

Additional news

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Self-serve options to make your life easier

Did you know that Liberty offers customers self-serve options through our online platform, My Account? With My Account, you can:

- Sign up for Paperless Billing, which is secure, convenient, and eco-friendly. Plus, it allows you to view and pay your bills online anytime.
- Set up and manage automatic payments so you'll never miss a payment.
- Sign up for Budget Billing, which allows you to spread high seasonal costs over the entire year, eliminating extreme bill fluctuations.
- Choose how and when you want to receive notifications.

Visit www.libertyenergyandwater.com or scan the QR to sign up.



Paying in person? Here is what you need to know.

Liberty has authorized several local vendors, such as Walmart, to accept payments on our behalf. If you use a third party bill payment agent either online or in person, please be sure they are authorized to accept Liberty payments.

You can locate these agents by visiting our website and selecting "Payment Locations" under the "Customer Service" drop-down menu. To locate authorized payment locations that do not charge a convenience fee, within the "Biller Search" box, input "Liberty Utilities" and select your state from the drop-down menu.

As a reminder, Liberty does not accept payments through popular money transfer platforms, like Venmo, Cash App, and Apple Pay.

Rate request update

Friday, June 13, 2025, Liberty filed a request with the Massachusetts Department of Public Utilities (DPU) to adjust distribution rates for our customers. There are several drivers behind this filing:

- We are required by law to file a rate case at least once every 10 years; our last rate case was filed in 2015.
- During this time, new regulations have been introduced to ensure pipeline safety, and we have made substantial investments in our infrastructure to enhance safety and system reliability.
- An appropriate rate adjustment will help us maintain compliance with all new regulations and continue delivering safe and reliable service to our customers.

Please visit the "Rates" section of www.libertyenergyandwater.com or scan the QR code for more information, including frequently asked questions about the proceeding. We will also be posting public hearing dates as they become available and other updates.

