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 by Liberty Utilities. Authorized pay stations for Liberty Utilities are listed on our website—www.libertyutilities.com/rma. Also, it is a good idea to always keep your receipt in case you must verify a payment.

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/rma or masssave.com for more information.

PAYMENT ARRANGEMENTS
Liberty Utilities offers convenient payment arrangements for managing past due balances. Once a good faith payment is made to the account, the remaining balance can be spread out over a period of two to six months. Monthly payments will be calculated based on the past due amount plus any charges accrued during the current billing cycle. To establish a payment arrangement on your account, please contact our Customer Care Center at (800) 544-4944.

BUDGET BILLING PLAN
Monthly payment plans are available to spread the cost of your natural gas more evenly through-out 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:

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
   c. 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.
   d. 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.
   e. For more information, please contact the Customer Care Center 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; and
- Must not be shutoff for non-payment.

How to Apply
You may apply for this program by calling the Customer Care 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.).

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.

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 OR if everyone in the residence is 65 years or older and has a minor also in the residence, you are eligible for special protection from the termination of your natural gas service as a result of an arrear 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.

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Financial Hardship Certification Request Form (certification required quarterly)

☐ Yes, I would like to apply for Liberty Utilities' Low-Income Discount Rate. I authorize the agency(s) providing my benefits to release information to Liberty Utilities for the purpose of enrollment and annual recertification for the Discount Rate and to notify the company if my benefits are discontinued. I also understand that I must notify Liberty Utilities if my benefits are discontinued.

Account Number ___________________________ Social Security Number ___________________________

Name ___________________________ Telephone Number ___________________________

Address _______________________________________________________________________________________________________

City ___________________________ State _________________ Zip ___________________________

Eligibility criteria for the discount rate:

• You are a residential customer (primary residence only);
• Your gas bill is in your name; and
• Either you are eligible for the low-income home energy assistance program (LIHEAP), or its successor program, for which eligibility does not exceed 200% of the federal poverty line based on a household's gross income*.

* Or you are currently receiving benefits under a means-tested program (CFC, Self-Help, Inc., etc.).

Please check all programs that you are currently receiving benefits from:

☐ Home Energy Assistance Program (LIHEAP)
☐ Fuel Assistance
☐ Food Stamps (SNAP)
☐ Disabled, and Children (AADC)
☐ Federal Public Housing
☐ Public Housing
☐ National School Lunch Program
☐ Women, Infants and Children (WIC)
☐ School Breakfast Program
☐ Supplemental Security Income (SSI)
☐ Veterans Non Service Disability Pension

> Please check all programs that you are currently receiving benefits from:

☐ Emergency Aid to Elders
☐ School Breakfast Program
☐ Veterans DIC Surviving Parent or Spouse
☐ Supplemental Security Income
☐ Transferred Aid to Families
☐ Fuel Assistance
☐ With Dependent Children (AADC)
☐ Medical Assistance Program (Medicaid)
☐ Transitional Aid to Families
☐ Women, Infants and Children (WIC)

☐ Public Housing
☐ National School Lunch Program
☐ Veterans’ Service Benefits

By signing above, customer and party to be notified give consent to Liberty Utilities to arrange “Third Party Notification” service.

Signature ___________________________ Date ___________________________

Party to be notified:

Signature ___________________________ Date ___________________________

By signing above, customer and party to be notified give consent to Liberty Utilities to arrange “Third Party Notification” service.

Signature ___________________________ Date ___________________________

Security Information

I certify that all of the information provided on this application is true. I receive benefits from the programs(s) indicated, the Liberty Utilities residential account above is in my name, and I am income eligible.

Signature ___________________________ Date ___________________________

In a program year in which maximum eligibility for LIHEAP exceeds 200% of the federal poverty level, a household that is income eligible under LIHEAP shall be eligible for the low-income gas discount.

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

Liberty Utilities, Special Protections, P.O. Box 911, Fall River, MA 02722