

Resources and Information to Reduce Your Energy Consumption and Access Heating Bill Assistance

Home heating costs for all homeowners are expected to increase this winter. Here are tips and resources to help lower your energy use, save money on your heating bill, and access assistance if you need it.

Incentives to Help with Reducing Energy Consumption

Visit [Mass Save® No-Cost Online Home Energy Assessment](#) or call 1-866-527-SAVE (7283) and enter your zip code to see if you qualify for an energy audit. Energy audits identify opportunities for insulation and air sealing in your home. Mass Save offers energy audits at no cost to renters, homeowners and small businesses.

Mass Save also offers incentives and rebates for heating system upgrades, weatherization/insulation improvements, water heaters, programmable thermostats, appliances and more.

Mass Save offers additional resources to help those who are eligible make energy-saving upgrades. For more information and to determine if you qualify, visit [Mass Save® Income Eligible No-Cost Energy Efficiency Programs](#).

MMWEC provides energy audit and implementation services for residential, commercial, industrial and institutional customers of municipal utilities through its NextZero energy efficiency and decarbonization program. More information can be found [here](#).

ENE provides free virtual home energy assessments for residential customers of some of its partnering Massachusetts Municipal Light Plants (MLPs). ENE also offers rebate programs for customers in some MLP territories. More information on the programs and which MLPs they're offered in can be found [here](#).

Not sure if your MLP participates? View [MMWEC member utilities](#) and [ENE's list of utilities](#) to see participating MLPs.

Heating Bill Assistance

If you are having trouble paying your gas or electric bill, contact your utility for assistance, including information about enrolling in a payment plan. Visit www.mass.gov/info-details/find-my-electric-gas-and-water-company.

If you need assistance with your fuel bills, call the state hotline for social service programs by dialing 211 or (800) 632-8175 or visit the application portal at <https://toapply.org/MassLIHEAP>. To learn more about the program, visit <https://www.mass.gov/service-details/low-income-home-energy-assistance-program-liheap>.

If you are not eligible for LIHEAP, you may be eligible for help from the Salvation Army's Good Neighbor Energy Fund, which offers one-time grants for eligible consumers. For more

information, visit the [Salvation Army's Good Neighbor Energy Fund website](#) to learn about the program and review the income eligibility guidelines.

In Massachusetts, your gas- or electric-supplied heat cannot be shut off between November 15 and March 15. If your electric or gas has been shut off, call your utility company directly. If your electric or gas service is not restored after speaking with your utility company, contact the Department of Public Utilities at 877-886-5066 (toll-free) or visit [File a complaint involving a gas, electric, or water company | Mass.gov](#). For more information, visit <https://www.mass.gov/service-details/when-am-i-protected-from-having-my-utilities-shut-off>.

These resources from the Attorney General's Office and the Department of Public Utilities may also be helpful: [Frequently Asked Questions about Electric and Gas Utilities | Mass.gov](#) and [Help paying your utility bill | Mass.gov](#).

"DIY" Measures

There are things you can do at home to lower your energy use and save money on your heating bills.

Please visit [Energy Saving Tips for Easy Ways to Save \(masssave.com\)](#) and [Energy Saver | Department of Energy](#) for a full list.

If you're ready to replace old, inefficient equipment or appliances, be sure to check out Mass Save's [rebates and incentives](#) to help you save even more.