

Energy Q&As



Why are energy prices going up?

The energy market, like many other markets, is affected by things like storms, supply chain issues, and general economic uncertainty. The war in Ukraine has created a greater demand for our domestically produced natural gas. This, along with various production issues, and lower than normal storage levels, has driven prices up. The electricity market is similarly affected because over half of the electricity generated in the US is produced by burning natural gas.



How will it affect your bill?

The cost of gas is based on the market price. The "Cost of Gas" charge on your bill is where you will see the increase. This is the same price Liberty pays for the natural gas we deliver to your home or business. We pass this cost directly to you without a mark-up or added charges. This charge may increase or decrease month-to-month based on the market price and not any Liberty-specific actions.

What can you do to prepare for the increase?



Energy Efficiency Programs

Liberty is a MassSave® partner, providing Energy Efficiency programs that offer rebates and incentives for using high efficiency equipment. Please visit MassSave.com to learn about programs that could help you save energy.

These programs are available to homeowners, renters, and landlords.



Energy Saving Tips

The less energy you use, the more you can save. MassSave.com has useful tips on how to use less energy.



Budget Billing

Liberty offers monthly payment plans to spread out the cost of your natural gas more evenly throughout the year. By getting on a budget billing plan now, you will be able to level out the increases and decreases that happen over the course of the year. Learn more about our budget billing program at LibertyEnergyandWater.com. Choose "Budget Billing" under the Customer Service menu.



Financial Assistance

There are financial assistance programs available to assist qualified applicants. Please visit our dedicated assistance webpage at LibertyEnergyandWater.com for more information. Choose "Financial Help" under the Customer Service menu.

Call us. We are here to help. 1-800-544-4944



Dear valued customer,

You have probably heard in the news that energy prices are rising, and you many have already seen an increase in your bill. Many are predicting this trend will continue into the winter. We understand this may create a hardship for some of our customers. Inside is some information about why this increase is happening and how it will affect your bill. We want to do what we can to assist. We have also included information and resources explaining what you can do to help offset this price increase.

Please know that our goal is to keep you informed and to provide assistance where we can. Please call us at 1-800-544-4944 to discuss your options.

Sincerely,

Tatiana Roc, President, Liberty - MA

Sustaining energy and water for life.



We are here to help.