

Additional News

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Need help paying utility bills? See if you qualify for assistance.

Winter temperatures can mean increased energy usage to heat your home. If you need help with your utility bills, financial assistance may be available to you.

The Home Energy Assistance Program (HEAP) is a federally funded program that provides assistance to income-eligible customers. Eligibility is based on

household size and the gross annual income of every household member over the age of 18. For information on payment assistance and energy conservation services, please contact your local Community Action Agency or call 211.

If you don't qualify for HEAP, there are other programs that may be able to assist you financially, such as Liberty's Arrearage Management Program (AMP), special payment plans, the Massachusetts Good Neighbor Energy Fund, and more. Visit the "Financial Assistance" page located under the "Customer Service" drop-down menu at www.libertyenergyandwater.com for more information.

Safety



Keep your meter clear

While preparing for colder weather, don't forget to clear your natural gas meter of any shrubbery. If a hand shovel or more is required to remove vegetation, call 811 prior to digging.

Reporting a gas leak

Most people are familiar with the distinctive odor added to natural gas. It's often compared to sulfur or rotten eggs. If you smell gas in your home or suspect a gas leak, **call Liberty's emergency number at 1-800-936-7000 or 911 from a safe distance.**

Do not re-enter the property for any reason until Liberty personnel tell you it is safe to do so.

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Rates

Important notice about your rates

New winter rates in effect beginning Nov. 1, 2025.

Blackstone Service Area

Beginning November 1st, your cost of gas will increase from \$0.6530 per therm to \$0.8818 per therm. Last year's peak-season price in November 2024 was \$0.5390 per therm. If your bill contains any gas usage prior to November 1st, your cost of gas will reflect pricing from both periods. The cost of gas is a straight pass through cost in which Liberty makes no profit.

The rate for the Fixed Price Option offered by the Company separately for any gas usage used by enrolled customers after November 1st, will be \$0.9018 per therm.

Your revenue decoupling adjustment (RDAF), in connection with the Department of Public Utilities pricing structure mandate to promote energy efficiency, for Residential bills will reflect a rate of \$0.0545 per therm; customer bills in 40 series rate classes will reflect a rate of \$0.0422 per therm, and customer bills in the 50 series rate classes will reflect a rate of \$0.0406 per therm. As a result of the RDAF, the average Residential Heating customer will experience an increase of approximately, \$1.94 per month, or 1.04 percent during the peak period. For more information regarding this adjustment, please go to www.libertyenergyandwater.com.

Fall River and North Attleboro Service Area

Beginning November 1st, your cost of gas will increase from \$0.0607 per therm to \$0.6283 per therm. Last year's peak-season price in November 2024 was \$0.6273 per therm. If your bill contains any gas usage prior to November 1st, your cost of gas will reflect pricing from both periods. The cost of gas is a straight pass through cost in which Liberty makes no profit.

The rate for the Fixed Price Option offered by the Company separately for any gas usage used by enrolled customers after November 1st, will be \$0.6483 per therm.

Your revenue decoupling adjustment (RDAF), in connection with the Department of Public Utilities pricing structure mandate to promote energy efficiency, for Residential bills will reflect a rate of \$0.0545 per therm; customer bills in 40 series rate classes will reflect a rate of \$0.0422 per therm, and customer bills in the 50 series rate classes will reflect a rate of \$0.0406 per therm. As a result of the RDAF, the average Residential Heating customer will experience an increase of approximately, \$2.01 per month, or 0.83 percent during the peak period. For more information regarding this adjustment, please go to www.libertyenergyandwater.com.