



Financial Assistance Options

New York Water

We all need a helping hand now and then. If you are struggling to pay your bills, Liberty has options that may help you get back on your feet.

Customer Assistance Program (CAP)

Liberty's Customer Assistance Program, or CAP, is designed to provide payment assistance to income-eligible customers. The program consists of the following two sub-programs:

- **Low-Income Bill Discount Program**

The first step to receiving CAP benefits is to enroll in the Low-Income Bill Discount Program. This program provides income-eligible customers with a credit equal to the monthly meter charge. The Company will display the meter charge credit as a separate line item on the customer's bills

- **Arrearage Management Program (AMP)**

The AMP by Liberty provides income-eligible residential water customers with past-due balance forgiveness of up to \$1,200 per year as long as they are on this program. Customers participating in the AMP will receive \$100 towards their past-due balance after each timely payment of their monthly budget amount, unless the remaining balance is less than \$100.

Levelized Budget Billing

Levelized Budget Billing allows you to spread out payments over the year, avoiding high and low fluctuations. Liberty will calculate a customer's monthly payment based a rolling 12-month history. Since we recalculate the average each month, no balance settle-up or review is required. However, the budget amount will vary slightly from month to month.

Levelized Budget Billing is a great option for customers who want the consistency of predictable bills without having to worry about paying more during review periods.

Special protections

If all residents in the home are aged 62 or older, or if someone is blind or disabled, our goal is to prevent the disconnection of your service. Please contact our office if these situations exist. We can add a third-party contact, such as a relative, trustee, or agency, to receive copies of your bills and any past-due or shutoff notices.

Payment Plans – If you are having trouble paying your bill on time, please let us know right away. We would like to work with you. You can also request a payment plan by scanning the QR code below or by visiting the "Customer Service" section of www.libertyenergyandwater.com.



For more information about any of the programs listed above, contact us using the information below. We are here to help.



1-877-426-6999 TDD: 711



customerserviceNYW@libertyutilities.com



www.libertyenergyandwater.com