

WINTER ENERGY-SAVING TIPS

- ❄️ Caulk and weatherstrip doors and windows that leak air.
- ❄️ When the fireplace is not in use, keep the flue damper tightly closed
- ❄️ Set your thermostat as low as is comfortable and consider an automatic setback thermostat to save additional money.
- ❄️ Clean or replace filters on furnaces every other month.
- ❄️ Make sure that warm air registers, baseboard heaters and radiators are not blocked by furniture, carpeting, or drapes.
- ❄️ Close your curtains and shades at night; open them during the day.
- ❄️ Have your oil-fired heating system serviced annually and your gas-fired heating system serviced every three years.
- ❄️ Contact the energy assistance agency in your community to find out about the programs they offer that can keep you warm this winter.



Additional Assistance:

For utility company problems, please call the Department of Public Utilities (DPU) **1-800-392-6066**. For limited income households who are not eligible for fuel assistance, please contact The Good Neighbor Energy Fund operated by your local Salvation Army at:

- in area codes 617/508/781/978: **1-800-334-3047**
- in area code 413: **1-800-262-1320**
- or visit the Massachusetts's Good Neighbor website at <http://magoodneighbor.org/>
- United Way: 1-800-231-4377, supportunitedway.org
- Mass 2-1-1, For non-emergency social service programs, dial 211

Cold Relief

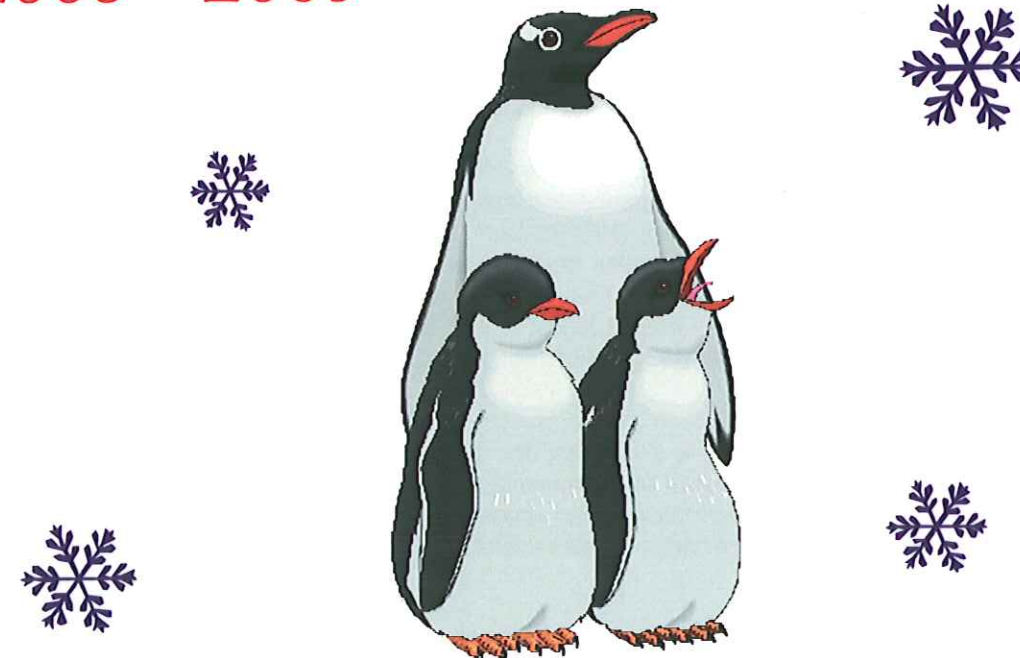


Massachusetts Department
of Housing & Community Development
100 Cambridge Street, Suite 300
Boston, MA 02114
www.mass.gov/dhcd

energy assistance programs

Division of Community Services

2008 - 2009



Deval L. Patrick, Governor
Timothy P. Murray, Lieutenant Governor
Tina Brooks, Undersecretary

From the Undersecretary

November, 2008



On behalf of Governor Deval Patrick and Lt. Governor Timothy P. Murray, the Department of Housing and Community Development (DHCD) is pleased to announce the 32nd anniversary of the Low Income Home Energy Assistance Program (LIHEAP). On average, LIHEAP funds have helped over 145,000 households annually across the state.

Funded through the U.S. Department of Health and Human Services (DHHS), LIHEAP assists low-income individuals and families with the cost of heating their homes during the winter season. The Program is managed by the DHCD in conjunction with 22 Community Action Agencies, other nonprofits, and local government organizations.

This year, LIHEAP will provide fuel assistance to low-income people with annual incomes up to 200% of the federal poverty level, or \$42,400 for a family of four. Current benefits vary depending on income levels. Last year, DHCD served over 145,000 Massachusetts households through this program and expects more to be served this winter.

The Weatherization Assistance Program, funded by the U.S. Department of Energy (DOE) and the Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP, funded through HHS LIHEAP funds) are other programs designed to assist low-income households in the Commonwealth. These energy conservation programs help stretch available LIHEAP funds. All of these services are provided through "one-stop applications" at your local energy assistance agency.

This brochure is intended to be a resource for program providers, energy vendors, cities and towns, and community organizations. We hope that you find it an informative tool to access the fuel assistance and energy conservation providers. It is also available online at: www.mass.gov/dhcd.

Should you have any questions, please do not hesitate to contact DHCD's Heat Line at 800-632-8175 or your local energy assistance agency indexed by community in this brochure.

Tina Brooks, Undersecretary
Department of Housing and Community Development

Community Listing

1
Action for Boston Community Development, Inc. (ABCD)
178 Tremont Street
Boston, MA 02111

(617) 357-6012

2
Action, Inc.
47 Washington Street
Gloucester, MA 01930

(978) 281-3900
1-800-696-9276

3
Berkshire Community Action Council, Inc. (BCAC)
1531 East Street
Pittsfield, MA 01201

(413) 445-5671 - Pittsfield
(413) 663-3014 - North Adams
(413) 528-1947 - Great Barrington
1-866-216-6200 - Toll Free

4
Community Action, Inc. (CAI)
145 Essex St.
Haverhill, MA 01832

(978) 373-1971 - Haverhill
1-800-332-9004 - Toll Free

5
City of Cambridge, Department of Human Services
51 Inman Street
Cambridge, MA 02139

(617) 349-6252

6
Community Action Program Intercity, Inc. (CAPIC)
100 Everett Street, Unit 14
Chelsea, MA 02150

(617) 884-6130

INCOME ELIGIBILITY CHART Based on Gross Annual Income

FY 2009

Low Income Home Energy Assistance Program (LIHEAP) Maximum Income Eligibility Chart

Family Size (# of people in the household)	100% of Federal Poverty Level	125% of Federal Poverty Level	150% of Federal Poverty Level	175% of Federal Poverty Level	200% of Federal Poverty Level
1	\$ 10,400	\$ 13,000	\$ 15,600	\$ 18,200	\$ 20,800
2	\$ 14,000	\$ 17,500	\$ 21,000	\$ 24,500	\$ 28,000
3	\$ 17,600	\$ 22,000	\$ 26,400	\$ 30,800	\$ 35,200
4	\$ 21,200	\$ 26,500	\$ 31,800	\$ 37,100	\$ 42,400
5	\$ 24,800	\$ 31,000	\$ 37,200	\$ 43,400	\$ 49,600
6	\$ 28,400	\$ 35,500	\$ 42,600	\$ 49,700	\$ 56,800
7	\$ 32,000	\$ 40,000	\$ 48,000	\$ 56,000	\$ 64,000
8	\$ 35,600	\$ 44,500	\$ 53,400	\$ 62,300	\$ 71,200
9	\$ 39,200	\$ 49,000	\$ 58,800	\$ 68,600	\$ 75,587
10	\$ 42,800	\$ 53,500	\$ 64,200	\$ 74,900	\$ 77,196
11	\$ 46,400	\$ 58,000	\$ 69,600	\$ 78,804	\$ 78,804
12	\$ 50,000	\$ 62,500	\$ 75,000	\$ 80,412	\$ 80,412

Limited by Statute to 60% of State Median Income.

To determine whether you qualify for assistance simply take the gross (before taxes) annual income for all adult household members and compare to the chart above. Some reductions in benefits apply for certain types of subsidized housing and other housing types.

Call the statewide toll-free HEATLINE at
1-800-632-8175

This information is available online at: www.mass.gov/dhcd

About our Programs...



The **Low-Income Home Energy Assistance Program (LIHEAP) (Fuel Assistance)** provides eligible households with help in paying winter heating bills. The program pays benefits of fixed amounts based on household income and size. An additional benefit is available to eligible households having a high energy burden. Local administering agencies determine household eligibility based on annualized income and the number of members in the household. The agency then will make payments towards the heating bills to the primary heat source vendor (oil, propane, wood or coal dealer or gas or electric utility). Special provisions are made for those households whose heat is included in their rent and those living in subsidized housing.

Households with incomes up to 200% of the Federal Poverty level are eligible for the Fuel Assistance Program. Homeowners and renters are both eligible.

The **Weatherization Assistance Program (WAP)** is designed to assist low-income households reduce their heating bills by providing home energy efficiency services. The program is operational year round. After a household is determined eligible, the local agency schedules an energy inspection of the home. A Mass. Weatherization Certified Energy Auditor completes an inspection of the energy and health and safety concerns of the home and completes a Work Order/Job Write-Up. Local certified and insured weatherization contractors are hired to complete the work at no cost to the occupants. Typical work completed includes air sealing, attic and/or sidewall insulation, weatherstripping, and minor repairs associated with the weatherization work. Heating system work, if needed is typically referred to a separate program administered by DHCD. All work receives a thorough Quality Control inspection by the agency's Energy Auditor. To the greatest extent possible, work is coordinated with any utility-funded Energy Efficiency programs that may be available in the area.

Households with incomes up to 200% of the Federal Poverty level are eligible for the Weatherization Assistance Program. Program eligibility is based on household eligibility for the LIHEAP Program. In addition, those households with a member receiving TAFDC or SSI are categorically eligible. Due to limited funding, priority points are awarded to households with members who are elderly, disabled, children under 7, Native Americans, and households with exceptionally high energy bills. Tenants (with landlord approval) as well as homeowners are eligible for weatherization.

Weatherization services vary dependent on the specific needs of the home and DOE approved conservation measures. There is a maximum of \$5,000 for all measures with the average grant of approximately \$1,600. No client contribution is required.

The **Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP)** is designed to provide heating system repair and replacement services to low-income households. The program is operational year round. During the winter months, the program serves primarily as an emergency intervention service to provide assistance to low-income clients having problems with the operation of their primary heating system. Eligible households call the local administering agencies and notify HEARTWAP staff when they are having a problem. Heating companies, under contract with the local agency, provide services necessary to keep the heating system operating efficiently and safely. Provisions are in place for LIHEAP clients to contact their dealer directly if the emergency occurs during the evening or on weekends.

Households with incomes up to 200% of the Federal Poverty level are eligible for the HEARTWAP. Program eligibility is based on household eligibility for the current year's LIHEAP Program. Tenants are eligible for some services, but are required to first contact their landlord who is legally responsible for the maintenance of the heating system.

HEARTWAP services vary dependent on the specific needs of the home. Heating system replacements for unsafe, inoperable, and irreparable systems can be as high as \$3,000.

For further information on any of the above programs, please call the CSU Staff at (617) 573-1400 or 1 (800) 632-8175. This information is also available online

at:
<http://www.mass.gov/dhcd>.



To find the local energy assistance agency closest to you, match the number beside the city/town listing on the next page to the agency number listed below.

7 Citizens for Citizens (CFC) 264 Griffin Street Fall River, MA 02724 (508) 679-0041 - Fall River (508) 823-6346 - Taunton (508) 676-7397 - Information	14 Menotomy Weatherization 20 Academy Street, Suite 202 Arlington, MA 02476 (781) 316-3436	19 Quincy Community Action Programs, Inc. (QCAP) 1509 Hancock Street, 3 rd Fl Quincy, MA 02169 (617) 479-8181, ext. 301	26 Tri-City Community Action Programs, Inc. (TRICAP) 110 Pelasant St., 3 rd Fl Malden, MA 02148 (781) 322-6284
8 Community Teamwork, Inc. (CTI) 517 Moody Street Lowell, MA 01854 (978) 459-6161 - Lowell (781) 643-2358 - Arlington 1-877-451-1082 - Toll Free	15 Montachusett Opportunity Council, Inc. (MOC) Energy & Envir Services 52 Hartwell Street Fitchburg, MA 01420 (978) 342-7025	20 Springfield Partners for Community Action, Inc. (SPCA) 619 State Street Springfield, MA 01109 (413) 263-6538	27 Valley Opportunity Council (VOC) 300 High Street Holyoke, MA 01040 (413) 552-1548
9 Community Action of the Franklin, Hampshire & No. Quabbin Regions, Inc. 377 Main Street Greenfield, MA 01301 (413) 774-2310 1-800-370-0940 - Toll Free	16 a New England Farm Workers Council (NEFWC) (City of Springfield only) 1666 Main Street Springfield, MA 01103 (413) 272-2209	21 Self Help, Inc. (SHI) 1362 Main Street Brockton, MA 02301 (508) 226-4192 - Attleboro (508) 588-5440 - Brockton 1-800-225-0875 - Toll Free	28 Worcester Community Action Council, Inc. (WCAC) 484 Main Street, 2 nd Floor Worcester, MA 01608 (508) 754-1176 x110 - Worcester 1-800-545-4577 - Toll Free
10 Greater Lawrence Community Action Council, Inc. (GLCAC) 305 Essex Street Lawrence, MA 01840 (978) 681-4950 - Lawrence (781) 942-6659 -Reading (978) 664-6011 -North Reading	16 b New England Farm Workers Council (NEFWC) (North Central MA only) 435 Main Street, Suite 3040 Fitchburg, MA 01420 (978) 342-4520	23 South Middlesex Opportunity Council, Inc. (SMOC) 300 Howard Street Framingham, MA 01701 (508) 620-1230 - Framingham 1-800-286-6776 Toll Free outside Framingham	
11 Housing Assistance Corporation (HAC) 460 West Main Street Hyannis, MA 02601 (508) 790-7106 ext 1	17 North Shore Community Action Programs, Inc. (NSCAP) 98 Main Street Peabody, MA 01960 (978) 531-0767, ext. 136 (978) 531-8810 - Info only	24 City of Springfield, Office of Community Development 1600 East Columbus Avenue Springfield, MA 01103 (413) 787-6500	
13 Lynn Economic Opportunity, Inc. (LEO) 156 Broad Street Lynn, MA 01901 (781) 581-7220, ext. 283	18 People Acting in Community Endeavors, Inc. (PACE) 166 Williams Street New Bedford, MA 02740 (508) 999-9920	25 South Shore Community Action Council, Inc. (SSCAC) 265 South Meadow Road Plymouth, MA 02360 (508) 746-6707 - Plymouth (508) 778-0870 - Hyannis (Nov.-April) 1-877-383-5243 - Toll Free (for only those areas where Plymouth is a toll call)	

FA - Fuel Assistance W - Weatherization H - Heating System Services

	FA	W	H		FA	W	H		FA	W	H
Abington	21	21	21	Danvers	17	17	17	Huntington	9	9	9
Acton	23	23	23	Dartmouth	18	7	7	Ipswich	2	2	2
Acushnet	18	7	7	Dedham	21	21	21	Kingston	25	25	25
Adams	3	3	3	Deerfield	9	9	9	Lakeville	7	7	7
Agawam	27	20	27	Dennis	25	11	11	Lancaster	16b	15	15
Alford	3	3	3	Dighton	7	7	7	Lanesborough	3	3	3
Amesbury	4	2	4	Douglas	28	28	28	Lawrence	10	10	10
Amherst	9	9	9	Dover	23	23	23	Lee	3	3	3
Andover	10	10	10	Dracut	8	8	8	Leicester	28	28	28
Aquinnah	25	11	11	Dudley	28	28	28	Lenox	3	3	3
Arlington	8	14	14	Dunstable	8	8	8	Leominster	16b	15	15
Ashburnham	16b	15	15	Duxbury	25	25	25	Leverett	9	9	9
Ashby	16b	15	15	East Bridgewater	21	21	21	Lexington	8	14	14
Ashfie1d	9	9	9	East Brookfield	28	28	28	Leyden	9	9	9
Ashland	23	23	23	E. Longmeadow	27	20	27	Lincoln	23	23	23
Athol	16b	15	15	Eastham	25	11	11	Littleton	23	23	23
Attleboro	21	21	21	Easthampton	9	9	9	Longmeadow	27	20	27
Auburn	28	28	28	Easton	21	21	21	Lowell	8	8	8
Avon	21	21	21	Edgartown	25	11	11	Ludlow	27	20	27
Ayer	16b	15	15	Egremont	3	3	3	Lunenburg	16b	15	15
Barnstable	25	11	11	Erving	9	9	9	Lynn	13	13	13
Barre	16b	15	15	Essex	2	2	2	Lynnfield	13	13	13
Becket	3	3	3	Everett	26	26	26	Malden	26	26	26
Bedford	8	8	8	Fairhaven	18	7	7	Manchester	2	2	2
Belchertown	9	9	9	Fall River	7	7	7	Mansfield	21	21	21
Bellingham	23	23	23	Falmouth	25	11	11	Marblehead	17	17	17
Belmont	8	14	14	Fitchburg	16b	15	15	Marion	18	7	7
Berkley	7	7	7	Florida	3	3	3	Marlborough	23	23	23
Berlin	16b	15	15	Foxborough	21	21	21	Marshfield	25	25	25
Bernardston	9	9	9	Framingham	23	23	23	Mashpee	25	11	11
Beverly	17	17	17	Franklin	21	21	21	Mattapoisett	18	7	7
Billerica	8	8	8	Freetown	7	7	7	Maynard	23	23	23
Blackstone	23	23	23	Gardner	16b	15	15	Medfield	23	23	23
Blandford	27	20	27	Georgetown	4	2	4	Medford	26	26	26
Bolton	16b	15	15	Gill	9	9	9	Medway	23	23	23
Boston	1	1	1	Gloucester	2	2	2	Melrose	26	6	26
Bourne	25	11	11	Goshen	9	9	9	Mendon	23	23	23
Boxborough	23	23	23	Gosnold	25	11	11	Merrimac	4	2	4
Boxford	4	2	4	Grafton	23	23	23	Methuen	10	10	10
Boylston	28	28	28	Granby	9	9	9	Middleborough	25	25	25
Braintree	19	19	19	Granville	27	20	27	Middlefield	9	9	9
Brewster	25	11	11	Gr. Barrington	3	3	3	Middleton	17	17	17
Bridgewater	21	21	21	Greenfield	9	9	9	Milford	23	23	23
Brimfield	27	20	27	Groton	8	8	8	Millbury	28	28	28
Brockton	21	21	21	Groveland	4	2	4	Millis	23	23	23
Brookfield	28	28	28	Hadley	9	9	9	Millville	23	23	23
Brookline	1	1	1	Halifax	25	25	25	Milton	19	19	19
Buckland	9	9	9	Hamilton	2	2	2	Monroe	9	9	9
Burlington	8	8	8	Hampden	27	20	27	Monson	27	20	27
Cambridge	5	14	14	Hancock	3	3	3	Montague	9	9	9
Canton	21	21	21	Hanover	25	25	25	Monterey	3	3	3
Carlsle	8	8	8	Hanson	21	21	21	Montgomery	27	20	27
Carver	25	25	25	Hardwick	16b	15	15	Mt. Washington	3	3	3
Charlemont	9	9	9	Harvard	16b	15	15	Nahant	13	13	13
Charlton	28	28	28	Harwich	25	11	11	Nantucket	25	11	11
Chatham	25	11	11	Hatfield	9	9	9	Natick	23	23	23
Chelmsford	8	8	8	Haverhill	4	2	4	Needham	21	21	21
Chelsea	6	6	6	Hawley	9	9	9	New Ashford	3	3	3
Cheshire	3	3	3	Heath	9	9	9	New Bedford	18	7	7
Chester	27	20	27	Hingham	25	25	25	New Braintree	16b	15	15
Chesterfield	9	9	9	Hinsdale	3	3	3	New Marlborough	3	3	3
Chicopee	27	20	27	Holbrook	21	21	21	New Salem	9	9	9
Chilmark	25	11	11	Holnden	28	28	28	Newbury	4	2	4
Clarksburg	3	3	3	Holland	27	20	27	Newburyport	4	2	4
Clinton	16b	15	15	Holliston	23	23	23	Newton	1	1	1
Cohasset	25	25	25	Holyoke	27	20	27	Norfolk	21	21	21
Colrain	9	9	9	Hopedale	23	23	23	North Adams	3	3	3
Concord	23	23	23	Hopkinton	23	23	23	North Andover	10	10	10
Conway	9	9	9	Hubbardston	16b	15	15	North Attleboro	21	21	21
Cummington	9	9	9	Hudson	23	23	23	North Brookfield	28	28	28
Dalton	3	3	3	Hull	25	25	25	North Reading	10	10	10

FA - Fuel Assistance W - Weatherization H - Heating System Services

	FA	W	H		FA	W	H
Northampton	9	9	9	Stockbridge	3	3	3
Northborough	23	23	23	Stoneham	26	26	26
Northbridge	23	23	23	Stoughton	21	21	21
Northfield	9	9	9	Stow	23	23	23
Norton	21	21	21	Sturbridge	28	28	28
Norwell	25	25	25	Sudbury	23	23	23
Norwood	21	21	21	Sunderland	9	9	9
Oak Bluffs	25	11	11	Sutton	28	28	28
Oakham	28	28	28	Swampscott	13	13	13
Orange	9	9	9	Swansea	7	7	7
Orleans	25	11	11	Taunton	7	7	7
Otis	3	3	3	Templeton	16b	15	15
Oxford	28	28	28	Tewksbury	8	8	8
Palmer	27	20	27	Tisbury	25	11	11
Paxton	28	28	28	Tolland	27	20	27
Peabody	17	17	17	Topsfield	17	17	17
Pelham	9	9	9	Townsend	16b	15	15
Pembroke	25	25	25	Truro	25	11	11
Pepperell	8	8	8	Tyngsborough	8	8	8
Peru	3	3	3	Tyringham	3	3	3
Petersham	16b	15	15	Upton	23	23	23
Phillipston	16b	15	15	Uxbridge	23	23	23
Pittsfield	3	3	3	Wakefield	13	6	13
Plainfield	9	9	9	Wales	27	20	27
Plainville	21	21	21	Walpole	21	21	21
Plymouth	25	25	25	Waltham	8	14	14
Plympton	25	25	25	Ware	9	9	9
Princeton	16b	15	15	Wareham	25	11	11
Provincetown	25	11	11	Warren	28	28	28
Quincy	19	19	19	Warwick	9	9	9
Randolph	21	21	21	Washington	3	3	3
Raynham	21	21	21	Watertown	8	14	14
Reading	10	10	10	Wayland	23	23	23
Rehoboth	7	7	7	Webster	28	28	28
Revere	6	6	6	Wellesley	23	23	23
Richmond	3	3	3	Wellfleet	25	11	11
Rochester	18	7	7	Wendell	9	9	9
Rockland	21	21	21	Wenham	2	2	2
Rockport	2	2	2	W. Boylston	28	28	28
Rowe	9	9	9	W. Bridgewater	21	21	21
Rowley	4	2	4	W. Brookfield	28	28	28
Royalston	16b	15	15	W. Newbury	4	2	4
Russell	27	20	27	W. Springfield	27	20	27
Rutland	28	28	28	W. Stockbridge	3	3	3
Salem	17	17	17	W. Tisbury	25	11	11
Salisbury	4	2	4	Westborough	23	23	23
Sandisfield	3	3	3	Westfield	27	20	27
Sandwich	25	11	11	Westford	8	8	8
Saugus	13	13	13	Westhampton	9	9	9
Savoy	3	3	3	Westminister	16b	15	15
Scituate	25	25	25	Weston	23	23	23
Seekonk	7	7	7	Westport	7	7	7
Sharon	21	21	21	Westwood	21	21	21
Sheffield	3	3	3	Weymouth	19	19	19
Shelburne	9	9	9	Whatley	9	9	9
Sherborn	23	23	23	Whitman	21	21	21
Shirley	16b	15	15	Wilbraham	27	20	27
Shrewsbury	23	23	23	Williamsburg	9	9	9
Shutesbury	9	9	9	Williamstown	3	3	3
Somerset	7	7	7	Wilmington	8	8	8
Somerville	5	14	14	Winchendon	16b	15	15
Southborough	23	23	23	Winchester	26	26	26
Southbridge	28	28	28	Windsor	3	3	3
South Hadley	9	9	9	Winthrop	6	6	6
Southampton	9	9	9	Woburn	26	26	26
Southwick	27	20	27	Worcester	28	28	28
Spencer	28	28	28	Worthington	9	9	9
Springfield	16a	20	24	Wrentham	21	21	21
Sterling	16b	15	15	Yarmouth	25	11	11

To find the local energy assistance agency closest to you, match the number beside the city/town listing to the agency number on pages 2 and 3.