

## 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  
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.*



Sustaining energy and water for life.



**1-800-375-7413**

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

31230-I-0047

## 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 reverse.) 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 8% to 76% on the basic electric service are available.

**How To Apply:** You must contact your local Community Action Agency (see “Where to Apply” section on the reverse of this document) 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 by reading about this program at [puc.nh.gov/consumer/electricassistanceprogram.htm](http://puc.nh.gov/consumer/electricassistanceprogram.htm).

## Other Programs

**Energy Efficiency** – Programs are available to help reduce electricity and oil costs for income eligible customers. An energy expert from your local Community Action Agency provides an analysis, indicating how much each appliance costs to operate and how much you might be able to save. You may also qualify for other items, including:

- ENERGY STAR® Refrigerators and Lighting
- Water saving, insulation and air sealing measures

## 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](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** – Electric Assistance benefits may not cover all winter electric bills and should be 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.