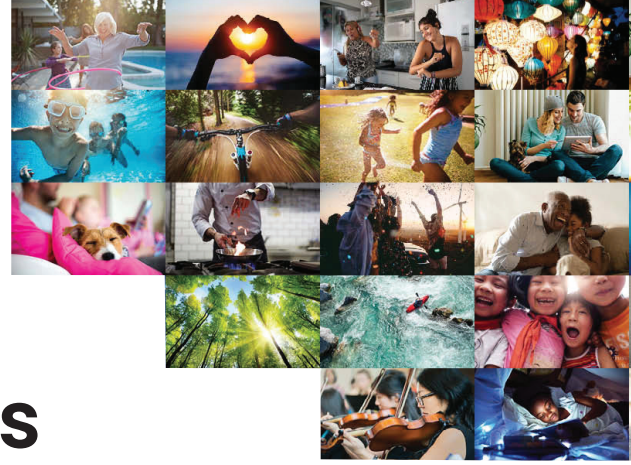




# News for our Natural Gas Customers



MA

September/October 2021



## How to Reach Us

### Emergencies

1-800-936-7000

### Customer Service/Billing/Payments

1-800-544-4944 or

[www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

### Safety and Savings Information

[www.twitter.com/LibertyUtil\\_MA](https://www.twitter.com/LibertyUtil_MA)

[www.facebook.com/LibertyUtilitiesMA](https://www.facebook.com/LibertyUtilitiesMA)

### Customer Walk-In Centers

Currently closed due to COVID-19 restrictions

36 Fifth Street (Hartwell Street entrance)  
Fall River, MA 02720

### Bill Payment Locations

Payments can be made at our walk-in center once it reopens, most Walmart locations and other authorized CheckFreePay® locations. To find one near you, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

### Income Eligible Assistance

For Fall River, Westport, Somerset, and Swansea: Citizens for Citizens  
1-508-679-0041

For North Attleboro and Plainville:  
Self Help, Inc. 1-508-226-4192

## 2021 Fixed Price Option

Liberty is pleased to offer customers the opportunity to “lock in” a specific price per therm for the Gas Supply Charge portion of your bill. If you choose to enroll in the “Fixed Price Option” (FPO), you will pay one fixed price per therm for the Gas Supply Charge portion of your bill from November 1, 2021 through April 30, 2022, even if the price of natural gas changes during this period.

If you have multiple accounts with Liberty, please apply for each account separately. The deadline for enrollment is October 27, 2021. The FPO rate will take effect on November 1, 2021 and will be reflected on the first bill after your application is processed. To enroll in the FPO, or view a list of frequently asked questions, visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com).

## A New & Improved Customer Experience



We are pleased to announce the new Liberty My Account web portal is up and running! This platform provides easy online access to account information and offers new self-service and payment options. With the new My Account, you are able to:

- Choose your account notification preferences and when you want to receive them
- Sign up for eBill, which allows you to view and pay your bills securely online
- Set up automatic payments so you'll never miss a payment
- View your usage with easy-to-read graphs, helping you better manage your usage and save on your next bill

If you have any questions or problems logging into My Account, please call us at 1-800-544-4944.



## Fall into Energy Savings

Soon, the weather will turn cooler and nights will be longer. Take action now to make sure your home is ready to keep you comfortable.

### Door and Windows:

- Replace old weather stripping around doors and windows.
- Caulk around gaps in windows and doors.
- Install storm doors.
- Consider replacing older windows with newer, more energy-efficient models.

### Insulation and Air Sealing:

- Call 1-866-527-7283 to schedule a no cost energy assessment to get your home insulated before you turn on your heating system for the season. This will help prevent the cool air from seeping into your home. Depending on your household income, you may be eligible to receive up to 100% off the costs.

### Heating System:

- Hire a qualified professional to clean/inspect your furnace.
- If your heating system needs replacing, you can earn incentives up to \$2,750.
- Clean vents and other heating system components.
- Replace your furnace filter.
- Install a Wi-Fi enabled programmable thermostat, which can save energy by automatically adjusting temperatures according to your schedule. You can also earn a rebate up to \$100.

## Opting Out of DTA Notification

Liberty must provide a list of our customers to the Massachusetts Department of Transitional Assistance (DTA) on a quarterly basis. This list is used by the DTA to compare against their list of state residents who receive assistance for a means tested benefit and will determine if you qualify for the discount rate on your gas bill. This rate will appear as R-2 for non-heating customers or R-4 for heating customers.

To be removed from the list provided to the DTA, call Customer Care at 1-800-544-4944. Even if you ask to be removed from the list, you will still be eligible for the discount rate if you qualify.

Please note that you may still be included on the list due to the timing of your request and when the report is sent to DTA. Your name will be removed from subsequent lists. Also, customers currently on a discount rate are unable to opt out at this time.

## Arrearage Management Program



Under the Arrearage Management Program (AMP), low-income customers may qualify for forgiveness of past due utility bills. To qualify for the AMP, you must be the customer of record and reside at the service location, have outstanding bills with a minimum of \$300 in arrears and sixty (60) days past due, be eligible for the company's low-income discount rate, and not be shutoff for non-payment.

Customers approved for the program will be entered into a monthly budget plan that includes the current bill amount and future projected bills for the term of the budget less any projected fuel assistance payments. Customers must pay the monthly budget amount in order to receive the monthly AMP credit. For every payment made, Liberty will credit \$250 with an annual cap of \$3,000. The total amount of Company credits will not exceed the past due balance eligible under the program.

Participation in the AMP is extended only once, unless special situations arise and new arrangements are made with our Customer Care Department. For more information about the Arrearage Management Program, please contact Customer Care at 1-800-544-4944.

## Restrain Your Pets During Service Calls

Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If you know it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for company representatives to arrive.

