COMMUNITY ACTION FUEL ASSISTANCE

HOME ENERGY ASSISTANCE PROGRAM (HEAP)*

NOTICE OF APPEAL RIGHTS (2026-2027)

You may appeal to: ***Community Action Pioneer Valley (CAPV)*** at ***PO Box 1432 Greenfield MA, 01302 / 377 Main St, Greenfield MA*** for any of the following reasons, on the Appeal Form provided by ***CAPV,*** and within these deadlines:

1. You may appeal if you have been denied HEAP* assistance or you disagree with the amount of assistance. Your appeal must be received by ***CAPV*** within 20 working days of receipt of any notice of eligibility or ineligibility.

2. You may appeal if 45 working days have passed since the date ***CAPV*** received your application and ***CAPV*** has not acted on your application (determined it to be eligible, ineligible, or incomplete) or November 1st (whichever date is later).

3. If your household has had a change in income or household size since you completed your application, you may request another review of ***CAPV's*** previous decision of eligibility (amount of assistance) or ineligibility. (The change in income or household size must have occurred on or before **April 30, 2027.**) You are encouraged to submit the documentation of the change to ***CAPV*** as soon as possible.

CAPV will schedule an informal hearing only if you request it within these deadlines and on an appeal form provided by ***CAPV*** or if ***CAPV*** deems it necessary. ***CAPV*** will send you a written decision within 10 working days after the hearing.

In no event will an appeal be accepted by CAPV after Friday, June 25, 2027.

If you do not have an informal hearing, ***CAPV*** may still require you to submit new or additional documentation in support of your appeal. ***CAPV*** will send you a written decision within 20 working days of receipt of your appeal or within 20 working days of receipt of complete documentation, if new or additional documentation has been requested.

If you want to appeal a written appeal decision from ***CAPV***, you may file an appeal to the Executive Office of Housing and Livable Communities (EOHLC), Attention: HEAP Appeals, 100 Cambridge Street, Suite 300, Boston, MA 02114 or submit your appeal electronically at eohlcHEAPappeals@mass.gov. **Your request for an appeal must be in writing, must contain the reason for the request, and must be received by EOHLC within 20 working days after you received the written decision from *CAPV*. In no event will an appeal be accepted by EOHLC after Friday, August 27, 2027.**

If you do not appeal first to *CAPV,* you may not appeal to EOHLC.

**HEAP may also be referred to as the Low Income Home Energy Assistance Program or LIHEAP.*