

LIHEAP FAQs

What is LIHEAP and how can LIHEAP help me?

LIHEAP is a federal program that helps qualified households within a certain income threshold pay a portion of their winter home heating bills. In Massachusetts, LIHEAP eligible households may also get help with weatherizing their homes.

Does LIHEAP help pay for water and sewer bills?

While LIHEAP funds can only be used to help you pay to heat your home, by submitting an application you also apply for three additional programs: the federally funded household water assistance program (LIHWAP), which helps eligible households pay a portion of their overdue water and sewer bills, the Heating System Repair and Replacement Program (HEARTWAP) and Weatherization Assistance Program (WAP). Read more about LIHWAP, HEARTWAP, and WAP.

Will LIHEAP pay for my heating bill for the entire winter season?

LIHEAP is not designed to pay for all of your home energy costs for the year, but rather to reduce the burden of heating costs from your main heating source on your budget. However, many investor-owned utility companies (gas and electric) offer a discount rate, which reduces a certain percentage off your monthly bills just for being qualified for LIHEAP.

How are benefit levels determined?

Generally, benefits levels are determined based on home energy costs, taking into account household size and income, as well as other factors.

If I rent or live in subsidized or public housing, can I receive help from LIHEAP?

Renters are eligible for LIHEAP assistance. Many renters pay for their energy costs directly, while others pay these costs indirectly, through their rent. In either case, you may be eligible for LIHEAP if you otherwise meet the program qualifications.

You said I don't qualify for LIHEAP. I think you made a mistake. What can I do?

You have the right to appeal any decision made by us. The appeal process is outlined in the denial notice that you received. If you didn't receive a denial notice or cannot find the notice that explains the appeals process, contact our office for further information 413-774-2310. We will explain the appeals process to you.