



# HERE IS WHAT YOU SHOULD KNOW ABOUT YOUR ENERGY BILLS THIS WINTER.

*Winter is coming, which typically means higher utility bills to keep your home warm. Assistance programs are available to help customers pay bills and manage higher costs. Energy efficiency programs can also help reduce your energy usage.*



## If You Are Behind on Your Utility Bills

Call your utility company and ask about their customer assistance programs:

- **Income-eligible discount rate**
- **Budget plans** which keep energy bills stable through 12 equal monthly payments
- **Flexible payment plans** for past-due bills
- **Income-eligible debt relief programs** ("Arrearage Management")



## Your Heat Cannot Be Shut Off If...

- All adult household members are **65 years or older** OR
- Households have **documented financial hardship** **AND**:
  - A household member with a **serious illness** OR
  - An **infant** under 12 months OR
  - It is between **October 27<sup>th</sup> to April 1<sup>st</sup>**

*Even when a shut off protection is in place, customers still owe payment for bills. Shut off protections are not applied automatically – contact your utility to request a protection.*



## Seasonal Heat Pump Rates

Eversource, National Grid and Unitil now offer **lower electric delivery rates** from **November 1<sup>st</sup> to April 30<sup>th</sup>** for households that use a **heat pump** for winter heating. If you have not been automatically enrolled, contact your utility to sign up.

**BERKSHIRE GAS**  
(800) 292-5012

**EVERSOURCE**  
(800) 592-2000

**LIBERTY**  
(800) 544-4944

**NATIONAL GRID**  
(800) 322-3223

**UNITIL**  
(888) 301-7700

**ADDITIONAL  
ASSISTANCE**

Attorney General's Office (AGO) [mass.gov/ago/fuelassistance](https://mass.gov/ago/fuelassistance)  
Department of Public Utilities (DPU) [mass.gov/dpu](https://mass.gov/dpu)

(617) 727-8400  
(617) 737-2836



# ENERGY ASSISTANCE AND BILL SAVINGS



## Federal Assistance

- You may qualify for the federal Home Energy Assistance Program (HEAP)
- **HEAP eligibility is based on your total household income from the past 4 weeks**
- The program was formerly known as “**LIHEAP**” and commonly referred to as “**Fuel Assistance**”
- Use the contact info below to **find your local community action agency** where you can apply for HEAP

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



## State Emergency Assistance

For emergency assistance in a utility shut off, you may apply for funds from **Residential Assistance for Families in Transition (RAFT)**.

- [applyhousinghelp.mass.gov/](https://applyhousinghelp.mass.gov/)



## Energy Efficiency and Electrification

- Contact Mass Save® for a home energy assessment to see how you can **reduce your energy use**, which should result in lower monthly bills over time
- Install a programmable thermostat
- Consider solar energy

- [masssave.com](https://masssave.com)
- [mass.gov/ago/solar](https://mass.gov/ago/solar)
- Call (866) 527-7283



## Competitive Electric Suppliers

AGO studies find that most third-party electric supplier customers lose money in the long run. Beware of deceptive marketing promising savings compared to your electric utility's rates. **If you have a competitive supplier, check if your rate is comparable to your utility's rate or consider signing up for your city or town's municipal aggregation program (community choice electricity).**

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