



New Hampshire Electric 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.

Fuel Assistance Program

The Fuel Assistance Program can help pay a portion of your heating bills if electricity is your main heating source and you meet certain eligibility requirements. To apply, contact your local Community Action Agency.

How To Apply – You must apply through your local Community Action Agency. (See “Where to Apply” on the next page.) 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.

Electric Assistance Program

The Electric Assistance Program (EAP) is a statewide program that helps income eligible customers pay their electric bills. If you qualify, discounts ranging from 5% to 86% on the basic electric service are available.

Please Note: Effective October 1, 2023, the discounts associated with the Electric Assistance Program (EAP) have changed.

EAP Tier	Old Discount	New Discount (Effective 10.1.23)
2	8%	5%
3	22%	19%
4	36%	36%
5	52%	54%
6	76%	86%

How To Apply: You must contact your local Community Action Agency (see “Where to Apply” section on the next page) and complete an Electric Assistance Program application. Your local Community Action Agency will determine your eligibility based on your annual household income. Liberty cannot determine your eligibility for this program. Your local Community Action Agency will notify us if you qualify.

If you qualify, the EAP discount amount will appear on your next bill after notification has been received. You are responsible for paying the remainder of the bill shown on the “Amount Now Due” line. Learn more about this program in the “Consumers” section of www.energy.nh.gov.

Other Programs

Energy Efficiency – Programs are available to help reduce electricity and fuel costs for income eligible customers. An energy expert from your local Community Action Agency provides an analysis, detailing proposed energy efficiency upgrades to help save energy and money. You may also qualify for other items, including:

- ENERGY STAR® refrigerators and lighting
- Water saving, insulation and air sealing measures
- Heating system replacements for old, inefficient systems



Additional Help

Neighbor Helping Neighbor - For limited income households not eligible for Electric 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 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 - Electric Assistance benefits may not cover all winter electric bills and should not be relied upon to meet all of your energy needs. You should consider enrolling in Levelized 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 Customer Care at 1-800-375-7413. A representative will work with you to establish a plan to address the overdue balance on your account.

System Benefits Charge

The System Benefits Charge on your electric bill is used to collect funds for our Energy Efficiency Programs and to help qualified low-income households pay their bill. All electricity customers in NH pay this charge.

Currently the rates are set as follows:

Energy Efficiency:	\$0.55/kWh
Low Income Assistance:	\$0.15/kWh
Total Sys Benefits Chg:	\$0.70/kWh

Where to Apply

Belknap and Merrimack Counties

www.bm-cap.org
(603) 223-0043

Coos, Carrol and Grafton Counties

www.tccap.org
1-888-648-2227

Hillsborough County

www.snhs.org
Manchester (603) 647-4470
Nashua (603) 889-3440

Rockingham County

www.snhs.org
Derry (603) 965-3029
Salem (603) 893-9172

Cheshire and Sullivan County

www.scshehelps.org
(603) 352-7512



The funding for Energy Efficiency goes towards rebates and incentives we provide to customers for qualifying high efficiency measures installed in homes, businesses or municipalities.

Low Income Assistance funds go to customers who meet certain income criteria as determined by their local community action agency.

For more information on these programs please visit www.libertyenergyandwater.com.