LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
Also called the FUEL ASSISTANCE PROGRAM

WHAT IS FUEL ASSISTANCE?

It’s a program to help pay a portion of your winter heating bills. It begins November 1 and ends April 30 of each year.

WHO IS ELIGIBLE?

Eligibility is based on the gross annual income of all household members and the number of household members. Self-employed households have additional requirements. For some homeowners, owning additional property other than where you currently live may disqualify you. For “Income Eligibility Guidelines,” see the table below:

INCOME ELIGIBILITY GUIDELINES

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Maximum Annual Gross Income</th>
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<tbody>
<tr>
<td>1</td>
<td>$34,380.00</td>
</tr>
<tr>
<td>2</td>
<td>$44,958.00</td>
</tr>
<tr>
<td>3</td>
<td>$55,537.00</td>
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<tr>
<td>4</td>
<td>$66,115.00</td>
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For households of 5 or more, please visit the website www.mass.gov.

Some households are eligible for an extra “high energy” benefit. To qualify, the cost of heating your home for a year must be higher than the threshold set by DHCD each year.

As proof you’ll also need to bring either your heating bills during the 12-month period between April 1, 2016 and March 31, 2017 or a printout of those bills from your utility or fuel company.

ARE THERE ELIGIBILITY EXCEPTIONS?

Yes. If you have a housing subsidy or live in a subsidized building, the cost of your heat is included in your rent and your rent is less than 30% of your income, you are not eligible.

CAN I RENT OR OWN A HOUSE AND QUALIFY?

Yes. You can either rent or own your home and qualify. Applicants whose heat is included in their rent may also qualify.

HOW DO I APPLY?

It’s easy. For information, please contact:

Community Action, Inc.
3 Washington Sq., 2nd Fl.
Haverhill, MA 01830
978-373-1971
www.communityactioninc.org

Once you have applied, you may also call our automated phone number at 978-374-7660 any time, day or night, to find out the status of your application, grant amount, & bill payment info.

WHAT DO I NEED TO BRING?

When you call for information a staff member will tell you when you can come in to fill out an application and what you need to bring. This may include but it is not limited to: a photo I.D., income documentation for the past 4 weeks, Social Security numbers for all household members, utility bills and proof of housing costs.

HOW DO I RECEIVE MY BENEFIT?

In most cases the heating company will send your bill to our agency and we will pay the heating company directly. We will make payments up to your benefit amount for energy used from November 1 through April 30.

DO I PAY ANY OF MY HEATING BILL?

Yes. The Fuel Assistance Program only pays the bills up to your grant amount. Once you use up your entire grant we will notify you. You also will have to pay any bills incurred from May 1 through October 31.

CAN I GET A DISCOUNT ON MY HEATING UTILITY BILLS?

Yes. Eligibility for fuel assistance provides a discount on your gas and electric bills if your utility provider is National Grid.

ADDITIONAL ASSISTANCE

Your Fuel Assistance Program can offer you information about other agency programs such as Food Stamps, health insurance enrollment, tax preparation, employment, and other types of non-financial assistance.

For utility company problems, please call:

● Department of Public Utilities (DPU) at 1-800-392-6066.

For limited income households who are not eligible for fuel assistance, please contact:


● United Way: 1-800-231-4377 or visit the website at: www.supportunitedway.org.

● MASS 2-1-1: For non-emergency social service programs, dial 211.
WEATHERIZATION ASSISTANCE PROGRAM

WHAT IS WEATHERIZATION?
This is a program that can install attic and/or wall insulation and perform air sealing measures to prevent loss of heat from your home.

WHO IS ELIGIBLE?
The eligibility requirements are basically the same as for Fuel Assistance. Your proof of income for Fuel Assistance can be used for the Weatherization Program, but may need to be updated. Additional information may be requested. Priority of service is given to households with the elderly, the disabled, children (under the age of six), Native Americans and high-energy usage.

HOW DO I APPLY?
The application for the Weatherization Assistance Program is the same as the application for Fuel Assistance. Call Action, Inc. at 1-800-696-9276.

WHAT HAPPENS NEXT?
After your Weatherization application is complete and you are determined eligible, an energy auditor will come to your home to see what should be done to help with your heat loss and then explain the scope of work. Professional contractors do the actual work and it is thoroughly checked by the Weatherization agency.

HEATING EMERGENCY ASSISTANCE RETROFIT TASK PROGRAM (HEARTWAP)

WHAT IS HEARTWAP?
This is a program to repair or replace your primary heating system.

WHO IS ELIGIBLE?
Homeowners who qualify for Fuel Assistance are eligible. In winter, priority is given to people with no heat or unsafe heating situations.

HOW DO I APPLY?
Contact your local agency about completing a Fuel Assistance application. Or, if your heating system is in need of a repair, call: Community Action at 978-373-1971 ext. 234 to determine whether you are eligible and if the repair will be covered.

DO YOU NEED HELP WITH YOUR HEATING BILLS?
IS YOUR HOME WARM ENOUGH?
The Fuel Assistance Program can help pay part of your home's winter heating bill if your annual income does not exceed 60% of the estimated State Median Income.
The Weatherization Assistance Program can make your home warmer and reduce heating bills.
The HEARTWAP program can repair or replace your primary heating system.

For information and help, call:
Community Action, Inc.
978-373-1971
Automated line (978)374-7660

Charlie Baker Jr, Governor
Karyn Polito, Lt. Governor
Chrystal Kornegay, Undersecretary,
Department of Housing and Community Development
HEAT LINE: 1-800-632-8175
Website: www.mass.gov/dhcd