

Winter is coming, and that could mean higher utility bills to keep your house warm.

How to Manage Your Costs

- Contact [Mass Save](#) (866-527-7283) for an energy efficiency audit to see how you can reduce your overall energy use, which should result in lower monthly bills over time.
- Install a programmable thermostat.
- Enroll in budget billing with your utility.
- Consider solar energy. If you are considering solar, visit this website for consumer tips: [mass.gov/ago/solar](#).

Your Utility Company Can Help

If you are behind on your utility bills, you should call your utility company immediately and ask about their payment plans. Utilities offer several customer assistance programs, including flexible payment plans (regardless of income) and balance forgiveness plans for those eligible. You will be protected from shutoff if you make payments as scheduled under the plan.

BERKSHIRE GAS
(800) 292-5012

LIBERTY
(800) 544-4944

NATIONAL GRID
(800) 322-3223

UNITIL
(888) 301-7700

EVERSOURCE
(866) 861-6225 (East)
(877) 963-2632 (West)

Income-Eligible Assistance Programs

Don't wait to apply for income-eligible assistance programs. First, contact your utility to apply for an income-eligible rate which provides a discount on your whole bill. Second, you may qualify for the federal Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP eligibility is evaluated based on your gross household income for the past 4 weeks. Use the contact info below to find your local community action agency where you can apply for LIHEAP.

- [masscap.org/heatinghelpma](#)
- Cold Relief Heatline: (800) 632-8175
- [mass.gov/hed/fuel](#)

Other Assistance

If you don't qualify for income-based assistance, there may also be funds available to assist you. If your household income is between 60 to 80 percent of the state median income, you may be able to receive help from the [Good Neighbor Energy Fund](#).

Competitive Suppliers

A study by the AG's Office found that most electric supplier customers lose money in the long run. Beware of deceptive marketing promising savings as compared to the utility's high winter electric prices. If you have a supplier, check if your supply rate is still competitive with your utility's supply rate or your town or city's supply rate. Contact the AG's Office with questions.

Shutoff Moratorium

From November 15 to March 15, there is a moratorium in place that prevents shutting off your gas or electric if you use that to heat your home. But know that you will still owe payment for your bills. To avoid falling into debt, take advantage of fuel assistance programs or enroll in a budget installment plan.

**ADDITIONAL
ASSISTANCE**

Attorney General's Office:

(617) 727 8400 | [mass.gov/AGO/fuelassistance](#)

Massachusetts Department of Public Utilities:

(617) 737 2836 | [mass.gov/dpu](#)