



# News for our Natural Gas Customers

September/October 2022

MA



## How to Reach Us

### Emergencies

1-800-936-7000

1-508-883-9516 (Blackstone Legacy Customers)

### Customer Service/Billing/ Payments

1-800-544-4944

1-508-883-9516 (Blackstone Legacy Customers)

[www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

### Stay Connected with Us

f @ LibertyMassachusettsGas

t @ Liberty\_MA\_Gas

### Customer Walk-In Centers

Currently closed due to COVID-19.

- 36 Fifth Street, Fall River, MA 02720
- 61 Main Street, Blackstone, MA 01504  
(former Blackstone customers only)

### Bill Payment Locations

Payments can be made multiple ways, including using the drop boxes located at our walk in centers, online or by phone. Visit [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com) to make a payment and to view a complete list of ways you can pay your bill.

### Income Eligible Assistance

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

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

Blackstone/South Bellingham/Wrentham:  
Southern Middlesex Opportunity Council:  
1-800-286-6776



## Here to Help

Several events – weather, supply and demand, and the war in Ukraine – have caused energy prices to increase over the past year. And many are predicting the trend will continue into the winter. At Liberty, we know this creates a hardship for some of our customers. We want you

to know that we're here to help. Visit [libertyenergyandwater.com](http://libertyenergyandwater.com) to learn what's causing the increase, how it will affect your bill, and what you can do to save energy and money.

You may also qualify for financial support, incentive programs, and more through our partnership with Mass Save®. This statewide, collaborative effort was designed to help customers save money and energy. To learn more about the offerings available for homeowners, business owners, renters, and landlords, visit [MassSave.com](http://MassSave.com).

## 2022 Fixed Price Option

Liberty is pleased to offer 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, 2022, through April 30, 2023, 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 19, 2022, and closes on October 28, 2022. The FPO rate will take effect on November 1, 2022, 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 [libertyenergyandwater.com](http://libertyenergyandwater.com).

### Did You Know...

If everyone living in your home is 65 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 arrear on your account. Visit our website to learn more.



## Fall into Energy Savings

Soon, the weather will turn cooler and nights will be longer. Take action now to make sure your home is ready to keep you comfortable.

### Door and Windows:

- Replace old weather stripping around doors and windows.
- Caulk around gaps in windows and doors.
- Install storm doors.

### Insulation and Air Sealing:

- Call 1-866-527-7283 to schedule a no cost energy assessment to get your home insulated before you turn on your heating system for the season. This will help prevent the cool air from seeping into your home. Depending on your household income, you may be eligible to receive up to 100% off the costs.

### Heating System:

- Hire a qualified professional to clean/inspect your furnace.
- If your heating system needs replacing, you can earn incentives up to \$2,750.
- Clean vents and other heating system components.
- Replace your furnace filter.
- Install a Wi-Fi enabled programmable thermostat, which can save energy by automatically adjusting temperatures according to your schedule. You can also earn a rebate up to \$100.

Visit [www.masssave.com](http://www.masssave.com) for more ways to save.

## 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 (1-508-883-9516 for Blackstone legacy customers). 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.

## Arrearage Management Program



Under the Arrearage Management Program (AMP), 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 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 \$250 with an annual cap of \$3,000. 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 Customer Care at 1-800-544-4944 (1-508-883-9516 for Blackstone legacy customers).

## Restrain Your Pets During Service Calls

Let's face it, we can be scary. Even though our technicians are friendly, your four-legged pal may not know that. If you know it is time for your meter to be read, or if there is work being done at your home, please restrain or relocate your pet when it is time for company representatives to arrive.

