



COMMUNITY ACTION FUEL ASSISTANCE



HELPFUL INFO ABOUT FUEL ASSISTANCE

For best results:

please visit calendly.com/fuelassistance to make an appointment for copies, submitting documents, or other recertification assistance.

You may submit documents via:

Fax: 413-772-2733 **Mail:** PO Box 1432 Greenfield MA 01302 **Drop-off:** Blue box outside 393 Main St, Greenfield MA

Upload: QR code above or toapply.org/CA



Application



- **Every heating season**, your household information, signatures, and income documents must be updated and received by April 30th.
- **All people in your home**, including people under 18, **must be included** in your application.
- At least one adult in the household must **sign** the application.
- Household members 18 and older who do not have income must **sign** the application as well or provide a signed Application Addendum form.
- **Apply** for the 2025-2026 program year by returning the **reviewed and signed application** and necessary documents to us by using the methods above. Please only use one submission method to avoid creating a duplicate application- you can only have **one application** in a program year.
- Your **PIN** and **application number** are on top of your application, or you can contact us for this information.
- It can take up to **8 weeks** for your application to be reviewed.
- Upon review, we may request **additional documentation**.
- **Eligibility** is determined by household size and annual income in accordance with EOHLC guidelines.



General Information



- We can only pay for deliveries and heat usage that happen during the heating season, **11/1/2025 - 4/30/2026**.
- This is an **assistance program** that pays **some** of your heating costs, **not all**. Payments do not go by the due date on your invoice. **Your vendor will still expect you to pay your bills on time**. Any bill that we both pay becomes a credit with your vendor.
- Your **vendor** is responsible for submitting your invoices to us.
- **Heat included in rent** payments are made once per season.
- You might not use all your benefits if your heat usage or rent is low during the season. **Unused benefits are returned to the state**.
- If you **move**, you must notify us immediately to verify your new address or transfer your documentation to the appropriate Fuel Assistance agency.
- **You may not change your heating vendor** after you have been approved, **unless** you have been denied delivery or services, or have a heating system failure.
- **Additional information** and **forms** can be found at communityaction.us/program/fuel-assistance/
- You may get a **discount** on your **non-heat electric and natural gas bills**. Fuel Assistance will submit your program eligibility to your utility company.



**COMMUNITY ACTION
FUEL ASSISTANCE**

STATUS LINE



Available 24 hours a day!

Track your Fuel Assistance application by making a phone call!

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

Calling the Status Line allows you to:

Check on the **status** of your application

Find out the amount of your **benefit**

Learn what **payments** we have already made for you

The Status Line is the **quickest way** to get this information. *Please note it may take longer to talk with a staff person at CAPV. Staff use the same Status Line to get this information.*

Renters & Homeowners

If you're eligible for Fuel Assistance, you may also be eligible for services through CAPV's Energy Programs.

The Energy Efficiency and Weatherization programs at CAPV are funded by the US Department of Energy and local utility companies to help make your home more energy efficient.

Request these services by calling the Energy Department at 413-376-1140 or email energy@communityaction.us.

Services

- **Energy Efficiency Assessment:** These in-home audits measure your electric energy usage and may include free replacement of old light bulbs with LEDs, power strips, and the possible replacement of inefficient air conditioners, dehumidifiers, refrigerators or freezers, and/or washer 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.
- **Heating System Replacements and Heat Pumps:** On a case-by-case basis. For tenants, property owner permission is required.

Homeowners Only

If you're eligible for Fuel Assistance, you may also be eligible for services through CAPV's Energy Programs.

If you are a renter, you must contact the property owner for any heating system repair needs. See section 410.200 of the Massachusetts Sanitary Code.

Services

- **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 benefits.
- **Requesting a Repair:** Contact the Heat Repair line at 413-376-1115 or email energy@communityaction.us.