ENERGY ASSISTANCE PROGRAMS

FUEL ASSISTANCE
HEATING SYSTEM REPAIRS
WEATHERIZATION

Massachusetts
Department of
Housing & Community
Development
100 Cambridge Street
Suite 300
Boston, MA 02114

www.mass.gov/dhcd

DHCD Heatline:
1-800-632-8175

Charles D. Baker
Governor

Karyn E. Polito
Lieutenant Governor

Jay Ash
Secretary, EOHED

Chrystal Kornegay
Undersecretary, DHCD

Cold Relief

2015 - 2016

dhcd Massachusetts

Division of Community Services

A message from the ***MA Department of Housing and Community Development:***

On behalf of Massachusetts Governor Charles D. Baker and Lieutenant Governor Karyn E. Polito, the Department of Housing and Community Development (DHCD) is pleased to announce the 38th year of the **Low Income Home Energy Assistance Program (LIHEAP)**, the 23rd year of the **HEARTWAP** (heating system repair and replacement program), and the 39th year of the **Weatherization Assistance Program** (DOE WAP).

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 DHCD in conjunction with 20 regional non-profit and local government organizations.

This year the maximum income eligibility for LIHEAP is 60% of the estimated State Median Income which for a family of four is an annual income up to $63,704. Benefit amounts vary based on income levels. Last year, Massachusetts LIHEAP served over 180,000 households and expects more to be served this winter.

HEARTWAP, also funded by the U.S. Department of Health and Human Services (DHHS), serves LIHEAP-eligible households year round by providing heating system repair and replacement services to both home owners and tenants.

The **Weatherization Assistance Program** is a year round program funded by the U.S. Department of Energy (DOE) which serves LIHEAP-eligible households by providing energy efficiency services designed to help reduce home heating bills. Typical work includes: air sealing, attic and/or sidewall insulation, weather stripping, and minor repairs associated with the weatherization work.

This Cold Relief brochure is intended to be a resource for program providers, energy vendors, cities and towns, and community organizations. We hope you find it an informative tool to access fuel assistance and energy conservation providers. It is also available online at **www.mass.gov/dhcd**. Should you have any questions, please contact DHCD's Heat Line at 1-800-632-8175 or your local energy assistance agency, indexed by community, in this brochure.

~ Chrystal Kornegay
Undersecretary, DHCD

Fiscal Year 2016
Low Income Home Energy Assistance Program (LIHEAP) Income Eligibility Chart

Fiscal Year 2016 Low Income Home Energy Assistance Program (LIHEAP)
Income Eligibility Chart

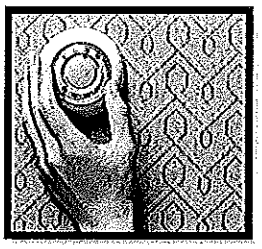
Family Size (# of people in the household)	100% of Federal Poverty Level	125% of Federal Poverty Level	150% of Federal Poverty Level	175% of Federal Poverty Level	200% of Federal Poverty Level	60% of Estimated State Median Income
1	$ 11,770	$ 14,713	$ 17,655	$ 20,598	$ 23,540	$ 33,126
2	$ 15,930	$ 19,913	$ 23,895	$ 27,878	$ 31,860	$ 43,319
3	$ 20,090	$ 25,113	$ 30,135	$ 35,158	$ 40,180	$ 53,511
4	$ 24,250	$ 30,313	$ 36,375	$ 42,438	$ 48,500	$ 63,704
5	$ 28,410	$ 35,513	$ 42,615	$ 49,718	$ 56,820	$ 73,897
6	$ 32,570	$ 40,713	$ 48,855	$ 56,998	$ 65,140	$ 84,089
7	$ 36,730	$ 45,913	$ 55,095	$ 64,278	$ 73,460	$ 86,000
8	$ 40,890	$ 51,113	$ 61,335	$ 71,558	$ 81,780	$ 87,912
9	$ 45,050	$ 56,313	$ 67,575	$ 78,838	$ 89,823	$ 89,823
10	$ 49,210	$ 61,513	$ 73,815	$ 86,118	$ 91,734	$ 91,734
11	$ 53,370	$ 66,713	$ 80,055	$ 93,398	$ 93,645	$ 93,645
12	$ 57,530	$ 71,913	$ 86,295	$ 95,556	$ 95,556	$ 95,556

Winter Energy-Saving Tips:

- Caulk and weather-strip doors and windows that leak air.
- When home, turn down the heat to 68°F or as low as comfortable and consider getting a programmable thermostat.
- When you are asleep or away from home, turn your thermostat back 10° to 15° for eight hours and save around 10% a year on your heating and cooling bills.
- Turn down the temperature of your hot water heater to the warm setting (120°F).
- Have your oil-fired heating system serviced annually or your gas-fired system every three years.
- Clean or replace furnace filters every other month.
- Keep the fireplace flue damper closed unless a fire is burning.
- Check that warm air registers, baseboard heaters and radiators are not blocked by furniture or drapes.
- Close your curtains and shades at night; open them during the day.

Additional Assistance:

- For utility company problems, please call the Department of Public Utilities (DPU): 1-877-886-5066 or email: DPUConsumer.Complaints@state.ma.us.
- For limited income households who are over income for fuel assistance, please contact: The Good Neighbor Energy Fund operated by your local Salvation Army:
  In area codes 617, 508, 781, or 978: 1-800-334-3047
  In area code 413: 1-800-262-1320
  Website: www.magoodneighbor.org
- Mass 2-1-1: For non-emergency social service programs, dial 211.



Energy Assistance Agencies

To find the local energy assistance agency nearest you, match the number beside the city/town listing on the following pages to the agency number listed below.

1a
Action for Boston Community Development, Inc. (ABCD)
178 Tremont Street
Boston, MA 02111
(617) 357-6012

1b
Action for Boston Community Development, Inc. / Malden (ABCD/Malden)
110 Pleasant Street, 3rd Floor
Malden, MA 02148
(781) 322-6284

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 02101
(413) 445-4503 - Pittsfield
(413) 663-3014 - North Adams
(413) 528-1947 - Great Barrington
1-866-216-6200 - Toll Free

4
Community Action, Inc. (CAI)
3 Washington Square
Haverhill, MA 01830
(978) 374-7660-2417 Autoline
(978) 373-1971 - Haverhill

5
City of Cambridge, Department of Human Services
51 Inman Street
Cambridge, MA 02139
(617) 349-6252

6
Community Action Programs Inter-City, Inc. (CAPIC)
100 Everett Street, Unit 14
Chelsea, MA 02150
(617) 884-6130

7
Citizens for Citizens (CFC)
250 Griffin Street
Fall River, MA 02724
(508) 679-0041 - Fall River
(508) 823-6346 - Taunton
(508) 676-7397 - Information
(508) 675-2157—HWAP / WAP

8
Community Teamwork, Inc. (CTI)
45 Kirk Street
Lowell, MA 01852
(978) 459-6161 - Lowell
1-877-451-1082 - Toll Free

9
Community Action of the Franklin Hampshire & North Quabbin Regions, Inc.
377 Main Street
Greenfield, MA 01301
(413) 774-2310
1-800-370-0940 - 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

11
Housing Assistance Corporation (HAC)
460 West Main Street
Hyannis, MA 02601
(508) 771-5400

13
Lynn Economic Opportunity, Inc . (LEO)
156 Broad Street
Lynn, MA 01901
(781) 581-7220, ext. 283

14
Menotomy Weatherization
20 Academy Street, Suite 202
Arlington, MA 02476
(781) 316-3436

15
Montachusett Opportunity Council, Inc. (MOC)
Energy & Environmental Services
66 Day Street
Fitchburg, MA 01420
(978) 342-7025

16a
New England Farm Workers Council, Inc. (NEFWC) (City of Springfield, only)
1666 Main Street
Springfield, MA 01103
(413) 272-2209

16b
New England Farm Workers Council, Inc. (NEFWC) (North Central Massachusetts only)
473 Main Street, 3rd Floor
Fitchburg, MA 01420
(978) 342-4520

17
North Shore Community Action Programs, Inc. (NSCAP)
119 Rear Foster Street, Bldg. 13
Peabody, MA 01960
(978) 531-8810
(978) 531-0767, ext. 136

18
People Acting in Community Endeavors, Inc. (PACE)
166 William Street
New Bedford, MA 02740
(508) 999-9920
308 Cottage Street
New Bedford, MA 02740
(508) 999-4473

19
Quincy Community Action Programs, Inc. (QCAP)
1509 Hancock Street, 4th Floor
Quincy, MA 02169
(617) 479-8181, ext. 301

20
Springfield Partners for Community Action, Inc. (SPCA)
721 State Street, 2nd Floor
Springfield, MA 01109
(413) 263-6500

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

23
South Middlesex Opportunity Council, Inc. (SMOC)
7 Bishop Street
Framingham, MA 01702
(508) 620-1230 - Framingham
1-800-286-6776 -
Toll Free outside Framingham

24
City of Springfield, Office of Community Development
1600 East Columbus Avenue
Springfield, MA 01103
(413) 787-6500

25
South Shore Community Action Council, Inc. (SSCAC)
71 Obery Street
Plymouth, MA 02181
(508) 746-6707
(508) 778-0870 - Hyannis (Nov - April)
1-877-383-5243 - Toll Free (for only those areas where Plymouth is a toll call)

26
Valley Opportunity Council, Inc. (VOC)
300 High Street
Holyoke, MA 01040
(413) 552-1548

27
Worcester Community Action Council, Inc. (WCAC)
484 Main Street, 2nd Floor
Worcester, MA 01608
1-800-545-4577 – Toll Free
(508) 754-1176, ext.110, Worcester
(508) 754-7281—24 hour application information line

Community Listings for FA—Fuel Assistance W—Weatherization H—Heating Services

	FA	W	H
Abington	21	21	21
Acton	23	23	23
Acushnet	18	7	7
Adams	3	3	3
Agawam	26	20	26
Alford	3	3	3
Amesbury	4	2	4
Amherst	9	9	9
Andover	10	10	10
Aquinnah	25	11	11
Arlington	8	6	14
Ashburnham	16b	15	15
Ashby	16b	15	15
Ashfield	9	9	9
Ashland	23	23	23
Athol	16b	15	15
Attleboro	21	21	21
Auburn	27	27	27
Avon	21	21	21
Ayer	16b	15	15
Barnstable	25	11	11
Barre	16b	15	15
Becket	3	3	3
Bedford	8	8	8
Belchertown	9	9	9
Bellingham	23	23	23
Belmont	8	6	14
Berkley	7	7	7
Berlin	16b	15	15
Bernardston	9	9	9
Beverly	17	17	17
Billerica	8	8	8
Blackstone	23	23	23
Blandford	26	20	26
Bolton	16b	15	15
Boston	1a	1a	1a
Bourne	25	11	11
Boxborough	23	23	23
Boxford	4	2	4
Boylston	27	27	27
Braintree	19	19	19
Brewster	25	11	11
Bridgewater	21	21	21
Brimfield	26	20	26
Brockton	21	21	21
Brookfield	27	27	27
Brookline	1a	1a	1a
Buckland	9	9	9
Burlington	8	8	8
Cambridge	5	6	14
Canton	21	21	21
Carlisle	8	8	8
Carver	25	25	25
Charlemont	9	9	9
Charlton	27	27	27
Chatham	25	11	11
Chelmsford	8	8	8
Chelsea	6	6	6
Cheshire	3	3	3
Chester	26	20	26
Chesterfield	9	9	9
Chicopee	26	20	26
Chilmark	25	11	11
Clarksburg	3	3	3
Clinton	16b	15	15
Cohasset	25	25	25
Colrain	9	9	9
Concord	23	23	23
Conway	9	9	9
Cummington	9	9	9

	FA	W	H
Dalton	3	3	3
Danvers	17	17	17
Dartmouth	18	7	7
Dedham	21	21	21
Deerfield	9	9	9
Dennis	25	11	11
Dighton	7	7	7
Douglas	27	27	27
Dover	23	23	23
Dracut	8	8	8
Dudley	27	27	27
Dunstable	8	8	8
Duxbury	25	25	25
East Bridgewater	21	21	21
East Brookfield	27	27	27
E. Longmeadow	26	20	26
Eastham	25	11	11
Easthampton	9	9	9
Easton	21	21	21
Edgartown	25	11	11
Egremont	3	3	3
Erving	9	9	9
Essex	2	2	2
Everett	1b	6	6
Fairhaven	18	7	7
Fall River	7	7	7
Falmouth	25	11	11
Fitchburg	16b	15	15
Florida	3	3	3
Foxborough	21	21	21
Framingham	23	23	23
Franklin	21	21	21
Freetown	7	7	7
Gardner	16b	15	15
Georgetown	4	2	4
Gill	9	9	9
Gloucester	2	2	2
Goshen	9	9	9
Gosnold	25	11	11
Grafton	23	23	23
Granby	9	9	9
Granville	26	20	26
Gr. Barrington	3	3	3
Greenfield	9	9	9
Groton	8	8	8
Groveland	4	2	4
Hadley	9	9	9
Halifax	25	25	25
Hamilton	2	2	2
Hampden	26	20	26
Hancock	3	3	3
Hanover	25	25	25
Hanson	21	21	21
Hardwick	16b	15	15
Harvard	16b	15	15
Harwich	25	11	11
Hatfield	9	9	9
Haverhill	4	2	4
Hawley	9	9	9
Heath	9	9	9
Hingham	25	25	25
Hinsdale	3	3	3
Holbrook	21	21	21
Holden	27	27	27
Holland	26	20	26
Holliston	23	23	23
Holyoke	26	20	26
Hopedale	23	23	23
Hopkinton	23	23	23
Hubbardston	16b	15	15

	FA	W	H
Hudson	23	23	23
Hull	25	25	25
Huntington	9	9	9
Ipswich	2	2	2
Kingston	25	25	25
Lakeville	7	7	7
Lancaster	16b	15	15
Lanesborough	3	3	3
Lawrence	10	10	10
Lee	3	3	3
Leicester	27	27	27
Lenox	3	3	3
Leominster	16b	15	15
Leverett	9	9	9
Lexington	8	6	14
Leyden	9	9	9
Lincoln	23	23	23
Littleton	23	23	23
Longmeadow	26	20	26
Lowell	8	8	8
Ludlow	26	20	26
Lunenburg	16b	15	15
Lynn	13	13	13
Lynnfield	13	13	13
Malden	1b	6	6
Manchester	2	2	2
Mansfield	21	21	21
Marbleheld	17	17	17
Marion	18	7	7
Marlborough	23	23	23
Marshfield	25	25	25
Mashpee	25	11	11
Mattapoisett	18	7	7
Maynard	23	23	23
Medfield	23	23	23
Medford	1b	6	6
Medway	23	23	23
Melrose	1b	6	6
Mendon	23	23	23
Merrimac	4	2	4
Methuen	10	10	10
Middleborough	25	25	25
Middlefield	9	9	9
Middleton	17	17	17
Milford	23	23	23
Millbury	27	27	27
Millis	23	23	23
Millville	23	23	23
Milton	19	19	19
Monroe	9	9	9
Monson	26	20	26
Montague	9	9	9
Monterey	3	3	3
Montgomery	26	20	26
Mt. Washington	3	3	3
Nahant	13	13	13
Nantucket	25	11	11
Natick	23	23	23
Needham	21	21	21
New Ashford	3	3	3
New Bedford	18	7	7
New Braintree	16b	15	15
New Marlborough	3	3	3
New Salem	9	9	9
Newbury	4	2	4
Newburyport	4	2	4
Newton	1a	1a	1a
Norfolk	21	21	21
North Adams	3	3	3
North Andover	10	10	10

Community Listings for FA—Fuel Assistance W—Weatherization H—Heating Services

	FA	W	H
North Attleboro	21	21	21
North Brookfield	27	27	27
North Reading	10	10	10
Northampton	9	9	9
Northborough	23	23	23
Northbridge	23	23	23
Northfield	9	9	9
Norton	21	21	21
Norwell	25	25	25
Norwood	21	21	21
Oak Bluffs	25	11	11
Oakham	27	27	27
Orange	9	9	9
Orleans	25	11	11
Otis	3	3	3
Oxford	27	27	27
Palmer	26	20	26
Paxton	27	27	27
Peabody	17	17	17
Pelham	9	9	9
Pembroke	25	25	25
Pepperell	8	8	8
Peru	3	3	3
Petersham	16b	15	15
Phillipston	16b	15	15
Pittsfield	3	3	3
Plainfield	9	9	9
Plainville	21	21	21
Plymouth	25	25	25
Plympton	25	25	25
Princeton	16b	15	15
Provincetown	25	11	11
Quincy	19	19	19
Randolph	21	21	21
Raynham	21	21	21
Reading	10	10	10
Rehoboth	7	7	7
Revere	6	6	6
Richmond	3	3	3
Rochester	18	7	7
Rockland	21	21	21
Rockport	2	2	2
Rowe	9	9	9
Rowley	4	2	4
Royalston	16b	15	15
Russell	26	20	26
Rutland	27	27	27
Salem	17	17	17
Salisbury	4	2	4
Sandisfield	3	3	3
Sandwich	25	11	11
Saugus	13	13	13
Savoy	3	3	3
Scituate	25	25	25
Seekonk	7	7	7
Sharon	21	21	21
Sheffield	3	3	3
Shelburne	9	9	9
Sherborn	23	23	23
Shirley	16b	15	15
Shrewsbury	23	23	23
Shutesbury	9	9	9
Somerset	7	7	7
Somerville	5	6	14
Southborough	23	23	23
Southbridge	27	27	27
South Hadley	9	9	9
Southhampton	9	9	9
Southwick	26	20	26
Spencer	27	27	27

	FA	W	H
Springfield	16a	20	24
Sterling	16b	15	15
Stockbridge	3	3	3
Stoneham	1b	6	6
Stoughton	21	21	21
Stow	23	23	23
Sturbridge	27	27	27
Sudbury	23	23	23
Sunderland	9	9	9
Sutton	27	27	27
Swampscott	13	13	13
Swansea	7	7	7
Taunton	7	7	7
Templeton	16b	15	15
Tewksbury	8	8	8
Tisbury	25	11	11
Tolland	26	20	26
Topsfield	17	17	17
Townsend	16b	15	15
Truro	25	11	11
Tyngsborough	8	8	8
Tyringham	3	3	3
Upton	23	23	23
Uxbridge	23	23	23
Wakefield	13	6	13
Wales	26	20	26
Walpole	21	21	21
Waltham	8	6	14
Ware	9	9	9
Wareham	25	11	11
Warren	27	27	27
Warwick	9	9	9
Washington	3	3	3
Watertown	8	6	14
Wayland	23	23	23
Webster	27	27	27
Wellesley	23	23	23
Wellfleet	25	11	11
Wendell	9	9	9
Wenham	2	2	2
W. Boylston	27	27	27
W. Bridgewater	21	21	21
W. Brookfield	27	27	27
W. Newbury	4	2	4
W. Springfield	26	20	26
W. Stockbridge	3	3	3
W. Tisbury	25	11	11
Westborough	23	23	23
Westfield	26	20	26
Westford	8	8	8
Westhampton	9	9	9
Westminister	16b	15	15
Weston	23	23	23
Westport	7	7	7
Westwood	21	21	21
Weymouth	19	19	19
Whatley	9	9	9
Whitman	21	21	21
Wilbraham	26	20	26
Williamsburg	9	9	9
Williamstown	3	3	3
Wilmington	8	8	8
Winchendon	16b	15	15
Winchester	1b	6	6
Windsor	3	3	3
Winthrop	6	6	6
Woburn	1b	6	6
Worcester	27	27	27
Worthington	9	9	9
Wrentham	21	21	21
Yarmouth	25	11	11

The Low Income Home Energy Assistance Program (LIHEAP/Fuel Assistance)

Operating between November 1 and April 30, Fuel Assistance helps eligible households pay a portion of their winter heating bills. It pays fixed amount benefits based on a number of eligibility factors, including but not limited to: annualized gross income for all household members and the number of people in the household. Both homeowners and renters with incomes of up to 60% of the Estimated State Median Income are income eligible. Local administering agencies take in-person applications and determine household eligibility. If the application shows the household is eligible, the agency then makes direct heating bill payments to the primary heating source vendor (gas or electric utility or oil, propane, wood or coal dealer). Special provisions are made for those households with heating costs included in their rent or those living in subsidized housing.

The Weatherization Assistance Program (WAP)

WAP helps LIHEAP-eligible households reduce their heating bills by installing home energy efficiency measures. The program operates year round and both homeowners and tenants are eligible (tenants with landlord approval). Also, households with a member receiving TANF or SSI are categorically eligible. The work is done at no cost to the client. Due to limited funding, there is a waiting list for service and the order of service is determined by the priority point score of the LIHEAP application based on whether the household includes members who are elderly, disabled, children under 7, Native Americans, or whether it has exceptionally high energy bills. The services provided will vary based on the specific needs of the home and DOE's priority list of allowed conservation measures. (WAP is not a home rehabilitation program.)

After a household is determined LIHEAP-eligible and selected from the prioritized waiting list, the local agency schedules a home energy inspection. A Massachusetts Weatherization Assistance Program Certified Energy Auditor assesses the home's energy and health and safety concerns in person and completes a Work Order. Local, certified and insured weatherization contractors are hired to complete the work which often includes: air sealing, attic and/or sidewall insulation, weather stripping, and minor repairs associated with the weatherization work. Heating system work, if needed, is usually done through HEARTWAP, a separate program administered by DHCD. (See below.) All work receives a thorough Quality Control inspection by an Energy Auditor. To the greatest extent possible, work is coordinated with any utility-funded Energy Efficiency programs available in the area.

The Heating Emergency Assistance Retrofit Weatherization Assistance Program (HEARTWAP)

HEARTWAP helps LIHEAP-eligible households with heating system repair and replacement services at no cost to the household. It operates year round and both homeowners and tenants are eligible. (For some services, tenants are required to first contact their landlord who is legally responsible for his tenant's heating system maintenance.) During the winter heating months, the program functions primarily as an emergency intervention service to assist clients having problems with the operation of their primary heating system. LIHEAP 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 the services necessary to keep the heating system working efficiently and safely.

HEARTWAP services vary depending on the specific needs of the home. Replacements are done for unsafe, inoperable, and irreparable heating systems.