

Go green and sign up for paperless billing today! Online access gives you the ability to make payments, set up autopay and activate useful email or text notifications about your usage.



Understanding Your Bill

For additional information please visit www.LibertyEnergyandWater.com.

Your Monthly Gas Use At a Glance

CCF: Basic measurement of the volume of gas used. One CCF equals one hundred cubic feet.

Degree Day: A measure of coldness based on the extent to which the daily mean temperature falls below 65°F. For example, on a day when the average temperature is 35°F, there would be 30 degree days experienced.

Therm Factor: The factor which converts your gas usage from CCF into therms, which is a measurement of the heating value of the gas used. The energy density of the gas is measured every day to arrive at the volume to energy factor.

Therm: A therm is a measurement of the amount of heat energy in natural gas, equal to 100,000 BTUs. A BTU, is the quantity of heat required to raise the temperature of one pound of water by one degree Fahrenheit. To calculate therms, multiply the CCF used by the Therm Factor.

Charges

Customer Charge: Recovers the basic cost of providing service to each customer regardless of gas use, i.e. meter reading, billing and account maintenance. Included in this charge is the customer's contribution to the Energy Audit Program.

Distribution Charge: The cost of operating, maintaining, and completing essential investments to Liberty's distribution system to continue to deliver safe and reliable service to our community and customers.

Distribution Adjustment Charge: Includes customer's contribution to conservation, environmental and industry restructuring programs.

Cost of Gas: The cost of purchased, storage and interstate transmission of gas.

Revenue Decoupling: This adjustment is intended to help manage monthly energy costs by eliminating excessive high or low gas bills due to substantial changes in temperature. This change encourages customers to pursue energy efficiency opportunities and reduce energy costs.



Important Information

If we haven't read your gas meter in the past four months, call us at 800-544-4944 to schedule an appointment. Long periods of estimate readings may not reflect your actual gas usage.

Customer Service: 800-544-4944

Emergency: 800-936-7000

Website: www.LibertyEnergyandWater.com

Social Media: @LibertyEnergyandWaterMA

Phone Service for Hearing and Speech Impaired: 7 - 1 - 1

Dig Safe®: 8 - 1 - 1

Mass Save®: 800-632-5947



Other Information

Protection Against Shut-off

Your utility service cannot be shut off or will be restored if you have certified to the Company 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 of age lives in the home; or
- between November 15 and March 15 your service provides heat and your service has not been shut off for non-payment before November 15.

Senior Protection: If you have notified the Company that all adults living in your home are over 65, your service cannot be shut off for failure to pay a past-due bill.

Residential Consumer Rights

Low-Income Rate Eligibility: If your household income is within 60% of the state median income, you may qualify for our Low-Income Gas Rate that provides a discount of approximately 25% off your natural gas rates. To apply, please call Customer Care at 800-544-4944.

Applications are also available by calling Citizens for Citizens at 508-679-0041 in the Fall River area or Self Help at 508-226-4192 in the North Attleboro area.

Dispute Resolution: You have the right to dispute your bill. You may place a request to have the bill investigated by calling Customer Care at 800-544-4944. If you do not agree with the findings of the Company or have a service quality complaint or question, you may appeal to the Consumer Division of the Massachusetts Department of Public Utilities.

Massachusetts Department of Public Utilities

Consumer Division
One South Station
Boston, MA 02110

877-886-5066
617-737-2836
www.mass.gov/dpu

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Payment Options



EFT (Automatic) Payments

Pay your bill automatically from your bank account.



Online

www.LibertyEnergyandWater.com



Phone

877-785-5672



Mail

Liberty Utilities - Massachusetts
PO Box 219501
Kansas City, MO 64121-9501



In Person

36 Fifth Street, Fall River, MA
(Hartwell Street entrance)
Visit LibertyEnergyandWater.com for pay stations.

Billing Programs

Budget Billing

Allows you to spread out payments over the year, avoiding high and low fluctuations in your monthly bill. The statement will also show the Budget Settlement Amount.

Installment Plan

An extended payment plan where past-due bills may be paid in installments over a specified time period. The statement will also show the Remaining Payment Arrangement Amount.

Arrears Management Program

If you are experiencing financial difficulty and your household income is within a certain level, the Company offers an arrearage management program that allows eligible customers that are past due to earn forgiveness credits toward their past due balance by paying a budget amount each month.

Please call 800-544-4944 for further information regarding your payment options and to make arrangements to pay your bill. If a mutually satisfactory payment agreement cannot be worked out, you may appeal to the Consumer Division of the Massachusetts Department of Public Utilities.