



10 FACTS ABOUT FUEL ASSISTANCE

PLEASE NOTE: NO WALK-INS. CALL TO MAKE AN APPOINTMENT OR VISIT OUR WEBSITE.

413 774 2310 – www.communityaction.us

1. You can **apply** by:
 - returning the reviewed and signed **paper application** and supporting documents to CAPV using one of the methods above
 - OR go to <https://toapply.org/CA> to review, sign and submit your application and supporting documentation through the **online portal**.
 - Only **submit your application one way**.
2. It can take up to **8 weeks** to review your application.
3. We can **only** pay for deliveries and heat usage during the Fuel Assistance season, which is from **11/1/2023 – 4/30/2024**.
4. This is an **assistance** program that pays **some of your heating costs**, not all. These payments **do not** go by the due date on your invoice. **Your vendor expects you to pay your bills on time**. Any bill that we **both pay** will become a **credit** with your vendor. If you need more help, ask us for information about the **winter moratorium**, financial **hardship forms**, and other available programs.
5. **Heat included** payments are typically made **once** a season.
6. You might **not** use all your benefit if your heat usage or rent is low during the heating season. **Unused benefits are usually returned to the state**.
7. **If you move**, you must **notify us immediately** to verify your new address.
8. You may **not** change your heating vendor after you have been approved. An exception would be some emergencies or moving.
9. Your **vendor** submits your **heat source bills**.
10. **Household size and gross annual income** under EOHLC guidelines determines eligibility.

THE STATUS LINE

Track your **Fuel Assistance application** by making a phone call!

Call **413-774-2310** and listen for the prompt, "I am a current customer checking my status", and select **1**, then **4**.



Calling this number allows you to:

- ◆ Check on the **status** of your application.
- ◆ Find out the amount of your **benefit**.
- ◆ Learn what **payments** have been made for you.



The **Status Line** is the **quickest way** to get this information. *Please note it will take longer to get a live receptionist, and the receptionist will use the same status line to get this information.*

IF APPROVED FOR FUEL ASSISTANCE, YOU COULD SAVE MONEY!

For Renters & Homeowners

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

Fuel Assistance program eligibility qualifies your household for the Low-Income discount rate.

FREE Energy Efficiency Programs for your home!

Energy efficiency and weatherization programs funded by the U.S. Department of Energy and local utility companies are available to make your home more energy efficient.

- **Energy Efficiency Assessment**: In-home audits measure your electric energy usage and aim to improve it. Improvements often include replacing old light bulbs with LEDs, and power strips. Other possible upgrades include air conditioners, dehumidifiers, refrigerators, freezers, and washing machines.
- **Weatherization Assessment**: In-home audits may result in free major home improvements, such as attic and wall insulation, air sealing, and other energy-saving measures.
- **Heating System Replacements and Heat Pumps**: Available on a case-by-case basis, contact 413-376-1140 for more information.

Homeowners only*

- **Heating System Repair**: We have funding to repair your primary heating system in an emergency. **Funding is limited and is separate from your fuel assistance benefit.**
- **Requesting a Repair**: Contact the Heat Repair line at (413)-376-1115 or call the Fuel Assistance line to request help.

*Renters: Contact the property owner for any heating system-related repair needs.

See section 410.200 of the Massachusetts Sanitary Code.

How to Contact Us:

General Fuel Assistance Line – 413-774-2310

Heating System Repair – 413-376-1115

Energy Efficiency – 413-376-1140

Email – energy@communityaction.us