



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

Tina Brooks
Undersecretary



Cold Relief

Energy Assistance Programs

Fuel Assistance
Heating System Repairs
Weatherization

2009 — 2010

Division of Community Services

A Message from the Department of Housing & Community Development



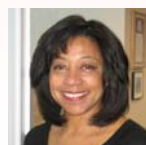
On behalf of Governor Deval L. Patrick and Lt. Governor Timothy P. Murray, the Department of Housing and Community Development (DHCD) is pleased to announce the 33rd year of the Low Income Home Energy Assistance Program (LIHEAP).

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 people with annual incomes up to \$56,011 for a family of four. Current benefits vary depending on income levels. Last year, DHCD served over 186,000 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 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 1-800-632-8175 or your local energy assistance agency indexed by community in this brochure.

- Tina Brooks,
Undersecretary



FY 2010 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	60% of Estimated State Median Income
1	\$ 10,830	\$ 13,538	\$ 16,245	\$ 18,953	\$ 21,660	\$ 29,126
2	\$ 14,570	\$ 18,213	\$ 21,855	\$ 25,498	\$ 29,140	\$ 38,087
3	\$ 18,310	\$ 22,888	\$ 27,465	\$ 32,043	\$ 36,620	\$ 47,049
4	\$ 22,050	\$ 27,563	\$ 33,075	\$ 38,588	\$ 44,100	\$ 56,011
5	\$ 25,790	\$ 32,238	\$ 38,685	\$ 45,133	\$ 51,580	\$ 64,973
6	\$ 29,530	\$ 36,913	\$ 44,295	\$ 51,678	\$ 59,060	\$ 73,935
7	\$ 33,270	\$ 41,588	\$ 49,905	\$ 58,223	\$ 66,540	\$ 75,615
8	\$ 37,010	\$ 46,263	\$ 55,515	\$ 64,768	\$ 74,020	\$ 77,295
9	\$ 40,750	\$ 50,938	\$ 61,125	\$ 71,313	\$ 78,976	\$ 78,976
10	\$ 44,490	\$ 55,613	\$ 66,735	\$ 77,858	\$ 80,656	\$ 80,656
11	\$ 48,230	\$ 60,288	\$ 72,345	\$ 82,336	\$ 82,336	\$ 82,336
12	\$ 51,970	\$ 64,963	\$ 77,955	\$ 84,017	\$ 84,017	\$ 84,017

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 1-800-392-6066. For limited income households who are not eligible for fuel assistance, please contact The Good Neighbor Energy Fund operated by your local Salvation Army:

In area codes 617, 508, 781, or 978: 1-800-334-3047

In area code 413: 1-800-262-1320

website: www.magoodneighbor.org

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

Community Listing

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

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

4

Community Action, Inc. (CAI)
145 Essex Street
Haverhill, MA 01832
(978) 374-7660
(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)
264 Griffin Street
Fall River, MA 02724
(508) 679-0041 - Fall River
(508) 823-6346 - Taunton
(508) 676-7397 - Information

8

Community Teamwork, Inc. (CTI)
45 Kirk Street
Lowell, MA 01854
(978) 459-6161 - Lowell
(781) 643-2358 - Arlington
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) 790-7106, ext. 1

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)
98 Main Street
Peabody, MA 01960
(978) 531-8810
(978) 531-0767, ext. 136

18

People Acting in Community Endeavors, Inc. (PACE)
166 Williams Street
New Bedford, MA 02742
(508) 999-9920

19

Quincy Community Action Programs, Inc. (QCAP)
1509 Hancock Street, 3rd Floor
Quincy, MA 02169
(617) 479-8181, ext. 301

20

Springfield Partners for Community Action, Inc. (SPCA)
619 State Street
Springfield, MA 01109
(413) 263-6538

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)
300 Howard Street
Framingham, MA 01701
(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)
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)

26

Tri-City Community Action Programs, Inc. (TRICAP)
110 Pleasant Street, 3rd Floor
Malden, MA 02148
(781) 322-6284

27

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

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

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	27	20	27
Alford	3	3	3
Amesbury	4	2	4
Amherst	9	9	9
Andover	10	10	10
Aquinnah	25	11	11
Arlington	8	14	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	28	28	28
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	14	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	27	20	27
Bolton	16b	15	15
Boston	1	1	1
Bourne	25	11	11
Boxborough	23	23	23
Boxford	4	2	4
Boylston	28	28	28
Braintree	19	19	19
Brewster	25	11	11
Bridgewater	21	21	21
Brimfield	27	20	27
Brockton	21	21	21
Brookfield	28	28	28
Brookline	1	1	1
Buckland	9	9	9
Burlington	8	8	8
Cambridge	5	14	14
Canton	21	21	21
Carlisle	8	8	8
Carver	25	25	25
Charlemont	9	9	9
Charlton	28	28	28
Chatham	25	11	11
Chelmsford	8	8	8
Chelsea	6	6	6
Cheshire	3	3	3
Chester	27	20	27
Chesterfield	9	9	9
Chicopee	27	20	27
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	28	28	28
Dover	23	23	23
Dracut	8	8	8
Dudley	28	28	28
Dunstable	8	8	8
Duxbury	25	25	25
East Bridgewater	21	21	21
East Brookfield	28	28	28
E. Longmeadow	27	20	27
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	26	26	26
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	27	20	27
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	27	20	27
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	28	28	28
Holland	27	20	27
Holliston	23	23	23
Holyoke	27	20	27
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	28	28	28
Lenox	3	3	3
Leominster	16b	15	15
Leverett	9	9	9
Lexington	8	14	14
Leyden	9	9	9
Lincoln	23	23	23
Littleton	23	23	23
Longmeadow	27	20	27
Lowell	8	8	8
Ludlow	27	20	27
Lunenburg	16b	15	15
Lynn	13	13	13
Lynnfield	13	13	13
Malden	26	26	26
Manchester	2	2	2
Mansfield	21	21	21
Marblehead	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	26	26	26
Medway	23	23	23
Melrose	26	26	26
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	28	28	28
Millis	23	23	23
Millville	23	23	23
Milton	19	19	19
Monroe	9	9	9
Monson	27	20	27
Montague	9	9	9
Monterey	3	3	3
Montgomery	27	20	27
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	1	1	1
Norfolk	21	21	21
North Adams	3	3	3
North Andover	10	10	10

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	Whatley	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 is 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 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 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 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 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. 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 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.