



October Gas Supply Charge

Effective October 1, 2021, the Off-Peak Gas Adjustment Factor (GAF) will increase from the current charge of \$0.4956 to \$0.6827 per therm. This increase is the result of higher gas costs. The cost of gas is a straight pass through cost in which Liberty makes no profit. For more information regarding this adjustment and for current rates, please go to

www.libertyenergyandwater.com

For Customers Requesting Protected Status

In Massachusetts, if everyone living in your home is 65 years old or older OR if the only other resident of your home under the age of 65 is a minor, you are eligible for special protection from the termination of your natural gas service as a result of an arrears on your account. There are other protections as well. Your natural gas service cannot be shut off, or will be restored, if you provide certification to Liberty that you are unable to pay any overdue bill because of financial hardship, and:

- Someone living in your home is seriously ill; or
- A child under 12 months old lives in your home; or
- Between November 15th and March 15th natural gas is used as your primary heating fuel and your service was not shut off for non-payment before November 15th.

It is the customer's responsibility to contact Liberty to apply for protected status. Contact Customer Care at (800) 544-4944 for more information on how to apply.

Arrearage Management Program (AMP)

Liberty's Arrearage Management Program (AMP) provides financial assistance to eligible low-income customers with active accounts that have outstanding bills in arrears. Under the AMP program, eligible low-income customers may qualify for forgiveness of past due utility bills and program participants receive monthly credits to their past due account once all the program requirements have been met (some restrictions may apply). Participation in the Arrearage Management Program and forgiveness of the past due balance is extended only once, unless extenuating circumstances have occurred.

Eligibility – The following eligibility guidelines must be met to qualify for the Arrearage Management Program (AMP):

- Must be the customer of record at the premise (not a landlord account);
- The customer of record must reside at the location where the utility service is provided;
- Must have outstanding bills with a minimum of \$300.00 in arrears and sixty (60) days past due;
- Must be eligible for the company's low-income discount rate; and
- Must not be shutoff for non-payment.

Program Requirements – Customers approved for the AMP program must:

1. Enter into a monthly budget that includes current bill amount and future projected bills for the term of the budget less any projected fuel assistance payments.
2. Pay the monthly amount agreed to in order to receive the monthly AMP credit. After six (6) months, your budget will be reviewed and may be adjusted to reflect changes in gas costs or your actual usage for this six-month period. You will be notified if the budget amount will be changed.
3. Apply for, and agree to participate in, all other financial assistance programs available (e.g. fuel assistance, weatherization/conservation, etc.).

Failure to pay the monthly amount agreed to will result in termination of the budget agreement, and any remaining AMP benefit will be forfeited. The AMP budget may be reinstated if all missed payments along with the current payments are made. **You may apply for this program by calling Customer Care at (800) 544-4944.**