

# 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 **1-855-872-3242** Monday – Friday from 8:00 a.m. – 6:00 p.m. to talk to us about the following options that may be right for you.

### Community Energy Assistance Program

The Community Energy Assistance is a Liberty Utilities program that helps customers who need one-time help with their natural gas bill.

**You may qualify for the Community Energy Assistance Program 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

### (LIAP) Low Income Assistance Program

The Liberty Utilities Low Income Assistance Program (LIAP) gives qualifying Liberty Utilities natural gas customers a one-time credit on their bill in the amount of the delivery charge. In order to qualify, customers must meet LIHEAP income guidelines.



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## Friendly Follow-Up Program

The Liberty Utilities Friendly Follow-Up program automatically alerts local agencies when a customer gets a disconnect notice. This program was created for elderly, ill, or disabled Liberty Utilities customers.

## Local Assistance Agencies

If you need help paying your Liberty Utilities bill, contact Liberty Utilities. We can refer you to local assistance agencies that may be able to help you.

## Payment Arrangements

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

## 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: 1-855-872-3242 | Monday-Friday 8:00 a.m. – 6:00 p.m.

We respond to emergencies 24/7 | [libertyutilities.com](http://libertyutilities.com)



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