

# COLD RELIEF



Division of Community Services, Department of Housing and Community Development

2020—2021

## What You Need To Know

All eligible 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.

Call the DHCD Heatline

1-800-632-8175



*“On behalf of Governor Charlie 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.”*

*Jennifer Maddox*

*Undersecretary, DHCD*

Find Someone to Help You in Your City/Town

[www.mass.gov/hed/fuel](http://www.mass.gov/hed/fuel)



## 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 related repairs.

**Fiscal Year 2021**  
**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	\$ 12,760	\$ 15,950	\$ 19,140	\$ 22,330	\$ 25,520	\$ 39,105
2	\$ 17,240	\$ 21,550	\$ 25,860	\$ 30,170	\$ 34,480	\$ 51,137
3	\$ 21,720	\$ 27,150	\$ 32,580	\$ 38,010	\$ 43,440	\$ 63,169
4	\$ 26,200	\$ 32,750	\$ 39,300	\$ 45,850	\$ 52,400	\$ 75,201
5	\$ 30,680	\$ 38,350	\$ 46,020	\$ 53,690	\$ 61,360	\$ 87,233
6	\$ 35,160	\$ 43,950	\$ 52,740	\$ 61,530	\$ 70,320	\$ 99,265
7	\$ 39,640	\$ 49,550	\$ 59,460	\$ 69,370	\$ 79,280	\$ 101,521
8	\$ 44,120	\$ 55,150	\$ 66,180	\$ 77,210	\$ 88,240	\$ 103,777
9	\$ 48,600	\$ 60,750	\$ 72,900	\$ 85,050	\$ 97,200	\$ 106,033
10	\$ 53,080	\$ 66,350	\$ 79,620	\$ 92,890	\$ 106,160	\$ 108,289

## 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 7° to 10° for eight hours and save as much as 10% a year on your heating and cooling bills.
- Consider getting a programmable thermostat.
- Turn down the temperature of your hot water heater to 120°.
- 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

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 [DPUCustomer.Complaints@state.ma.us](mailto:DPUCustomer.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)

2

**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) 676-7398 - 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.commteam.org](http://www.commteam.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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**LEO, Inc.**  
156 Broad Street  
Lynn, MA 01901  
(781) 581-7220  
[www.leoinc.org](http://www.leoinc.org)

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**Making Opportunity Count, Inc. (MOC)**  
Energy & Environmental Services  
601 River Street  
Fitchburg, MA 01420  
(978) 342-7025  
[www.mocinc.org](http://www.mocinc.org)

14a

**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)

14b

**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, Info/App. Status  
(978) 548-5729, Appointments  
(978) 548-5712, WAP/HWAP  
[www.nscap.org](http://www.nscap.org)

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**People Acting in Community Endeavors, Inc. (PACE)**  
261 Union 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 app info line  
[www.wcac.net](http://www.wcac.net)

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

	FA	W	H		FA	W	H		FA	W	H
Abington	19	19	19	Dalton	3	3	3	Hudson	20	20	20
Acton	20	20	20	Danvers	15	15	15	Hull	22	22	22
Acushnet	16	7	7	Dartmouth	16	7	7	Huntington	9	9	9
Adams	3	3	3	Dedham	19	19	19	Ipswich	2	2	2
Agawam	23	18	23	Deerfield	9	9	9	Kingston	22	22	22
Alford	3	3	3	Dennis	22	11	11	Lakeville	7	7	7
Amesbury	4	2	4	Dighton	7	7	7	Lancaster	14b	13	13
Amherst	9	9	9	Douglas	24	24	24	Lanesborough	3	3	3
Andover	10	10	10	Dover	20	20	20	Lawrence	10	10	10
Aquinnah	22	11	11	Dracut	8	8	8	Lee	3	3	3
Arlington	8	6	6	Dudley	24	24	24	Leicester	24	24	24
Ashburnham	14b	13	13	Dunstable	8	8	8	Lenox	3	3	3
Ashby	14b	13	13	Duxbury	22	22	22	Leominster	14b	13	13
Ashfield	9	9	9	East Bridgewater	19	19	19	Leverett	9	9	9
Ashland	20	20	20	East Brookfield	24	24	24	Lexington	8	6	6
Athol	14b	13	13	E. Longmeadow	23	18	23	Leyden	9	9	9
Attleboro	19	19	19	Eastham	22	11	11	Lincoln	20	20	20
Auburn	24	24	24	Easthampton	9	9	9	Littleton	20	20	20
Avon	19	19	19	Easton	19	19	19	Longmeadow	23	18	23
Ayer	14b	13	13	Edgartown	22	11	11	Lowell	8	8	8
Barnstable	22	11	11	Egremont	3	3	3	Ludlow	23	18	23
Barre	14b	13	13	Erving	9	9	9	Lunenburg	14b	13	13
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	16	7	7	Malden	1b	6	6
Bellingham	20	20	20	Fall River	7	7	7	Manchester	2	2	2
Belmont	8	6	6	Falmouth	22	11	11	Mansfield	19	19	19
Berkley	7	7	7	Fitchburg	14b	13	13	Marblehead	15	15	15
Berlin	14b	13	13	Florida	3	3	3	Marion	16	7	7
Bernardston	9	9	9	Foxborough	19	19	19	Marlborough	20	20	20
Beverly	15	15	15	Framingham	20	20	20	Marshfield	22	22	22
Billerica	8	8	8	Franklin	19	19	19	Mashpee	22	11	11
Blackstone	20	20	20	Freetown	7	7	7	Mattapoisett	16	7	7
Blandford	23	18	23	Gardner	14b	13	13	Maynard	20	20	20
Bolton	14b	13	13	Georgetown	4	2	4	Medfield	20	20	20
Boston	1a	1a	1a	Gill	9	9	9	Medford	1b	6	6
Bourne	22	11	11	Gloucester	2	2	2	Medway	20	20	20
Boxborough	20	20	20	Goshen	9	9	9	Melrose	1b	6	6
Boxford	4	2	4	Gosnold	22	11	11	Mendon	20	20	20
Boylston	24	24	24	Grafton	20	20	20	Merrimac	4	2	4
Braintree	17	17	17	Granby	9	9	9	Methuen	10	10	10
Brewster	22	11	11	Granville	23	18	23	Middleborough	22	22	22
Bridgewater	19	19	19	Gr. Barrington	3	3	3	Middlefield	9	9	9
Brimfield	23	18	23	Greenfield	9	9	9	Middleton	15	15	15
Brockton	19	19	19	Groton	8	8	8	Milford	20	20	20
Brookfield	24	24	24	Groveland	4	2	4	Millbury	24	24	24
Brookline	1a	1a	1a	Hadley	9	9	9	Millis	20	20	20
Buckland	9	9	9	Halifax	22	22	22	Millville	20	20	20
Burlington	8	8	8	Hamilton	2	2	2	Milton	17	17	17
Cambridge	5	6	6	Hampden	23	18	23	Monroe	9	9	9
Canton	19	19	19	Hancock	3	3	3	Monson	23	18	23
Carlisle	8	8	8	Hanover	22	22	22	Montague	9	9	9
Carver	22	22	22	Hanson	19	19	19	Monterey	3	3	3
Charlemont	9	9	9	Hardwick	14b	13	13	Montgomery	23	18	23
Charlton	24	24	24	Harvard	14b	13	13	Mt. Washington	3	3	3
Chatham	22	11	11	Harwich	22	11	11	Nahant	12	12	12
Chelmsford	8	8	8	Hatfield	9	9	9	Nantucket	22	11	11
Chelsea	6	6	6	Haverhill	4	2	4	Natick	20	20	20
Cheshire	3	3	3	Hawley	9	9	9	Needham	19	19	19
Chester	23	18	23	Heath	9	9	9	New Ashford	3	3	3
Chesterfield	9	9	9	Hingham	22	22	22	New Bedford	16	7	7
Chicopee	23	18	23	Hinsdale	3	3	3	New Braintree	14b	13	13
Chilmark	22	11	11	Holbrook	19	19	19	New Marlborough	3	3	3
Clarksburg	3	3	3	Holden	24	24	24	New Salem	9	9	9
Clinton	14b	13	13	Holland	23	18	23	Newbury	4	2	4
Cohasset	22	22	22	Holliston	20	20	20	Newburyport	4	2	4
Colrain	9	9	9	Holyoke	23	18	23	Newton	1a	1a	1a
Concord	20	20	20	Hopedale	20	20	20	Norfolk	19	19	19
Conway	9	9	9	Hopkinton	20	20	20	North Adams	3	3	3
Cummington	9	9	9	Hubbardston	14b	13	13	North Andover	10	10	10

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