

# COLD RELIEF

Division of Community Services, Department of Housing and Community Development

2018—2019

## What You Need To Know

Call the DHCD Heatline  
1-800-632-8175



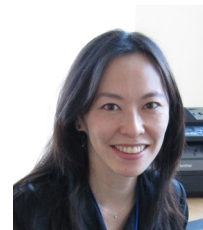
Find Someone to Help You in Your Town  
[www.mass.gov/hed/fuel](http://www.mass.gov/hed/fuel)

Homeowners and renters including households whose cost of heat is included in the rent can apply at a LIHEAP agency in their area — visit [www.mass.gov/hed/fuel](http://www.mass.gov/hed/fuel) for the listing!

Eligibility is based on a number of factors including but not limited to household size and the gross annual income of every household member 18 years of age or older.

Household income cannot exceed 60% of estimated State Median Income. You will be provided more information on the application process when you contact your local LIHEAP agency.

*“On behalf of Governor Charles Baker and Lieutenant Governor Karyn Polito, the Department of Housing and Community Development proudly continues to provide eligible individuals and families with home heating assistance and energy services throughout the Commonwealth.”*



**Janelle Chan**  
Undersecretary, DHCD



## Energy Assistance Programs

- **FUEL ASSISTANCE** - LIHEAP helps pay a portion of eligible households home heating bill during the winter season.
- **HEARTWAP** - a year round program that serves LIHEAP eligible households with heating system repair, replacement and maintenance services.
- **Weatherization Assistance Program** - a year round program that serves LIHEAP eligible households with air sealing, attic/sidewall insulation, weather-stripping and weatherization repairs.

**Fiscal Year 2019**  
**Low Income Home Energy Assistance Program**  
**Income Eligibility and Benefit Levels**

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	\$ 12,140	\$ 15,175	\$ 18,210	\$ 21,245	\$ 24,820	\$ 35,510
2	\$ 16,460	\$ 20,575	\$ 24,690	\$ 28,805	\$ 32,920	\$ 46,437
3	\$ 20,780	\$ 25,975	\$ 31,170	\$ 36,365	\$ 41,560	\$ 57,363
4	\$ 25,100	\$ 31,375	\$ 37,650	\$ 43,925	\$ 50,200	\$ 68,289
5	\$ 29,420	\$ 36,775	\$ 44,130	\$ 51,485	\$ 58,840	\$ 79,215
6	\$ 33,740	\$ 42,175	\$ 50,610	\$ 59,045	\$ 67,480	\$ 90,141
7	\$ 38,060	\$ 47,575	\$ 57,090	\$ 66,605	\$ 76,120	\$ 92,190
8	\$ 42,380	\$ 52,975	\$ 63,570	\$ 74,165	\$ 84,760	\$ 94,239
9	\$ 46,700	\$ 58,375	\$ 70,050	\$ 81,725	\$ 93,400	\$ 96,287
10	\$ 51,020	\$ 63,775	\$ 76,530	\$ 89,285	\$ 98,336	\$ 98,336

## Winter Energy Saving Tips

- Caulk and weather-strip doors and windows that leak air.
- When home, turn down the heat to 68° F or as low as comfortable.
- When you are asleep or away from home, turn thermostat back 10° to 15° for eight hours and save around 10% a year on your heating and cooling bills.
- Consider getting a programmable thermostat.
- Turn down the temperature of your hot water heater to the warm setting.
- Have your oil-fired heating system serviced annually or your gas-fired heating system serviced every three years.
- Clean or replace furnace filters every other month.
- Keep the fireplace flue damper closed unless a fire is burning.
- Check that warm air registers, baseboard heaters and radiators are not blocked by furniture or drapes.
- Close your curtains and shades at night; open them during the day.

### Contact Us

Give us a call for more  
Information about our services.

**Massachusetts**  
**Department of Housing and**  
**Community Development**

**100 Cambridge Street**  
**Suite 300**

**Boston, MA 02114**

**617-573-1100**

Visit us on the web at  
[www.mass.gov/hed/fuel](http://www.mass.gov/hed/fuel)

- For utility company problems, please call the Department of Public Utilities (DPU) at 1-877-886-5066 or email [DPUConsumer.Complaints@state.ma.us](mailto:DPUConsumer.Complaints@state.ma.us)
- For limited income households who are over income for fuel assistance, please contact The Good Neighbor Energy Fund. Operated by your local Salvation Army. In area codes 617, 508, 781, or 978, call 1-800-334-3047. In area code 413, call 1-800-262-1320. [www.magoodneighbor.org](http://www.magoodneighbor.org)
- For non-emergency social service programs, contact Mass 2-1-1 by dialing 211 or go to [www.mass211.org](http://www.mass211.org).

## Energy Assistance Agencies

To find the local energy assistance agency nearest you, match the number beside the city/town listing on the following pages to the agency number listed below.

1a

### Action for Boston Community Development, Inc. (ABCD)

178 Tremont Street  
Boston, MA 02111  
(617) 357-6012

[www.bostonabcd.org](http://www.bostonabcd.org)

1b

### Action for Boston Community Development, Inc. / Malden (ABCD/Malden)

18 Dartmouth Street  
Malden, MA 02148  
(781) 322-6284

[www.bostonabcd.org](http://www.bostonabcd.org)

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### Action, Inc.

47 Washington Street  
Gloucester, MA 01930  
(978) 281-3900  
1-800-696-9276

[www.actioninc.org](http://www.actioninc.org)

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### Berkshire Community Action Council, Inc. (BCAC)

1531 East Street  
Pittsfield, MA 01201  
(413) 445-4503 - Pittsfield  
(413) 663-3014 - North Adams  
(413) 528-1947 - Great Barrington  
1-866-216-6200 - Toll Free

[www.bcacinc.org](http://www.bcacinc.org)

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### Community Action, Inc. (CAI)

3 Washington Square  
Haverhill, MA 01830  
(978) 374-7660 Auto line  
(978) 373-1971 - Haverhill

[www.communityactioninc.org](http://www.communityactioninc.org)

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### City of Cambridge, Department of Human Services

51 Inman Street  
Cambridge, MA 02139  
(617) 349-6252

[www.cambridgema.gov/DHSP](http://www.cambridgema.gov/DHSP)

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### Community Action Programs Inter-City, Inc. (CAPIC)

100 Everett Street, Unit 14  
Chelsea, MA 02150  
(617) 884-6130

[www.capicinc.org](http://www.capicinc.org)

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### Citizens for Citizens (CFC)

250 Griffin Street  
Fall River, MA 02724  
(508) 679-0041 - Fall River  
(508) 823-6346 - Taunton  
(508) 676-7397 - Information  
(508) 675-2157—HWAP / WAP

[www.cfcinc.org](http://www.cfcinc.org)

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### Community Teamwork, Inc. (CTI)

45 Kirk Street  
Lowell, MA 01852  
(978) 459-6161 - Lowell  
1-877-451-1082 - Toll Free

[www.comteam.org](http://www.comteam.org)

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### Community Action Pioneer Valley

393 Main Street  
Greenfield, MA 01301  
(413) 774-2310  
1-800-370-0940 - Toll Free

[www.communityaction.us](http://www.communityaction.us)

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### Greater Lawrence Community Action Council, Inc. (GLCAC)

305 Essex Street  
Lawrence, MA 01840  
(978) 681-4950 - Lawrence  
(781) 942-6608 - Reading  
(978) 664-5600 - North Reading  
(978) 983-8825 - Methuen  
(978) 681-4955 - WAP/HWAP

[www.glcac.org](http://www.glcac.org)

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### Housing Assistance Corporation (HAC)

460 West Main Street  
Hyannis, MA 02601  
(508) 771-5400

[www.haconcapecod.org](http://www.haconcapecod.org)

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### Lynn Economic Opportunity, Inc. (LEO)

156 Broad Street  
Lynn, MA 01901  
(781) 581-7220, ext. 283  
(781) 309-5654 - WAP/HWAP

[www.leoinc.org](http://www.leoinc.org)

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### Menotomy Weatherization

20 Academy Street, Suite 202  
Arlington, MA 02476  
(781) 316-3436

[www.arlingtonma.gov](http://www.arlingtonma.gov)

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### Montachusett Opportunity Council, Inc. (MOC)

Energy & Environmental Services  
1000 Lancaster Street  
Leominster, MA 01453  
(978) 342-7025

[www.mocinc.org](http://www.mocinc.org)

15a

### New England Farm Workers' Council, Inc. (NEFWC) (City of Springfield, only)

1666 Main Street  
Springfield, MA 01103  
(413) 272-2209

[www.partnersforcommunity.org](http://www.partnersforcommunity.org)

15b

### New England Farm Workers' Council, Inc. (NEFWC) (N. Central Massachusetts only)

473 Main Street, 3rd Floor  
Fitchburg, MA 01420  
(978) 342-4520

[www.partnersforcommunity.org](http://www.partnersforcommunity.org)

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### North Shore Community Action Programs, Inc. (NSCAP)

119 Rear Foster Street, Bldg. 13  
Peabody, MA 01960  
(978) 531-8810

(978) 531-0767, ext. 136

(978) 531-0767, ext. 118

[www.nscap.org](http://www.nscap.org)

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### People Acting in Community Endeavors, Inc. (PACE)

166 William Street  
New Bedford, MA 02740  
(508) 999-9920  
308 Cottage Street  
New Bedford, MA 02740  
(508) 999-4473

[www.paceinfo.org](http://www.paceinfo.org)

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### Quincy Community Action Programs, Inc. (QCAP)

1509 Hancock Street, 4th Floor  
Quincy, MA 02169  
(617) 479-8181, ext. 301

[www.qcap.org](http://www.qcap.org)

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### Springfield Partners for Community Action, Inc. (SPCA)

721 State Street, 2nd Floor  
Springfield, MA 01109  
(413) 263-6500

[www.springfieldpartnersinc.com](http://www.springfieldpartnersinc.com)

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### Self Help, Inc. (SHI)

1362 Main Street  
Brockton, MA 02301  
(508) 226-4192 - Attleboro  
(508) 588-5440 - Brockton  
1-800-225-0875 - Toll Free

[www.selfhelpinc.org](http://www.selfhelpinc.org)

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### South Middlesex Opportunity Council, Inc. (SMOC)

7 Bishop Street  
Framingham, MA 01702  
(508) 620-1230 - Framingham  
1-800-286-6776

[www.smoc.org](http://www.smoc.org)

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### City of Springfield, Office of Community Development

1600 East Columbus Avenue  
Springfield, MA 01103  
(413) 787-6500

[www.springfield-ma.gov](http://www.springfield-ma.gov)

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### South Shore Community Action Council, Inc. (SSCAC)

71 Obery Street  
Plymouth, MA 02360  
(508) 746-6707  
(508) 778-0870 - Hyannis (Nov - April)  
1-877-383-5243 - Toll Free

[www.sscac.org](http://www.sscac.org)

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### Valley Opportunity Council, Inc. (VOC)

300 High Street  
Holyoke, MA 01040  
(413) 552-1548

[www.valleyopp.com](http://www.valleyopp.com)

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### Worcester Community Action Council, Inc. (WCAC)

484 Main Street, 2nd Floor  
Worcester, MA 01608  
1-800-545-4577 - Toll Free  
(508) 754-1176, ext. 110, Worcester  
(508) 754-7281—24 hour application  
information line

[www.wcac.net](http://www.wcac.net)

**Community Listings for FA—Fuel Assistance W—Weatherization H—Heating Services**

	<u>FA</u>	<u>W</u>	<u>H</u>		<u>FA</u>	<u>W</u>	<u>H</u>		<u>FA</u>	<u>W</u>	<u>H</u>
Abington	20	20	20	Dalton	3	3	3	Hudson	21	21	21
Acton	21	21	21	Danvers	16	16	16	Hull	23	23	23
Acushnet	17	7	7	Dartmouth	17	7	7	Huntington	9	9	9
Adams	3	3	3	Dedham	20	20	20	Ipswich	2	2	2
Agawam	24	19	24	Deerfield	9	9	9	Kingston	23	23	23
Alford	3	3	3	Dennis	23	11	11	Lakeville	7	7	7
Amesbury	4	2	4	Dighton	7	7	7	Lancaster	15b	14	14
Amherst	9	9	9	Douglas	25	25	25	Lanesborough	3	3	3
Andover	10	10	10	Dover	21	21	21	Lawrence	10	10	10
Aquinnah	23	11	11	Dracut	8	8	8	Lee	3	3	3
Arlington	8	6	13	Dudley	25	25	25	Leicester	25	25	25
Ashburnham	15b	14	14	Dunstable	8	8	8	Lenox	3	3	3
Ashby	15b	14	14	Duxbury	23	23	23	Leominster	15b	14	14
Ashfield	9	9	9	East Bridgewater	20	20	20	Leverett	9	9	9
Ashland	21	21	21	East Brookfield	25	25	25	Lexington	8	6	13
Athol	15b	14	14	E. Longmeadow	24	19	24	Leyden	9	9	9
Attleboro	20	20	20	Eastham	23	11	11	Lincoln	21	21	21
Auburn	25	25	25	Easthampton	9	9	9	Littleton	21	21	21
Avon	20	20	20	Easton	20	20	20	Longmeadow	24	19	24
Ayer	15b	14	14	Edgartown	23	11	11	Lowell	8	8	8
Barnstable	23	11	11	Egremont	3	3	3	Ludlow	24	19	24
Barre	15b	14	14	Erving	9	9	9	Lunenburg	15b	14	14
Becket	3	3	3	Essex	2	2	2	Lynn	12	12	12
Bedford	8	8	8	Everett	1b	6	6	Lynnfield	12	12	12
Belchertown	9	9	9	Fairhaven	17	7	7	Malden	1b	6	6
Bellingham	21	21	21	Fall River	7	7	7	Manchester	2	2	2
Belmont	8	6	13	Falmouth	23	11	11	Mansfield	20	20	20
Berkley	7	7	7	Fitchburg	15b	14	14	Marblehead	16	16	16
Berlin	15b	14	14	Florida	3	3	3	Marion	17	7	7
Bernardston	9	9	9	Foxborough	20	20	20	Marlborough	21	21	21
Beverly	16	16	16	Framingham	21	21	21	Marshfield	23	23	23
Billerica	8	8	8	Franklin	20	20	20	Mashpee	23	11	11
Blackstone	21	21	21	Freetown	7	7	7	Mattapoissett	17	7	7
Blandford	24	19	24	Gardner	15b	14	14	Maynard	21	21	21
Bolton	15b	14	14	Georgetown	4	2	4	Medfield	21	21	21
Boston	1a	1a	1a	Gill	9	9	9	Medford	1b	6	6
Bourne	23	11	11	Gloucester	2	2	2	Medway	21	21	21
Boxborough	21	21	21	Goshen	9	9	9	Melrose	1b	6	6
Boxford	4	2	4	Gosnold	23	11	11	Mendon	21	21	21
Boylston	25	25	25	Grafton	21	21	21	Merrimac	4	2	4
Braintree	18	18	18	Granby	9	9	9	Methuen	10	10	10
Brewster	23	11	11	Granville	24	19	24	Middleborough	23	23	23
Bridgewater	20	20	20	Gr. Barrington	3	3	3	Middlefield	9	9	9
Brimfield	24	19	24	Greenfield	9	9	9	Middleton	16	16	16
Brockton	20	20	20	Groton	8	8	8	Milford	21	21	21
Brookfield	25	25	25	Groveland	4	2	4	Millbury	25	25	25
Brookline	1a	1a	1a	Hadley	9	9	9	Millis	21	21	21
Buckland	9	9	9	Halifax	23	23	23	Millville	21	21	21
Burlington	8	8	8	Hamilton	2	2	2	Milton	18	18	18
Cambridge	5	6	13	Hampden	24	19	24	Monroe	9	9	9
Canton	20	20	20	Hancock	3	3	3	Monson	24	19	24
Carlisle	8	8	8	Hanover	23	23	23	Montague	9	9	9
Carver	23	23	23	Hanson	20	20	20	Monterey	3	3	3
Charlemont	9	9	9	Hardwick	15b	14	14	Montgomery	24	19	24
Charlton	25	25	25	Harvard	15b	14	14	Mt. Washington	3	3	3
Chatham	23	11	11	Harwich	23	11	11	Nahant	12	12	12
Chelmsford	8	8	8	Hatfield	9	9	9	Nantucket	23	11	11
Chelsea	6	6	6	Haverhill	4	2	4	Natick	21	21	21
Cheshire	3	3	3	Hawley	9	9	9	Needham	20	20	20
Chester	24	19	24	Heath	9	9	9	New Ashford	3	3	3
Chesterfield	9	9	9	Hingham	23	23	23	New Bedford	17	7	7
Chicopee	24	19	24	Hinsdale	3	3	3	New Braintree	15b	14	14
Chilmark	23	11	11	Holbrook	20	20	20	New Marlborough	3	3	3
Clarksburg	3	3	3	Holden	25	25	25	New Salem	9	9	9
Clinton	15b	14	14	Holland	24	19	24	Newbury	4	2	4
Cohasset	23	23	23	Holliston	21	21	21	Newburyport	4	2	4
Colrain	9	9	9	Holyoke	24	19	24	Newton	1a	1a	1a
Concord	21	21	21	Hopedale	21	21	21	Norfolk	20	20	20
Conway	9	9	9	Hopkinton	21	21	21	North Adams	3	3	3
Cummington	9	9	9	Hubbardston	15b	14	14	North Andover	10	10	10

Community Listings for FA—Fuel Assistance W—Weatherization H—Heating Services

	FA	W	H		FA	W	H
North Attleboro	20	20	20	Springfield	15a	19	22
North Brookfield	25	25	25	Sterling	15b	14	14
North Reading	10	10	10	Stockbridge	3	3	3
Northampton	9	9	9	Stoneham	1b	6	6
Northborough	21	21	21	Stoughton	20	20	20
Northbridge	21	21	21	Stow	21	21	21
Northfield	9	9	9	Sturbridge	25	25	25
Norton	20	20	20	Sudbury	21	21	21
Norwell	23	23	23	Sunderland	9	9	9
Norwood	20	20	20	Sutton	25	25	25
Oak Bluffs	23	11	11	Swampscott	12	12	12
Oakham	25	25	25	Swansea	7	7	7
Orange	9	9	9	Taunton	7	7	7
Orleans	23	11	11	Templeton	15b	14	14
Otis	3	3	3	Tewksbury	8	8	8
Oxford	25	25	25	Tisbury	23	11	11
Palmer	24	19	24	Tolland	24	19	24
Paxton	25	25	25	Topsfield	16	16	16
Peabody	16	16	16	Townsend	15b	14	14
Pelham	9	9	9	Truro	23	11	11
Pembroke	23	23	23	Tyngsborough	8	8	8
Pepperell	8	8	8	Tyringham	3	3	3
Peru	3	3	3	Upton	21	21	21
Petersham	15b	14	14	Uxbridge	21	21	21
Phillipston	15b	14	14	Wakefield	12	6	12
Pittsfield	3	3	3	Wales	24	19	24
Plainfield	9	9	9	Walpole	20	20	20
Plainville	20	20	20	Waltham	8	6	13
Plymouth	23	23	23	Ware	9	9	9
Plympton	23	23	23	Wareham	23	11	11
Princeton	15b	14	14	Warren	25	25	25
Provincetown	23	11	11	Warwick	9	9	9
Quincy	18	18	18	Washington	3	3	3
Randolph	20	20	20	Watertown	8	6	13
Raynham	20	20	20	Wayland	21	21	21
Reading	10	10	10	Webster	25	25	25
Rehoboth	7	7	7	Wellesley	21	21	21
Revere	6	6	6	Wellfleet	23	11	11
Richmond	3	3	3	Wendell	9	9	9
Rochester	17	7	7	Wenham	2	2	2
Rockland	20	20	20	W. Boylston	25	25	25
Rockport	2	2	2	W. Bridgewater	20	20	20
Rowe	9	9	9	W. Brookfield	25	25	25
Rowley	4	2	4	W. Newbury	4	2	4
Royalston	15b	14	14	W. Springfield	24	19	24
Russell	24	19	24	W. Stockbridge	3	3	3
Rutland	25	25	25	W. Tisbury	23	11	11
Salem	16	16	16	Westborough	21	21	21
Salisbury	4	2	4	Westfield	24	19	24
Sandisfield	3	3	3	Westford	8	8	8
Sandwich	23	11	11	Westhampton	9	9	9
Saugus	12	12	12	Westminister	15b	14	14
Savoy	3	3	3	Weston	21	21	21
Scituate	23	23	23	Westport	7	7	7
Seekonk	7	7	7	Westwood	20	20	20
Sharon	20	20	20	Weymouth	18	18	18
Sheffield	3	3	3	Whatley	9	9	9
Shelburne	9	9	9	Whitman	20	20	20
Sherborn	21	21	21	Wilbraham	24	19	24
Shirley	15b	14	14	Williamsburg	9	9	9
Shrewsbury	21	21	21	Williamstown	3	3	3
Shutesbury	9	9	9	Wilmington	8	8	8
Somerset	7	7	7	Winchendon	15b	14	14
Somerville	5	6	13	Winchester	1b	6	6
Southborough	21	21	21	Windsor	3	3	3
Southbridge	25	25	25	Winthrop	6	6	6
South Hadley	9	9	9	Woburn	1b	6	6
Southampton	9	9	9	Worcester	25	25	25
Southwick	24	19	24	Worthington	9	9	9
Spencer	25	25	25	Wrentham	20	20	20
				Yarmouth	23	11	11