



Financial Assistance Options

We all need a helping hand now and then. If you are struggling to pay your bills, Liberty has options that may help you get back on your feet.

Income-Eligible Discount Rate Program – NEW!

Eligible Massachusetts residential heating customers can save up to 90% on their monthly natural gas bill through the Income-Eligible Discount Rate Program. Six discount levels are available based on your household's total gross income and size (before taxes) and whether you use natural gas for heating or non-heating purposes. Learn more by calling customer service at 1-800-544-4944.

Massachusetts Home Energy Assistance Program (HEAP) – HEAP is a free resource to help eligible households pay a portion of bills during the winter heating season (Nov. 1 – April 30). If you weren't eligible previously, you may be now, as eligibility criteria recently changed. Call your local community action agency or dial 211 for more information.

Arrearage Management Program (AMP) – The Liberty AMP provides financial assistance to income-eligible customers with active accounts who have outstanding balances. The AMP pays part of a customer's past-due balance each time the customer makes a payment on their current balance payment plan. To see if you qualify to participate in Liberty's AMP, call customer service at 1-800-544-4944.

Levelized Budget Billing – Levelized Budget Billing allows you to spread out payments over the year, avoiding seasonal high and low fluctuations. Liberty will calculate a customer's monthly payment based on a rolling 12-month history. Since we recalculate the average each month, no balance settle-up or review is required. However, the budget amount will vary slightly from month-to-month.

Massachusetts Good Neighbor Energy

Fund – Administered by The Salvation Army, this fund helps customers pay their energy bill, especially those in temporary financial crisis who may not qualify for other means of fuel assistance. To see if you can take advantage of these funds, please call the Massachusetts Salvation Army at 1-800-334-3047.

Special Protections – Customers may be eligible for a Special Protection from service termination. Natural gas service cannot be shut off if a customer meets certain eligibility requirements, including but not limited to age and medical conditions. To see if you are eligible to apply for Special Protections, call customer service at 1-800-544-4944.

Payment Plans – If you are having trouble paying your bill on time, please let us know right away. We would like to work with you. You can request a payment plan by scanning the QR code below or by visiting the "Customer Service" section of www.libertyenergyandwater.com.



For more information about any of the programs listed above, contact us using the information below. We are here to help.



1-800-544-4944



customerserviceMA@libertyutilities.com



www.libertyenergyandwater.com