

## Where to Apply

**Belknap and Merrimack Counties**  
[www.bm-cap.org](http://www.bm-cap.org)  
(603) 225-3295

**Coos, Carrol and Grafton Counties**  
[www.tccap.org](http://www.tccap.org)  
(603) 752-7001

**Hillsborough County**  
[www.snhs.org](http://www.snhs.org)  
(603) 668-8010

**Rockingham County**  
[www.rcaction.org](http://www.rcaction.org)  
(603) 965-3029 Derry  
(603) 893-9172 Salem

**Cheshire and Sullivan County**  
[www.scshehelps.org](http://www.scshehelps.org)  
(603) 352-7512



 New Hampshire  
Natural Gas Customers

## Do you need help paying your energy bills?

This is an important notice. Please have it translated.

*Este es un aviso importante. Por favor, tenga lo traducido.*



Sustaining energy and water for life.



**1-800-833-4200**  
[www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)

31230-I-0048

## Fuel Assistance Program

The Fuel Assistance Program can help pay a portion of your heating bills if you meet eligibility requirements. In addition, if you apply and qualify for Fuel Assistance, you will automatically receive Liberty's discounted gas rate. (see below)

**How To Apply** – You must apply through your local Community Action Agency (See “Where to Apply” on the reverse of this document). If you received Fuel Assistance benefits last winter, you may have been mailed a recertification application during September. Complete and return this application to your Community Action Agency.

Funds are limited. Your application does not guarantee eligibility of the full amount. Contact your local agency as soon as possible to establish your eligibility and the amount of assistance you may expect.

## Other Programs

**Discount Rate** – Liberty offers a discount rate to heating customers in New Hampshire. If anyone in your household is currently enrolled in at least one of the programs listed below, you are eligible for our residential low income heating rate. If you receive Fuel Assistance, you will receive this rate automatically. Otherwise, call us to enroll. Other eligible programs are: *Electric Assistance, Supplemental Security Income; Women, Infants and Children; Commodity Surplus Foods (for women, infants, and children); Elderly Commodity Surplus Foods; Temporary Aid to Needy Families; Housing Choice Voucher (Section 8); Head Start; Aid to Permanently and Totally Disabled; Aid to the Needy Blind; Old Age Assistance; Food Stamps.*

**Energy Efficiency Programs** – Liberty offers free home weatherization to income-eligible New Hampshire customers. Homeowners or renters may qualify for weatherization measures for free! Services provided by a licensed and insured local company include insulation and air sealing. Contact your local Community Action Agency for more information.

## Additional Help

**Neighbor Helping Neighbor** – For limited income households not eligible for Fuel Assistance, the Neighbor Helping Neighbor Fund may be able to help you. This is a private charitable fund that provides assistance to those customers whose income is above the Fuel Assistance guidelines. Apply at your local Community Action Agency.

**211** – Call 211 or visit [www.211.org](http://www.211.org) to learn about additional assistance programs in your area. This is a free, confidential referral service that connects callers with essential health and human services 24/7.

## Payment Options

**Levelized Budget Billing** – Fuel Assistance benefits may not cover all winter fuel bills and should not be relied upon to meet all of your energy needs. You should consider enrolling in Budget Billing, which helps you avoid high winter bills by spreading your annual cost into manageable monthly payments.

**Payment Arrangements** for residential customers with past due balances. To establish a payment arrangement on your account, please contact our Customer Care department at 1-800-833-4200. A representative will work with you to establish a plan to address the overdue balance on your account.