



COMMUNITY ACTION ENERGY PROGRAMS

PO BOX 1432, GREENFIELD MA, 01302

FACTS ABOUT FUEL ASSISTANCE

Fuel Assistance offers in-person services, preferably by appointment as well as phone and online applications. Send applications and documents to FUEL ASSISTANCE PO Box 1432 Greenfield MA 01302. You may fax applications and documents to 413 772 2733. You can use our online portal to apply by going to [Fuel Assistance | website \(communityaction.us\)](http://communityaction.us)

- This is an **assistance** program. **You are responsible for paying your bills** throughout the winter.
- The Fuel Assistance program can **only** pay for deliveries and heat usage during the Fuel Assistance season, which is from **November 1 to April 30**.
- **Heat included** payments are made **once** in a season.
- You might **not** use all your benefits if your rent or your usage is low during the Fuel Assistance heating season. Unused benefits are typically returned to the state.
- **If you move**, you will need to **notify us immediately** to verify your new address.
 - If you are a renter, send us a copy of your new lease.
 - If you have purchased a house, send us proof of homeownership including current mortgage statement, property tax bill, and homeowner's insurance annual premium statement.
- You may **not** change your heating vendor after you have been approved.
- Your **vendor** is responsible for **submitting your bills** for your heat source.
- If we ask you for additional information, please submit it **by the date given to you**.
- Eligibility is determined by **household size and annual income** which set by DHCD guidelines.
- Please plan ahead- it can take 6-8 weeks to process your fuel assistance application.

We do appreciate your patience.

**NOW AVAILABLE 24 HOURS A DAY
CALL 413-774-2310 OPTION 1 then 4 -**

After you call, listen for the prompt, "I am a current customer checking my status" and follow the directions to:

Check on the status of your application. Find out the amount of your benefit award.
Learn what payments have been made on your behalf.



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We may be able to help you save money!

For Renters & Homeowners

Save up to 30% off your electric and natural gas bill!

If found eligible for fuel assistance, the program will notify your utility company so you can receive the 30% Low-Income discount rate on electric and natural gas utilities.

FREE Energy Efficiency Programs for your home!

- Energy Efficiency Assessment: These in-home audits measure your electric energy usage and may include replacing old light bulbs with LEDs, power strips, and the possible replacement of inefficient air conditioners, dehumidifiers, refrigerators or freezers, and/or washing machines with Energy Star models.
- Weatherization Assessment: These in-home audits may result in free major improvements to your home, such as attic and wall insulation, air sealing, and other energy-saving measures.

Homeowners only*

Heating System Repair & Replacement Program

We have funding to repair or replace (if recommended by a professional) your primary heating system in an emergency. **Funding is limited and is separate from your fuel assistance benefits.**

**Renters: Contact the property owner for any heating system-related concerns. See section 410.200 of the Massachusetts Sanitary Code.*

Older Adult Home Modification Program

The Older Adults Home Modification Program helps eligible homeowners age in place by making accessibility modifications to their homes at no cost to the homeowner.

How to Contact Us:

Heating System Repair – 413-376-1115

Email: heatrepair@communityaction.us

Energy Efficiency – 413-376-1140

Email – energyprog@communityaction.us

Older Adult Home Modification Program – 413-376-7183

Email – homerepairs@communityaction.us

General Fuel Assistance Line: 413-774-2310

Email – liheap@communityaction.us