



MA ENERGY ASSISTANCE PROGRAMS

for Income-Eligible Residents

If you are an income-eligible resident of Massachusetts, there are a number of programs that can help you manage your energy bills.

HOW TO QUALIFY

To qualify, your household gross annual income must fall at or below the amounts shown in the chart below. Applicants for Energy Assistance Programs should contact their local community agency. They will advise you of the necessary documents to verify income eligibility.

2018 Income Eligibility Amounts

NUMBER OF PEOPLE IN HOUSEHOLD	ANNUAL INCOME
1	\$34,380
2	\$44,958
3	\$55,537
4	\$66,115
5	\$76,693
6	\$87,272
7	\$89,255
8	\$91,239

To find your community action agency, visit hedfuel.azurewebsites.net or call 866-537-7267.

AVAILABLE PROGRAMS

Fuel Assistance

Fuel Assistance (called LIHEAP—Low Income Home Energy Assistance Program) helps pay your primary heating bill whether you are a homeowner or renter. The program makes direct payments to your utility or fuel dealer whether you heat your home with electricity, natural gas, oil, propane, kerosene or wood. If you are a renter whose landlord pays for the heat, you may be eligible to receive a payment from LIHEAP to help with the heating portion of your rent.

For more information about LIHEAP and additional benefit programs, visit benefits.gov/benefits/benefit-details/1576.

Discounted Natural Gas and Electric Rates

All state regulated Massachusetts natural gas and electric utilities offer a Residential Discount Rate. Households receiving Fuel Assistance are enrolled automatically. You are also eligible if you receive TANF, EAEDC, SNAP, MassHealth, WIC, or another income-related program, but you will need to apply to your utility directly.

Payment Plans and/or Arrearage Management Programs

Massachusetts natural gas and electric utilities will work with you to spread out payments on overdue portions of your bill. Utilities also offer an Arrearage Management Program in which past due balances can be forgiven if you make on time budget payments. To enroll, please contact your utility directly.

Energy Efficiency and Weatherization Assistance Programs

Massachusetts natural gas and electric utilities and Cape Light Compact offer a NO-COST program to help reduce your energy bills. It all starts with a no-cost Energy Assessment of your home to determine possible energy savings opportunities. You will receive energy-efficient light bulbs, water conservation materials, and possibly a new refrigerator, freezer, heating system (or system repair), dehumidifier, front loading clothes washer and/or window A/C unit if the existing appliance is in working order and determined to be inefficient. Other no-cost services may include attic and wall insulation, weather-stripping and sealing of air leaks throughout your home. These services are available whether your home is heated with electricity, natural gas, oil, propane, kerosene or wood. These services are available whether you are a homeowner, tenant, or a landlord of a 1-4 unit building in which at least half of the units are income eligible. To learn more or to apply for this service, contact your local community agency. Landlords of buildings with 5 or more units in which at least 50% of the occupants are income-eligible should call 617-348-6425 or apply at leanmultifamily.org.

To find your local community agency, please call 866-537-7267, enter your ZIP code and select option 2. Or, visit hedfuel.azurewebsites.net.

Other Protections

Protections from Utility Shut-off

1. Natural gas and electric utilities will not terminate heat-related service from November 15 through March 15, so long as service was not shut off for non-payment prior to November 15.
2. Serious illness—Natural gas and electric utilities will not terminate service if anyone in the household (adult or child) has a serious illness. A medical certification and financial hardship form must be submitted to the utility for documentation.
3. Child under 12 months—Natural gas and electric utilities will not terminate service if anyone in the household is under 12 months old. A birth certificate and financial hardship form must be submitted to the utility for documentation.
4. Elderly—Natural gas and electric utilities will not terminate service if all adult household members are of age 65 or older without obtaining the permission of the Department of Public Utilities.

To learn more, please contact your local natural gas and/or electric utility or your local community agency.

Other Sources of Heating Help

- The Emergency Food and Shelter Program (EFSP), often administered by your local fuel assistance agency, may be able to provide one-time assistance with your utility bill. For more information, please visit efsp.unitedway.org.
- The Good Neighbor Energy Fund provides a one-time grant to people who are in temporary financial crisis, but are not income-eligible for Fuel Assistance. Contact the local Salvation Army or call 800-334-3047 (or 800-262-1320 in area code 413) for this and other help.
- Catholic Charities, the United Way, your city or town, or other local organizations may also be able to help.
- Dial 211 for information on other Massachusetts social services.

**To find your local community agency,
please call 866-537-7267 or visit
hedfuel.azurewebsites.net.**



Sponsored by:

