

Additional News

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Is this your bill?

Have your budding artists been taking some creative 'liberties' with your bill? **Before hiding the markers, give My Account and Paperless Billing a try.** With My Account, you can:

- Sign up for **Paperless Billing**, which allows you to view and pay your bills securely online without a fee. Skip the postage and mail time and pay your bill with the click of a button.

With My Account, you can also:

- Choose your account notification preferences – email or text message – and when you want to receive them.
- View your usage with easy-to-read graphs, helping you better control your usage and save on your next bill.

With My Account and **Paperless Billing**, your bills stay neat, secure, and (most importantly) off the art table. **Scan the QR code** or visit www.libertyenergyandwater.com to get started.



Safety and privacy

We're extreme weather ready. You can be, too.

Liberty works throughout the year to prepare for extreme weather. From inspecting and maintaining our gas lines and weatherizing our equipment, to training our teams, we are ready to respond 24/7 to help keep service safe and reliable.

Are you ready? Use our extreme weather preparation checklist to help you and your loved ones prepare. View the checklist at libertyenergyandwater.com and check out the pages under the "Emergencies" drop-down menu. You can also scan the QR code below.



DTA notification opt out

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 discount will be reflected on the bills of customers who qualify as R-2 (non-heating) or R-4 (heating) customers.

To be removed from the list provided to the DTA, call customer care at 1-800-544-4944. 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. Customers currently on a discount rate are unable to opt out at this time.

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Financial assistance



During times of financial uncertainty, we're here to help

If you are struggling financially, we may have resources available to help you with your utility bill, such as Fuel Assistance, Liberty's Arrearage Management Program (learn more below), the Massachusetts Good Neighbor Energy Fund, and more.

Please reach out to our customer care team at 1-800-544-4944 or visit the "Customer Service" section of our website at www.libertyenergyandwater.com.

2025–2026 Fixed Price Option

Surprises aren't always fun.

That is why Liberty offers 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, 2025, through April 30, 2026, even if the price of natural gas changes during this period. If you have multiple accounts with Liberty, please apply for each account separately.

Enrollment opens on September 19, 2025 and closes on October 28, 2025. The FPO rate will take effect on November 1, 2025, 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.

Arrearage Management Program

Under the Arrearage Management Program (AMP), low-income customers may qualify for forgiveness of a portion 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 \$400 with an annual cap of \$4,800. 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 us at 1-800-544-4944.