Liberty Utilities®

News for Our Natural Gas Customers

Happy to help our customers at the Hartwell Street entrance of our walk-in center.

September/October 2019

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

36 Fifth Street (Hartwell Street entrance)
Fall River, MA 02720
8 a.m. - 4 p.m., M-F

Bill Payment Locations

Payments can be made at our walk-in center, most Walmart locations, and other authorized CheckFreePay® locations. To find a location near you, visit www.libertyutilities.com.

Income Eligible Assistance

Fall River, Westport, Somerset, and Swansea:
Citizens for Citizens 1-508-679-0041

North Attleboro and Plainville:
Self Help, Inc. 1-508-226-4192

Avoid Scams!

When you call us, we need to ask questions to protect the security of your account, but we will never call you to demand payment immediately by phone. We will always direct you where you can make payments if you are past due. Always be cautious about who is calling you and what information they are requesting.

Discount Rate

If you are a residential customer and meet the requirements listed below, you may be eligible for a discount on your monthly gas bill and arrearage (past due payment) forgiveness. To be eligible, you must meet the following criteria:

- You must be the customer of record at the service location (not a landlord account)
- You must reside at the location where the utility service is provided
- You are eligible for the low-income home energy assistance program (LIHEAP) or its successor program
- You are currently receiving benefits under a means-tested program, such as:
  - » EAEDC
  - » Fuel Assistance
  - » Mass Health/Medicaid
  - » Public Housing
  - » TAFDC
  - » Veterans DIC Surviving Parent/ Spouse
  - » Women, Infants, and Children
  - » Food Stamps
  - » Head Start
  - » National School Lunch Program
  - » Supplemental Security Income
  - » Veterans Chapter 115 Benefits
  - » Veterans Non-Service Disability Pension

For more information or to apply for the discount rate, please contact Customer Care at (800) 544-4944.

Arrearage Management Program

Under the Arrearage Management Program (AMP), eligible low-income 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, have outstanding bills with a minimum of $300.00 in arrears and sixty (60) days past due, be eligible for the company's low-income discount rate, and not be shutoff for non-payment.

Customers approved for the program must enter into a monthly payment plan that includes the current bill amount and future projected bills for the term of the payment plan less any projected fuel assistance payments, pay the monthly amount agreed to in order to receive the monthly AMP credit, and apply for, and agree to participate in, all other financial assistance programs available.

Participation in the AMP is extended only once, unless special situations arise and new arrangements are made with our Customer Care Department. For more information about the Arrearage Management Program, please contact Customer Care at (800) 544-4944.

Protect Yourself! Use an Authorized Pay Station

Always use an authorized pay station to make sure we receive your payment. A current list of ways to pay your bill and authorized pay stations can be found on our website (www.libertyutilities.com).

DTA Notification: Let us know if you want to opt out.

Liberty Utilities must provide a list of our customers to the Massachusetts Department of Transitional Assistance (DTA) on a quarterly 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 rate will appear as R-2 for non-heating customers or R-4 for heating customers.

To be removed from the list provided to the DTA, call Customer Care at (800) 544-4944.* Even 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. Also, customers currently on a discount rate are unable to opt out at this time.

2019-2020 Fixed Price Option

Liberty Utilities is once again pleased to offer the opportunity for our customers to "lock in" a specific price per therm for the Gas Supply Charge portion of your bill. If you choose to enroll in this program, called the "Fixed Price Option," you will pay one fixed price per therm for the Gas Supply Charge portion of your bill from November 1, 2019 through April 30, 2020, even if the price of natural gas changes during this period.

With the Fixed Price Option (FPO), you can avoid natural gas price fluctuations and receive more stable bills. You are encouraged to act as soon as possible, as the deadline for enrollment is October 24, 2019. If you have multiple accounts with Liberty Utilities, please apply for each account separately. The FPO rate will take effect on November 1, 2019 and will be reflected on the first bill after your application is processed. Below, please find some answers to frequently asked questions about this offer.

What is the fixed price for the 2019–2020 heating season?
The 2019-2020 FPO Gas Supply Charge price will be set at $0.02 per therm more than the Gas Supply Charge, and will be filed with the Massachusetts Department of Public Utilities (DPU) on September 17, 2019.

Will the fixed price represent the entire amount on my monthly gas bill?
No. This fixed price option will only affect the Gas Supply Charge on your bill.

If I don't enroll in the FPO, what will my Gas Supply Charge price be this winter?
As of the date this insert was printed, the Gas Supply Charge price for the winter has not yet been calculated. An estimated price is expected to be determined in early September and that rate will be posted on the Company's website when it is filed with the DPU.

Can I drop out of the FPO program at any time during the winter?
No. If you enroll in the FPO, you will remain in the program for the entire winter heating season (November 1, 2019 through April 30, 2020).

What happens to my gas bill after April 30, 2020?
Customers on the FPO will automatically be placed back on the regular, standard Liberty Utilities pricing for the summer period (May 1 through October 31, 2020). In the Fall of 2020, Liberty Utilities will provide notice to all applicants as a reminder for enrollment. At that time, you may choose to either un-enroll or continue to participate in next winter's FPO program. If no action is taken, you will continue on the FPO program next winter.

If I enrolled in the Fixed Price Option program last winter, do I need to re-enroll?
No, you are already enrolled in the program. If you do not want to participate this coming winter, you must contact our customer care center by calling (800) 544-4944 or completing the on-line form at www.libertyutilities.com on or before October 24, 2019.

If I am enrolled in the Fixed Price Option program and I move, do I get to keep the rate at my new home?
Yes. You will be able to carry that rate with you to your new home as long as you move within the Company's service area.

How do I sign up?
To sign up, have your account number (listed on your bill) available and contact us before October 24, 2019 by calling our customer care center at (800) 544-4944 or by completing the on-line form found at www.libertyutilities.com.

Remember, enrollment acceptance is based on a timely response. With apologies, we cannot accept applications after October 24, 2019.