

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 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



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

- For utility company problems, please call the Department of Public Utilities (DPU) at 1-877-886-5066 or email 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
- For non-emergency social service programs, contact Mass 2-1-1 by dialing 211 or go to www.mass211.org.