

## 10 FACTS ABOUT FUEL ASSISTANCE

PLEASE NOTE: NO WALK-INS. CALL TO MAKE AN APPOINTMENT OR VISIT OUR WEBSITE.

413 774 2310 – [www.communityaction.us](http://www.communityaction.us)

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1. You can **apply** by:
    - returning the reviewed and signed **paper application** and supporting documents to CAPV using one of the methods above
    - OR go to <https://toapply.org/CA> to review, sign and submit your application and supporting documentation through the **online portal**.
    - Only **submit your application one way**.
  2. It can take up to **8 weeks** to review your application.
  3. We can **only** pay for deliveries and heat usage during the Fuel Assistance season, which is from **11/1/2023 – 4/30/2024**.
  4. This is an **assistance** program that pays **some of your heating costs**, not all. These payments **do not** go by the due date on your invoice. **Your vendor expects you to pay your bills on time**. Any bill that we **both pay** will become a **credit** with your vendor. If you need more help, ask us for information about the **winter moratorium**, **financial hardship forms**, and other available programs.
  5. **Heat included** payments are typically made **once** a season.
  6. You might **not** use all your benefit if your heat usage or rent is low during the heating season. **Unused benefits are usually returned to the state**.
  7. **If you move**, you must **notify us immediately** to verify your new address.
  8. You may **not** change your heating vendor after you have been approved. An exception would be some emergencies or moving.
  9. Your **vendor** submits your **heat source bills**.
  10. **Household size and gross annual income** under EOHLC guidelines determines eligibility.
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## THE STATUS LINE

Track your Fuel Assistance application by making a phone call!

Call **413-774-2310** and listen for the prompt, "I am a current customer checking my status", and select **1**, then **4**.



Calling this number allows you to:

- ◆ Check on the **status** of your application.
- ◆ Find out the amount of your **benefit**.
- ◆ Learn what **payments** have been made for you.



The **Status Line** is the **quickest way** to get this information. *Please note it will take longer to get a live receptionist, and the receptionist will use the same status line to get this information.*