



SPECIAL PROTECTIONS FOR OUR NATURAL GAS CUSTOMERS



Liberty™

Our New Look - We're Putting Our Heart Where It Matters

In the coming months, the look of Liberty will be changing, but our service and commitment to our customers will stay the same.

Visit our website for more information.

DECEMBER 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

 www.twitter.com/LibertyUtil_MA

Customer Walk-In Center

CURRENTLY CLOSED DUE TO THE PANDEMIC

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

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

Bill Payment Locations

Our walk-in center is closed due to the pandemic, but payments can still be made in person at 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

To make a payment arrangement or for more info about the protections listed in this brochure, contact us at (800) 544-4944 from 8:00 a.m. to 4:30 p.m., Monday through Friday, excluding holidays.

Hearing and Speech Impaired: Dial 711
Website: www.libertyutilities.com

Budget Billing Plans

Monthly payment plans are available to spread the cost of your natural gas more evenly throughout the year. This free service is available to all of our residential customers. Knowing your monthly payment in advance can make it easier to manage your household energy payments from season to season. Here is how the plan works:

- Your initial budget amount is based on your average monthly bill from the previous twelve (12) months. If your account has been open for less than twelve months, the budget amount will be estimated.
- After six (6) months, your budget billing plan will be reviewed and may be adjusted to reflect changes in gas costs or your actual usage for this six-month period.
- Your twelfth monthly bill will reflect the difference between your actual usage and your budget billing plan payments for the year. This difference could be a credit or an outstanding balance.

For more information, please contact Customer Care at (800) 544-4944.

Payment Arrangements

Liberty Utilities offers convenient payment arrangements for managing past due balances. Once a good faith payment is made to the account, the remaining balance can be spread out over a period of two to six months. The monthly payment will be calculated based on the past due amount plus any charges accrued during the current billing cycle. To establish a payment arrangement on your account, please contact Customer Care at (800) 544-4944.

Payments at Pay Stations

To protect yourself and your natural gas service, please use caution when paying your bill in person at a third-party payment center. Some local stores may accept utility payments as a courtesy to their customers, but we cannot guarantee that payments made at unauthorized locations will be posted to your account on time or even received by Liberty Utilities.

Authorized pay stations can be found on our website — www.libertyutilities.com. Also, it is a good idea to always keep your receipt in case you must verify a payment.

Have You Been Affected?

Liberty understands the current pandemic has caused unexpected financial hardship for many people. As the state moves to re-open and get to a new normal, we want make sure, now more than ever, that customers reach out now and take advantage of programs available to them. From calling us for a payment arrangement, to contacting Mass Save® and getting a no-cost Home Energy Assessment (audit), reducing costs and setting a budget will help ease some of that stress. With increased income guidelines, people who didn't qualify for fuel assistance in the past may now be eligible. Other programs, such as the Good Neighbor Energy Fund, offer assistance for people in temporary financial crisis who do not qualify for state or federal aid.

Unsure whom to call? Call 2-1-1 for a list of statewide programs, your local CAP agency (listed on the front) for fuel assistance and other programs, or call us for a payment arrangement.

Third Party Notification Service

Liberty Utilities offers customers a service known as "Third Party Notification." This service allows Liberty Utilities, with your permission, to notify a friend, relative or neighbor if your gas bill is overdue. This is particularly helpful for those who would like a reminder to pay their bill or who may need help managing their bills. The person you select as your "third party" is not responsible for paying your bill, only for reminding you to pay it if it becomes overdue. If you are interested in this service, please call Customer Care at (800) 544-4944 to request a Third Party Notification Service form.

Important Information for Customers Requesting Protected Status

In Massachusetts, if everyone living in your home is 65 years old or older OR if the only other resident of your home under the age of 65 is a minor, you are eligible for special protection from the termination of your natural gas service as a result of an arrears on your account.

There are other protections as well. Your natural gas service cannot be shut off, or will be restored, if you provide certification to Liberty Utilities that you are unable to pay any overdue bill because of financial hardship, and:

- Someone living in your home is seriously ill; or
- A child under 12 months old lives in your home; or
- Between November 15th and March 15th natural gas is used as your primary heating fuel and your service was not shut off for non-payment before November 15th.

It is the customer's responsibility to contact Liberty Utilities to apply for protected status. Contact Customer Care at (800) 544-4944 for more information on how to apply.

Arrearage Management Program (AMP)

Liberty Utilities' Arrearage Management Program (AMP) provides financial assistance to eligible low-income customers with active accounts that have outstanding bills in arrears. Under the AMP program, eligible low-income customers may qualify for forgiveness of past due utility bills and program participants receive monthly credits to their past due account once all the program requirements have been met (some restrictions may apply). Participation in the Arrearage Management Program and forgiveness of the past due balance is extended only once, unless extenuating circumstances have occurred.

Eligibility

The following eligibility guidelines must be met to qualify for the Arrearage Management Program (AMP):

- Must be the customer of record at the premise (not a landlord account);
- The customer of record must reside at the location where the utility service is provided;
- Must have outstanding bills with a minimum of \$300.00 in arrears and sixty (60) days past due;
- Must be eligible for the company's low-income discount rate; and
- Must not be shutoff for non-payment.

AMP Benefit

The AMP program provides forgiveness of all past due bills of eligible low-income residential customers.

Program Requirements

Customers approved for the AMP program must:

1. Enter into a monthly budget that includes:
 - a. Current bill amount
 - b. Future projected bills for the term of the budget less any projected fuel assistance payments
2. Pay the monthly amount agreed to in order to receive the monthly AMP credit. After six (6) months, your budget will be reviewed and may be adjusted to reflect changes in gas costs or your actual usage for this six-month period. You will be notified if the budget amount will be changed.
3. Apply for, and agree to participate in, all other financial assistance programs available (e.g. fuel assistance, weatherization/conservation, etc.).

Failure to pay the monthly amount agreed to will result in termination of the budget agreement, and any remaining AMP benefit will be forfeited. The AMP budget may be reinstated if all missed payments along with the current payments are made.

How to Apply

You may apply for this program by calling Customer Care at (800) 544-4944.