

Additional News

Agora em português! Visite nosso site para ver este aviso traduzido ou escaneie o código QR.

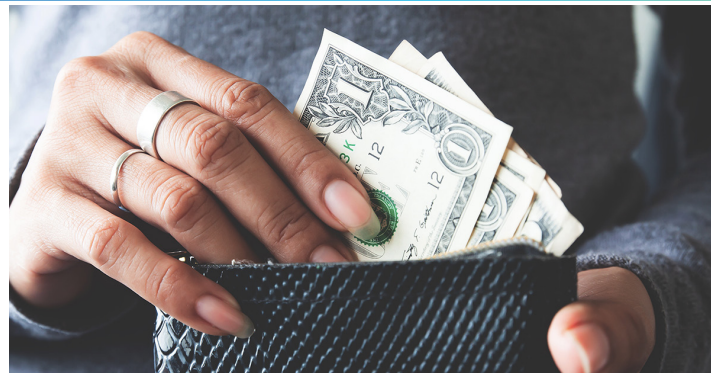


Opting Out of DTA Notification

Liberty 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 1-800-544-4944. 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. Customers currently on a discount rate are unable to opt out at this time.

Safety



We're Extreme Weather Ready You Can Be Too

Liberty works throughout the year to prepare for extreme weather. From pruning trees that endanger our lines and weatherizing our equipment to training our teams, we are ready to respond 24/7 to help keep service safe and reliable.

Are you ready? Use our extreme weather preparation checklist to help you and your loved ones prepare. View the checklist at www.libertyenergyandwater.com and check out the pages under the "Emergencies" drop-down menu. You can also scan the QR code below.



Only Use Authorized Payment Agents

If you use a 3rd party bill payment agent either online or in person, please be sure they are authorized to accept payments on our behalf. If you use an unauthorized payment agent, we cannot guarantee the payment will be applied to your account correctly.

Walmart is authorized to accept payments on our behalf.

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

Liberty's Kids Corner



Natural gas safety is important for all ages, and it is never too early to start teaching your kids about how to handle different forms of energy responsibly and safely. The perfect place to start is Liberty's Kids Corner!

Visit www.libertyenergyandwater.com, enter your state and community, then select "Kids Corner" under the "News and Events" drop-down menu for fun and educational activities to help kids learn about using natural gas, water, and electricity safely.

Financial Assistance



2024–2025 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, 2024, through April 30, 2025, 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, 2024 and closes on October 28, 2024. The FPO rate will take effect on November 1, 2024, 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), low-income customers may qualify for forgiveness of a portion 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 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 will be entered into a monthly budget plan that includes the current bill amount and future projected bills for the term of the budget less any projected fuel assistance payments. Customers must pay the monthly budget amount in order to receive the monthly AMP credit. For every payment made, Liberty will credit \$400 with an annual cap of \$4,800. The total amount of Company credits will not exceed the past due balance eligible under the program.

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 us at 1-800-544-4944.