

NEED HELP PAYING YOUR LIBERTY UTILITIES NATURAL GAS BILLS?

THERE ARE OPTIONS THAT MAY WORK FOR YOU.

FUNDS ARE LIMITED. ACT FAST!



Liberty Utilities

LIHEAP

The Low Income Home Energy Assistance Program (LIHEAP) could help you in two ways: **Energy Assistance (EA)** and **Energy Crisis Intervention Program (ECIP)**.

- **EA:** Energy Assistance (EA) helps you with a one-time payment for your home's heating bills from November through March.
- **ECIP:** The Energy Crisis Intervention Program (ECIP) helps pay your home's energy bill when your energy is shut off or is threatened to be shut off.
- **Winter ECIP** Lasts November – May based on funding; you could receive up to **\$800**
- **Summer ECIP** Lasts June - September based on funding; you could receive up to **\$600**

You may qualify for LIHEAP if:

- You meet specific income guidelines that vary according to house size and fuel type
- You pay your home's heating and cooling costs
- You are a U.S. citizen or a permanent legal resident
- You have \$3,000 or less in your accounts

How to apply for LIHEAP:

Call **1-855-373-4636** to have an application mailed to you or visit
<https://mydss.mo.gov/energy-assistance>

Liberty Utilities Natural Gas Assistance Programs

Call **1-800-424-0427** Monday – Friday from 7:00 a.m. – 7:00 p.m. to talk to us about the following options that may be right for you.

Project Help

Project Help is a Liberty Utilities program that helps customers who need one-time help with their Liberty Utilities gas bill.

You may qualify for Project Help if:

- You are a Liberty Utilities natural gas customer
- You are over the age of 60 or are disabled
- You don't qualify for other forms of help

Action to Support the Elderly

Action to Support the Elderly is a Liberty Utilities program that helps those who are handicapped or over the age of 60 with their energy bills. For Liberty Utilities customers who qualify, late fees are waived, due dates may be changed, and deposits may be waived.



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Payment Arrangements

We have a special payment arrangement program to help customers with bills during COVID-19.

Assistance Agencies

If you need help with your Liberty Utilities natural gas bill, contact us. We can refer you to local agencies that may be able to help you.

IF YOU'RE MEDICALLY DEPENDENT ON NATURAL GAS

Medical Extension (Doctor's certificate required)

If you are a Liberty Utilities natural gas customer and you or a permanent member of your household have a medical condition that will worsen after a loss of natural gas, you may be eligible for a 21-day medical extension.

Notifying Customers Before a Disconnect

We will attempt to notify customers the day prior to disconnect. Never ignore a disconnect notice. If you get one, call Liberty Utilities as soon as possible.

CONTACT US

Liberty Utilities: 1-800-424-0427 | Monday-Friday 7:00 a.m. – 7:00 p.m.

We respond to emergencies 24/7 | libertyutilities.com



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