

FUEL ASSISTANCE PROGRAMS

Massachusetts Energy Assistance:

Eligible residents of all cities & towns can access these programs:

Massachusetts Fuel Assistance - LIHEAP

The Low Income Home Energy Assistance Program offers weatherization, utility discounts, and emergency furnace repairs to eligible residents:

1-800-632-8175

www.winterheating.com

Weatherization Assistance Program (WAP):

This program helps residents reduce heating bills by sending a professional to do an energy inspection and make suggestions. Then, the resident hires local contractors to complete the work recommended:

1-800-632-8175

HEARTWAP

Heating system repair program:

1-800-632-8175

Utility Shut Off Protection

MA laws prevent utility companies from shutting off services to low-income residents: **1-800-632-8175**

Good Neighbor Energy Fund (Salvation Army)

(800) 262-1320

(617) 542-5420

www.magoodneighbor.org

Citizens Energy Oil

This program, directed by Joe Kennedy, offers 40-60% off heating to eligible residents for up to one hundred gallons per heating season.

1-800-Joe4oil (1-800-563-4645)

617-338-6300

Oil Co-ops

A list of oil co-ops, buying groups designed to help lower the purchase price of oil, is available at **www.mass.gov/doer** or call the DOER at:

(800) 351-0077

Massachusetts Department of Public Utilities

617-305-3531

1-800-392-6066

Massachusetts Office of Attorney General

Elder Hotline Toll Free **1-888-243-5337**

Consumer Complaint & Information Services Hotline **617-727-8400**

Utilities Division Hotline Toll Free **1-888-514-6277**

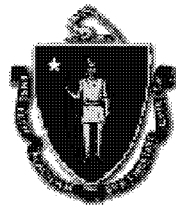
MA Dept. of Housing and Community Development

www.massresources.org

You may click this link for helpful general information, and you can go to [**Local agencies: Fuel Assistance City/Town Listing**] to obtain contract information regarding fuel assistance, weatherization, heating systems and general information in your city or town. Each municipality in MA can be accessed from the drop-down menu.

WINTER ENERGY-SAVING TIPS

- ❄️ Caulk and weatherstrip doors and windows that leak air.
- ❄️ When the fireplace is not in use, keep the flue damper tightly closed.
- ❄️ 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. Never let your oil tank run dry; its costly to prime and restart it.
- ❄️ Contact the energy assistance agency in your community to find out about the programs they offer that can keep you warm this winter.



Additional Assistance:

For utility company problems, please call the Department of Public Utilities (DPU) **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 at:

- in area codes 617/508/781/978: **1-800-334-3047**
- in area code 413: **1-800-262-1320**
- or visit the Massachusetts's Good Neighbor website at <http://magoodneighbor.org/>