



Liberty Utilities®

News for Our Natural Gas Customers



Performing Essential Work While Maintaining Proper Social Distance

JUNE/JULY 2020

How to reach us

Gas Emergencies/Leaks

1-800-936-7000

Customer Service/Billing/Payments

1-800-544-4944

Safety and Savings Information



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



www.twitter.com/LibertyUtil_MA

Customer Walk-In Center

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

CURRENTLY CLOSED DUE TO THE PANDEMIC

(Follow us on Facebook or Twitter for reopening details and updates.)

Bill Payment Locations

Payments can be made at our walk-in center, most Walmart locations, and other authorized CheckFreePay® locations. To find a location near you, visit www.libertyutilities.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

Trouble Paying Your Bill?

During this unprecedented time we understand many customers have fallen on a financial hardship. We are here to support you. Liberty Utilities has taken steps to make payment options easier for our customers. If you are experiencing hardship and having trouble paying your bill, you may be eligible for a number of assistance programs and deferred payment options. We urge you to call us to discuss these options at 1-800-544-4944. Below is a listing of some programs that are available to you at this time.

Arreage Management Program (AMP)

This program is available to low income customers who have a balance of at least \$300 and are 60 days or more past due. The account is placed on a budget and for every monthly payment that is made on time, Liberty Utilities will forgive \$250 by crediting the account that month. (There is an annual cap of \$3,000 per participant). Please call 1-800-544-4944 to enroll.

Massachusetts Good Neighbor Energy Fund

Administered by The Salvation Army, the program is funded by sponsoring utilities and energy service companies and their customers. It is available to help pay the energy bill of residential customers in temporary financial crisis who may not be eligible for other assistance programs. If you wish to apply for this program, please call The Massachusetts Salvation Army at 1-800-334-3047.

Special Payment Arrangements

We have made this program more accessible by extending the term and reducing the down payment needed to enroll. We are also now offering payment arrangements to commercial customers who may be experiencing a hardship during this unprecedented time. To see if you qualify, please call us today at 1-800-544-4944.



Know what's below.
Call before you dig.

Are you planning on putting up a fence or adding a deck? Maybe you want to start a garden or realized where a new tree would offer the perfect shade... Those are all examples of when you need to call 8-1-1. As you get your yard ready for socially distanced summer barbecues and family outings, remember to call 8-1-1 before any digging. It's free, it's the law, and it could help prevent costly damage and safety issues.

Also, now is a good time to check around your meter and make sure it is clear from any shrubbery that could hinder access as it grows. Just be careful when working to maintain a safe distance with any tools.

What Customers Are Saying About



Amy from Dedham, MA

This is a wonderful service to the community.

Arleen from Pittsfield, MA

I recommend this program to everyone I meet. I wish more companies had employees as dedicated and professional as [Mass Save]!

James from Bellingham, MA

We are still singing the praises to our friends.

Kavita from Buckland, MA

This was a great experience - we've been encouraging all of our friends and family to take advantage of this program. Thank you!

Robert from Fall River, MA

Everybody should be interested in taking advantage of the program. There's very little effort and there's no cost, you just have to go for it.



Liberty Utilities is a proud sponsor of Mass Save. Mass Save is a collection of local electric and natural gas utilities and energy service providers with the common goal of helping residents and businesses save money and energy to lead our state to a clean and energy efficient future.

Avoid Construction Delays!

We routinely replace some of our older piping every year as part of our continuous effort to ensure safe and reliable natural gas service for our



customers. While the timing of specific projects can change based on weather conditions and factors that arise during construction, we work closely with cities and towns to coordinate our work with any street projects they have planned to try to minimize the impact on traffic. In 2020, the goal is to replace 18.3 miles of distribution main and replacement and/or transfer of 1,550 services. Some of the projects planned by city/ town are as follows:

- Fall River: Replacement projects are slated for the areas of Fifth Street, Robeson Street, Highland Avenue, Freelove Street, Hutton Street, Ward Street, President Avenue, Kennedy Street, New Boston Road, Fruit Street, Stafford Road, Alsop Street, Valentine Street, Ray Street, Osborn Street, Tucker Street, Vincent Street, Sargent Place, Garden Street, Lebaron Street, Anawan Street and Troy Street.
- North Attleboro: Replacement projects are slated for the areas of East Street, Peck Street, Whiting Street, South Wood Drive, and Moran Street.
- Somerset: Construction is set to begin at the beginning of spring and carry into mid-summer in the areas of Old Colony Avenue, Euclid Avenue, Shove Street, Ann Street, Harbor View, Desmond Avenue, and the Americana Terrace neighborhood.
- Swansea: Similar to Somerset, construction is set to start at the beginning of spring and carry into the summer in the areas of Gardners Neck Road, Wilbur Avenue, Pleasant View Avenue, Harvard Street, Rowley Street, Cedar Avenue, Coolidge Street, Wyola Road and Harbor Road.
- Westport: Summer construction is set to begin in the Rock Street area.

To help you plan your route, you can always go to the "Construction Notifications" section on our website (www.libertyutilities.com) and check to see the biggest projects that we have planned in your area for that week.

Virtual Home Energy Assessments

For many, leaving the home right now is simply not possible. That's why the Sponsors of Mass Save® are here to help by offering this special, no-cost service. Participate in a live, virtual discussion with an energy specialist to learn more about your home and find opportunities to save you money and energy.

The Sponsors of Mass Save would like to help you reduce energy costs and make your home more comfortable with an energy performance plan tailored to you—including equipment rebates, no-cost products, 0% financing and a limited time offer of 100% off approved insulation.

Take advantage of this offer by following these steps:

- Call 1-866-527-SAVE (7283) to schedule your no-cost virtual assessment.
- Work with an energy specialist virtually to find personalized opportunities.
- Receive recommended no-cost energy saving products that will instantly save you money, shipped directly to your door for you to install.
- Access generous Mass Save rebates and incentives to make recommended long-term energy-saving upgrades to your home.