



Take Control of Your Bills

We want to help you save. A few small steps could add up to big savings.



Weatherize your home – Sealing air leaks around windows, doors, and vents will help save energy and will make your home more comfortable.



Smart controllers – Smart thermostats, smart appliances, and smart irrigation controllers all use technology to help you save.



Look for EPA labels – When buying appliances, water heaters, electronics, light bulbs, toilets, faucets, shower heads, and more, look for ENERGY STAR® and WaterSense labels. These products are certified by the EPA to use less and can save you money on your utility bills.

**Scan the code
for more savings tips!**



Energy Efficiency Adds Curb Appeal

Your main goal in improving the energy efficiency of your home is to save money. But did you know you can reduce energy bills **and** give your home a little extra curb appeal?

- **Windows** – Remove cracked/peeling caulking around exterior windows and apply new caulk. If you have older, single-pane windows, consider replacing them with ENERGY STAR®-models. It will add to the comfort and efficiency of your home.
- **Doors** – Replace unsightly, saggy weatherstripping on exterior doors to create a fresh look and reduce conditioned air from escaping.
- **Outdoor Lighting** – Outdoor lighting is for safety and security, but it can also show off your property at night. LED lighting is not only highly efficient, but the high-quality light will really make your home shine. Add in motion sensors, and you can save even more energy and improve safety.

Safety

Stainless Steel Piping

Corrugated Stainless Steel Tubing (CSST) is a flexible, stainless steel pipe used to supply natural gas and propane to properties. Coated with a yellow or, in some cases, a black exterior plastic coating, CSST is usually routed beneath, through, and alongside floor joists in your basement, inside interior wall cavities, and on top of ceiling joists in attic spaces. While this type of pipe is safe, it is strongly recommended that you determine if the CSST system is properly bonded and grounded.

If you are unsure as to whether your property has CSST or if it has been properly bonded and grounded, contact a licensed electrician to arrange for a professional inspection.

Gas Theft

Stealing natural gas is a dangerous act which puts everyone at risk. Tampering with or bypassing a natural gas meter in order to obtain free natural gas is illegal and can be harmful to the perpetrator as well as to others. If you suspect anyone has tampered with your natural gas meter, please contact us at 1-800-936-7000. If Liberty believes an individual has stolen natural gas, we will cooperate with authorities to prosecute the offender to the full extent of the law.

Rates

Summer Gas Supply Rates Start May 1

Our summer rate period for Gas Supply begins on May 1 and continues until October 31. The Gas Supply charge on your bill represents what we pay for the gas that we deliver to our customers. The price, based on forecasted demand and market conditions, is reviewed and approved by the Massachusetts Department of Public Utilities. The price that we pay for gas is passed along to customers without a markup. Liberty does not profit on this charge. To view the current Gas Supply rate and a summary of all the rates on your bill, please visit the "Rates" section of www.libertyenergyandwater.com.



Financial Assistance



Arrearage Management Program Payout Increase

Liberty's Arrearage Management Program (AMP) provides financial assistance to income-eligible customers with active accounts that have outstanding bills that are past due.

The AMP pays part of a customer's past due balance each time the customer makes a payment on their payment plan. As of February 2024, **the amount Liberty pays out each month has increased from \$250 to \$400, with a new annual cap of \$4,800.**

For more information, visit the "Financial Help" section of www.libertyenergyandwater.com.

Good Neighbor Energy Fund

Administered by The Salvation Army, the Good Neighbor Energy Fund (GNEF) helps customers pay their energy bill — especially those in temporary financial crisis who may not qualify for other means of fuel assistance.

GNEF is funded by utilities and utility customers across Massachusetts, including Liberty and our customers. If you would like to know how to apply for this program, or wish to donate, please call the Massachusetts Salvation Army at 1-800-334-3047 or visit www.magoodneighbor.org.