

Utility Assistance and Preventing a Utility Shut-Off

- ❖ Contact the Utility Company before the threats become dire.
- ❖ You can search “Community Action Agencies” for a broader list of locations serviced

CAP-HR will also assist with Electric

- Manchester 647-4470 (Manchester toll free 1-800-322-1073)
- Nashua 889-3440: (Nashua toll free 1-877-211-0723)
- Peterborough 924-2243
- Hillsborough (Monday and Friday) 924-2243
- Milford (Tuesday and Thursday) 924-2243
- (Peterborough, Hillsborough and Milford toll free 1-877-757-7048)

- ❖ Specific Utility vendors may have their own inhouse program as well.

➤ **Liberty Utilities - Residential Low Income Assistance Program (formerly Gas Assistance Program)**

Customers taking service under the Residential Low Income Assistance Program (RLIAP) rate will receive a 45% discount off the customer charge as well as the distribution rate and cost of gas rate during the winter period. The discount does not apply during the summer period and does not apply to the Local Delivery Adjustment Charge.

This means low income customers will receive a discount only during the winter months (November - April).

Low Income Residential Heating Rate (R-4)

Residential customers who use gas as their main household heating fuel and who qualify for any of the benefits listed below may be eligible to take advantage of this rate. This rate is available to residential customers of Liberty who are separately metered and billed.

Qualified Programs:

- a. Low Income Home Energy Assistance Program (LIHEAP)
- b. Electric Assistance Program (EAP)
- c. Supplemental Security Income Program
- d. Women, Infants and Children Program
- e. Commodity Surplus Foods Program (for women, infants and children)
- f. Elderly Commodity Surplus Foods Program
- g. Temporary Aid to Needy Families Program
- h. Housing Choice Voucher Program (also known as Section 8)
- i. Head Start Program
- j. Aid to the Permanently and Totally Disabled Program
- k. Aid to the Needy Blind Program
- l. Old Age Assistance Program
- m. Food Stamps Program
- n. Any successor program of a-m

How to Apply

If you believe you are eligible for this discounted rate, please email your current award letter to customerservicen@libertyutilities.com

Liberty

ATTN: Customer Service

P.O. BOX 1380

Londonderry, NH 03053

❖ **Programs That Average Your Bills Throughout the Year**

➤ Neighbor Helping Neighbor Fund

- 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.
- Contact your local “Community Action Agency” upon receiving a denial letter for Fuel Assistance and inquire about eligibility for this program.

➤ Eversource {Electric Utility} offers Budget Billing tools

Budget Billing

- Budget billing is a free service to help you manage your expenses by equalizing monthly energy bills. You can avoid spikes in your bill by equalizing your payments over a set period of time with Budget Billing.

How It Works:

- You must have at least 12 months of use at your residence to be eligible for enrollment
- You are enrolled in a year-long program to split your bill into 12 equal payments
- Your budget payment amount is determined based on your annual usage cost over the last 12 months
- We review this estimate periodically, so your amount may decrease or increase if there is a significant difference between energy usage and your current budget amount
- You are automatically re-enrolled each 12-month cycle unless you choose to manually unenroll

❖ **Laws That Prohibit Utility Cut-Off During Extreme Weather.**

➤ Winter Disconnection Rules for **Electric and Gas** Customers

- During the winter months, there is increased protection for customers of electric and natural gas utilities. While customers can still be disconnected if they fail to make payments on their gas or electric bills, it is more difficult to be disconnected in the winter time.
- From November 15 to March 31, an electric utility may not disconnect a customer’s service:
- If the customer does not use electric service for heating and the balance owed for service provided is less than \$225; If the customer does not use gas service for heating and the balance owed for service provided is less than \$125;
- If the customer has electric, gas, or steam heat, the utility may not disconnect service if the balance owed for service provided is less than \$450.
- Utilities must seek commission approval before disconnecting the service of residential customers known to be 65 years or older and customers with a known financial hardship.
- If you think you qualify for financial hardship status as defined below, please contact your utility for further assistance.
- Section Puc 1202.10 “Financial hardship” means a residential customer has provided the utility with evidence of current enrollment of the customer or the customer’s household in the Low Income Home Energy Assistance Program, the Electric Assistance Program, the Neighbor Helping Neighbor Program, the Link-Up and Lifeline Telephone Assistance Programs, their successor programs or any other federal, state or local government program or government funded program of any social service agency which provides financial assistance or subsidy assistance for low income households based upon a written determination of household financial eligibility.
- In addition to the protections described above, no residential customer can be disconnected during the winter period for non-payment of a deposit or portion of a deposit.
- If you are having difficulty keeping up with your bills during the winter months, please contact your local utility. Balanced billing or budget billing arrangements are available from most utilities, and payment arrangements are available from all utilities.

❖ **Utility Conservation Assistance Programs**

- ### ➤ Programs designed to help reduce the cost of utilities by installing energy efficient improvements to homes.
- Fuel Assistance Program eligibility not required to participate in the Weatherization Program.

Local Utility Providers & Payment Walk-In Offices

The primary regional providers offer the following physical access options:

- **Water & Sewer:** [City of Manchester Water Works](#)
 - Address: 281 Lincoln St, Manchester, NH 03103
 - Hours: Monday–Friday: 8:00 AM – 4:30 PM
 - Details: Accepts in-person billing inquiries and walk-in payments. [[1](#)]
- **Electric:** [Eversource](#)
 - Address: 780 N Commercial St, Manchester, NH 03101
 - Hours: Monday–Friday: 8:00 AM – 6:00 PM
 - Details: While this is a regional office location, most standard retail bill payments are routed through third-party authorized walk-in agents (like local grocery store customer service desks). [[1](#)]
- **Natural Gas: Liberty**
 - [Manchester Office](#): 130 Elm St, Manchester, NH 03101
 - [Concord Walk-In Center](#): 116 North Main Street, Concord, NH 03301
 - Hours (Concord): Tuesdays, Wednesdays, and Thursdays from 9:00 AM – 4:00 PM. [[1](#), [2](#)]