

HOW IT WORKS

The Massachusetts Fuel Assistance Program helps eligible families by paying a portion of their heating bills from November 1 to April 30 2020.

If you are a Massachusetts resident in Franklin or Hampshire county living on a low or fixed income, we encourage you to apply. The last day to apply is April 30, 2020.

WHO SHOULD APPLY?

- * Renters and homeowners who pay for their own heat
- * Renters whose heat is included in their rent

WHO IS ELIGIBLE?

Eligibility is based on the number of people in your household and the combined gross (before taxes) income of all persons residing in the household.

You must be a Massachusetts resident living in Franklin or Hampshire County.

Use the chart on the other side of this pamphlet to see if you may qualify. We encourage you to apply even if you believe you may be over income.

WHERE & HOW TO APPLY

We cover Franklin and Hampshire Co. We have interview sites in Greenfield, Northampton, and Ware.

Contact us for appointments at:

- * Franklin County: 413-774-2310
- * Hampshire County: 800-370-0940
- * Online: www.communityaction.us
Choose Home Energy Assistance and then click Fuel Assistance

If you are a first time program applicant, your appointment must be in person. If you applied the previous year, you will receive your application by mail and will not need to apply in person.

TO RECEIVE FUEL PAYMENTS

When you become eligible for fuel assistance, we will attempt to notify your vendor of your award amount. Your vendor will bill us directly for usage during November 1, 2019 to April 30, 2020. You do not need to send bills in. If you either move or leave your home during the winter months you must notify us immediately.

Please note that this is an assistance program, and is not intended to cover all heating costs. You are still responsible for paying your bills throughout the winter.

ENERGY EFFICIENCY & HEATING SYSTEM REPAIR

Once approved for Fuel Assistance, you can also save money on your energy bills.

Renters & Homeowners:

- * Receive discounts on your electric and natural gas bills. We will attempt to notify your utility company of your eligibility for the discount, but for faster enrollment, contact your utility company directly.
- * Energy efficiency audits offer possible benefits such as upgrading light bulbs, and possible replacement of inefficient appliances such as air conditioners, dehumidifiers, refrigerators, freezers, and washing machines.
- * Weatherization audits offer possible major improvements such as attic and wall insulation, and air sealing.

Homeowners only:

- * We have funding to repair (and in some cases replace) your primary heating system in an emergency, often for free.

Contact us to find out more details on these energy saving programs:

Energy Efficiency
413-376-1140 or 413-774-2310
Heating System Repair
413-376-1115
heatrepair@communityaction.us

GROSS INCOME GUIDELINES

Number of people	Annual Income Limit
1	37,360
2	48,855
3	60,351
4	71,846
5	83,341
6	94,837
7	96,992

WHAT TO PROVIDE

- * Social Security numbers & birth dates
- * Proof of citizenship or qualified alien status
- * Proof of identity
- * Homeowners: mortgage statement, real estate tax bill, homeowner's insurance bill
- * Renters: lease; subsidy verification if applicable
- * Heating bill
- * Electric bill
- * All income for the four weeks prior to the appointment. Please consult our website or call our hotline for specific information.

This information is required for all household members regardless of age. Further verification may be requested after you apply.

Contact Us!

MAIL

Fuel Assistance Program
Community Action
PO Box 1432
Greenfield, MA 01302

IN PERSON

377 Main St
Greenfield, MA 01301

Monday, Tuesday, Wednesday, and Friday

8:30AM – 4:30PM

We are closed on Thursdays.

TELEPHONE

800 370 0940

413 774 2310

FAX

413 772 2733

WEBSITE

www.communityaction.us



COMMUNITY ACTION FUEL ASSISTANCE

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WINTER DOESN'T WAIT

