

Additional News

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DTA notification opt out

Liberty must provide a list of our customers to the Massachusetts Department of Transitional Assistance (DTA) on a monthly 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.

2026–2027 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, 2026, through April 30, 2027, 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 18, 2026 and closes on October 28, 2026. The FPO rate will take effect on November 1, 2026, 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), income-eligible customers may qualify for forgiveness of past due utility bills. To qualify for the AMP, you must:

- Be the customer of record and reside at the service location
- Be past due for at least 60 days and owe \$300 or more
- Be enrolled in the Liberty's low-income discount rate

Customers approved for the program will be entered into a budget billing plan and must pay the monthly budgeted amount in order to receive the monthly forgiveness credit. For every budget payment made, Liberty will credit your past-due balance \$400, unless your outstanding balance is less. The total amount of forgiveness credits will not exceed the past due balance eligible under the program. For more information about the Arrearage Management Program, please contact us at 1-800-544-4944 or visit www.libertyenergyandwater.com.