



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

DHCD Heatline
1-800-632-8175

Deval L. Patrick
Governor

Timothy P. Murray
Lieutenant Governor

Gregory Bialecki
Secretary, EOHEd



Cold Relief

Energy Assistance Programs

Fuel Assistance
Heating System Repairs
Weatherization

2011 — 2012

Division of Community Services

A Message from the Department of Housing & Community Development

On behalf of Governor Deval L. Patrick and Lt. Governor Timothy P. Murray, the Department of Housing and Community Development (DHCD) is pleased to announce the 34th year of the Low Income Home Energy Assistance Program (LIHEAP).

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 regional nonprofit and local government organizations.

The maximum income eligibility for LIHEAP will remain at 60% of estimated State Median Income. This year, LIHEAP will provide fuel assistance to low-income households with annual incomes up to \$60,035 for a family of four. Current benefits vary depending on income levels. Last year, DHCD served over 210,000 Massachusetts households through this program and expects more to be served this winter.

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 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 1-800-632-8175 or your local energy assistance agency, indexed by community, in this brochure.

- Leverett Wing,

Associate Director, Division of Community Services



Fiscal Year 2012

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	\$ 10,890	\$ 13,613	\$ 16,335	\$ 19,058	\$ 21,780	\$ 31,218
2	\$ 14,710	\$ 18,388	\$ 22,065	\$ 25,743	\$ 29,420	\$ 40,824
3	\$ 18,530	\$ 23,163	\$ 27,795	\$ 32,428	\$ 37,060	\$ 50,429
4	\$ 22,350	\$ 27,938	\$ 33,525	\$ 39,113	\$ 44,700	\$ 60,035
5	\$ 26,170	\$ 32,713	\$ 39,255	\$ 45,798	\$ 52,340	\$ 69,641
6	\$ 29,990	\$ 37,488	\$ 44,985	\$ 52,483	\$ 59,980	\$ 79,246
7	\$ 33,810	\$ 42,263	\$ 50,715	\$ 59,168	\$ 67,620	\$ 81,047
8	\$ 37,630	\$ 47,038	\$ 56,445	\$ 65,853	\$ 75,260	\$ 82,848
9	\$ 41,450	\$ 51,813	\$ 62,175	\$ 72,538	\$ 82,900	\$ 84,649
10	\$ 45,270	\$ 56,588	\$ 67,905	\$ 79,223	\$ 86,450	\$ 86,450
11	\$ 49,090	\$ 61,363	\$ 73,635	\$ 85,908	\$ 88,251	\$ 88,251
12	\$ 52,910	\$ 66,138	\$ 79,365	\$ 90,053	\$ 90,053	\$ 90,053

Winter Energy-Saving Tips...

- Caulk and weatherstrip doors and windows that leak air.
- Keep the flue damper tightly closed, when the fireplace is not in use.
- 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 for programs they offer that can keep you warm this winter.

Additional Assistance...

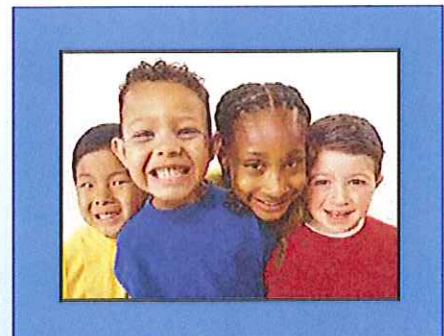
For utility company problems, please call the Department of Public Utilities (DPU) at 1-877-886-5066. For limited income households who are not eligible for fuel assistance, please contact The Good Neighbor Energy Fund operated by your local Salvation Army:

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 to you, match the number beside the city/town listing on the following pages to the agency number listed below.

1 Action for Boston Community Development, Inc. (ABCD) 178 Tremont Street Boston, MA 02111 (617) 357-6012	8 Community Teamwork, Inc. (CTI) 45 Kirk Street Lowell, MA 01852 (978) 459-6161 - Lowell 1-877-451-1082 - Toll Free	16a New England Farm Workers Council, Inc. (NEFWC) (City of Springfield, only) 1666 Main Street Springfield, MA 01103 (413) 272-2209	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
2 Action, Inc. 47 Washington Street Gloucester, MA 01930 (978) 281-3900 1-800-696-9276	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	16b New England Farm Workers Council, Inc. (NEFWC) (North Central Massachusetts only) 473 Main Street, 3rd Floor Fitchburg, MA 01420 (978) 342-4520	24 City of Springfield, Office of Community Development 1600 East Columbus Avenue Springfield, MA 01103 (413) 787-6500
3 Berkshire Community Action Council, Inc. (BCAC) 1531 East Street Pittsfield, MA 02101 (413) 445-5671 - Pittsfield (413) 663-3014 - North Adams (413) 528-1947 - Great Barrington 1-866-216-6200 - 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	17 North Shore Community Action Programs, Inc. (NSCAP) 98 Main Street Peabody, MA 01960 (978) 531-8810 (978) 531-0767, ext. 136	25 South Shore Community Action Council, Inc. (SSCAC) 265 South Meadow Road Plymouth, MA 02360 (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)
4 Community Action, Inc. (CAI) 145 Essex Street Haverhill, MA 01832 (978) 374-7660 (978) 373-1971 - Haverhill	11 Housing Assistance Corporation (HAC) 460 West Main Street Hyannis, MA 02601 (508) 771-5400	18 People Acting in Community Endeavors, Inc. (PACE) 166 William Street New Bedford, MA 02740 (508) 999-9920	26 Tri-City Community Action Programs, Inc. (TRICAP) 110 Pleasant Street, 3rd Floor Malden, MA 02148 (781) 322-6284
5 City of Cambridge, Department of Human Services 51 Inman Street Cambridge, MA 02139 (617) 349-6252	13 Lynn Economic Opportunity, Inc. (LEO) 156 Broad Street Lynn, MA 01901 (781) 581-7220, ext. 283	19 Quincy Community Action Programs, Inc. (QCAP) 1509 Hancock Street, 3rd Floor Quincy, MA 02169 (617) 479-8181, ext. 301	27 Valley Opportunity Council, Inc. (VOC) 300 High Street Holyoke, MA 01040 (413) 552-1548
6 Community Action Programs Inter-City, Inc. (CAPIC) 100 Everett Street, Unit 14 Chelsea, MA 02150 (617) 884-6130	14 Menotomy Weatherization 20 Academy Street, Suite 202 Arlington, MA 02476 (781) 316-3436	20 Springfield Partners for Community Action, Inc. (SPCA) 721 State Street Springfield, MA 01109 (413) 263-6500	28 Worcester Community Action Council, Inc. (WCAC) 484 Main Street, 2nd Floor Worcester, MA 01608 (508) 754-1176, ext. 110 - Worcester 1-800-545-4577 - Toll Free
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	15 Montachusett Opportunity Council, Inc. (MOC) Energy & Environmental Services 66 Day Street Fitchburg, MA 01420 (978) 342-7025	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	

COMMUNITY LISTINGS

FA—Fuel Assistance

W—Weatherization

H—Heating Services

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

COMMUNITY LISTINGS

FA—Fuel Assistance W—Weatherization H—Heating Services

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

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 may be available to eligible households with 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 60% of estimated State Median Income 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 to reduce their heating bills by providing home energy efficiency services. The program is operational year round. After a household is determined eligible and selected from a prioritized waiting list, the local agency schedules an energy inspection of the home. A Mass. Weatherization Certified Energy Auditor completes an inspection of the home's energy and health and safety concerns 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 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. 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 60% of the estimated state median income 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 TANF 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 depending on the specific needs of the home and DOE approved conservation measures. 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 60% of the of estimated State Median Income 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. Replacements are done for unsafe, inoperable, and irreparable heating systems.