



Liberty's HEART and THAW programs assist customers in need



Liberty offers programs to assist low income customers and others in need of help – the Home Energy Assistance in Reduced Temperatures (HEART) program and the Temporary Heating Assistance in Winter (THAW).

What is HEART?

HEART provides participating Liberty residential customers who have electric heat with \$115 of assistance each month from January to April. Qualifying customers with non-electric heat can receive \$58 a month for those same four months.

The program is administered by Community Action Kentucky and its local community action agencies. The agencies follow specific guidelines to determine who qualifies for assistance.

Liberty customers can also contribute funds to help through Donation HEART. Just check the box on your paper bill and indicate an amount to be added each month. Liberty will match donations up to \$20,000 a year. Currently, there is not an option to donate to HEART online.

What is THAW?

THAW provides participating Liberty residential customers with assistance up to \$175. The program is available January through April or until designated funds are depleted on a first come, first served basis.

Who can qualify for THAW?

- Nearly anyone who can demonstrate hardship with Community Action of Kentucky and the local CAK agency.

Community Action of Kentucky agencies are:

Big Sandy Area Community Action Program

Counties: Floyd, Johnson, Magoffin, Martin, and Pike
bsacap.org • 606-789-3641

Gateway Community Action Agency

Counties: Morgan and Rowan
gatewaycaa.org • 800-927-1833 or 606-743-3133

LKLP Community Action Council

Counties:
Knott: 606-785-3322 Leslie: 606-672-2155
Letcher: 606-633-4458 Perry: 606-436-3161
lklp.org

Middle Kentucky Community Action Partnership

Counties:
Breathitt: 606-666-5902 Owsley: 606-593-5103
mkcap.org

Northeast Kentucky Community Action Agency

Counties: Boyd, Carter, Elliott, Lawrence, and Greenup
nkcaa.net • 606-286-4443 or 800-817-4443

Customers who do not qualify for either HEART or THAW, yet are struggling to pay their electric bill, can still get help. Call 1-800-572-1113 to speak with a Liberty representative to arrange a payment plan. Visit kentucky.libertyenergyandwater.com for more information.