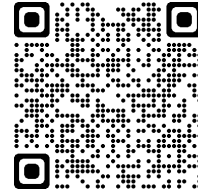




**COMMUNITY ACTION  
FUEL ASSISTANCE**  
PO BOX 1432, GREENFIELD MA, 01302



## FACTS ABOUT FUEL ASSISTANCE

### IT CAN TAKE 6 - 8 WEEKS TO PROCESS YOUR APPLICATION

Fuel Assistance will offer in-person services by appointment.

Applications and documents may be sent to FUEL ASSISTANCE PO Box 1432 Greenfield MA 01302.

You may fax applications and documents to 413 772 2733

For **first-time applicants only** 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 **11/1 – 4/30**.
- **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 you have been asked to send additional information, send it **by the date given to you**.
- Eligibility is determined by **household size and annual income** in accordance with DHCD guidelines.
- Please plan ahead- it can take 6-8 weeks to process your fuel assistance application.

**We appreciate your patience.**

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**NOW AVAILABLE!**

**Track every move of your Fuel Assistance application** just by making a phone call.

**CALL 413-774-2310 OPTION 1 then 4 - 24 hours a day.**

Calling this number allows you to:

- ◆ Check on the status of your application.
- ◆ Find out the amount of your benefit award.
- ◆ Learn what payments we have already made for you.
- ◆ This system will tell you the same things a live receptionist would say.

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



393 Main Street, Greenfield, MA 01301

***If approved for Fuel Assistance, we may be able to help you save money!***

### **For Renters & Homeowners**

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

Fuel Assistance will submit your program eligibility to your utility company so you can be approved for the Low-Income discount rate.

#### **FREE Energy Efficiency Programs for your home!**

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

- **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 a separate from your fuel assistance benefits**

#### **Requesting a Repair**

- Contact the Heat Repair line at (413)-376-1115 or call the Fuel Assistance line to request assistance.
- Annual cleanings or routine maintenance are **not** covered through this funding grant.

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

### **How to Contact Us:**

**Heating System Repair – 413-376-1115**

**Energy Efficiency – 413-376-1140**

**Email – [energyprog@communityaction.us](mailto:energyprog@communityaction.us)**

**General Fuel Assistance Line: 413-774-2310**