improvements. Income eligible residential customers may also be able to receive benefits with no out-of-pocket costs to them. Businesses can also take advantage of a variety of energy and cost savings measures. Please visit www.libertyutilities.com or masssave.com for more information.

Important information and Enrollment Forms
for Customers Requesting Protected Status

Age 65 and Older Protection
In Massachusetts, if you and everyone living in your home are 65 years old or older, you are eligible for special protection from the termination of your natural gas service as a result of an arrearage on your natural gas account.

Other Protections
Your natural gas service cannot be shut off, or will be restored, if you provide certification to Liberty Utilities that you are unable to pay any overdue bill because of financial hardship, and:
• Someone living in your home is seriously ill; or
• A child under 12 months old lives in your home; or
• Between November 15th and March 15th natural gas is used as your primary heating fuel and your service was not shut off for non-payment before November 15th.

Third Party Notification Service
Liberty Utilities offers customers a service known as “Third Party Notification.” This service allows Liberty Utilities, with your permission, to notify a friend, relative or neighbor if your gas bill is overdue. This service is particularly helpful for those who would like a reminder to pay their bill or who may need help managing their bills. The person you select as your “third party” is not responsible for paying your bill, only for reminding you to pay it if it becomes overdue. To enroll in this service, please complete and mail the Third Party Notification Service request form (see addresses, phone numbers and mailing instructions listed on each form).
Elderly (age 65 or older) Protection Certification Form (certification required annually)

Customer Name ___________________________ Phone Number ___________________________
Account Number ___________________________ Date of Birth ___________________________
Social Security Number ___________________________
Customer Address ___________________________
City ___________________________ State ___________ Zip _________
Number of other adult residents in household:
Name ___________________________ Social Security Number ___________________________ Birth Date ___________________________
Name ___________________________ Social Security Number ___________________________ Birth Date ___________________________

Signature ___________________________

Please mail completed form to: Liberty Utilities, Special Protections, P.O. Box 911, Fall River, MA 02722

Supplemental Security Income (SSI) Recipients (certification required annually)

Liberty Utilities offers a low-income discount rate to customers who qualify and receive Supplemental Security Income (SSI) as administered by the Social Security Administration. (This is not the same as Social Security Income.)

I am presently a customer of record of liberty utilities (your name appears on the bill)
I am presently receiving Supplemental Security Income (SSI)

Customer Name ___________________________ Phone Number ___________________________
Account Number ___________________________ Social Security Number ___________________________
Customer Address ___________________________
City ___________________________ State ___________ Zip _________

Signature ___________________________

Please mail completed form to: Liberty Utilities, Special Protections, P.O. Box 911, Fall River, MA 02722

Low Income Home Energy Assistance Program (LIHEAP) Agencies

Fall River Circle of Concerns (508) 679-0414
Citizens for Citizens (508) 775-3000
North Attleboro Self Help (508) 226-4192

Web Site: www.libertyutilities.com

Hours
Liberty Utilities’ customer service telephone hours are 8:00am to 4:30pm, Monday through Friday.