



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 tradujo.

Fuel Assistance

Fuel Assistance 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 for more information about the discount rate.

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 in September. Complete and return that application to your Community Action Agency.

Funds are limited and your application does not guarantee eligibility of the full amount. Contact your local agency as soon as possible to find out if you are eligible 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 include: The current list of eligible programs is below: Electric Assistance Program; Supplemental Security Income Program; Women, Infants and Children Nutrition Program (WIC); Elderly NH

Commodity Surplus Foods Program (CSFP) (for age 60 and older); Financial Aid to Needy Families (FANF); Housing Choice Voucher Program (Section 8); Head Start Program; Aid to Permanently and Totally Disabled (APTD); Aid to the Needy Blind; Old Age Assistance; Supplemental Nutrition Assistance Program (SNAP)

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 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 be not be relied upon to meet all of your energy needs. Levelized Budget Billing helps you avoid high winter bills by spreading your annual cost into manageable monthly payments.

Payment arrangements – Special payment plans may be available for residential customers with past due balances. To establish a payment arrangement on your account, please contact customer care at 1-800-833-4200 or scan the QR code below.



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.caphr.org

Manchester (603) 647-4470

Nashua (603) 889-3440

Rockingham County

www.caphr.org

Derry (603) 965-3029

Salem (603) 893-9172

Cheshire and Sullivan County

www.scshehelps.org

(603) 352-7512