



Providing energy assistance to income-eligible Massachusetts residents

There are a number of programs available to help income-eligible residents manage energy costs.



Fuel assistance

The Fuel Assistance program, or LIHEAP (Low Income Home Energy Assistance Program), helps pay your primary heating bill. Whether you own or rent your home, LIHEAP makes direct payments to your heating utility or fuel provider. This includes electricity, natural gas, oil propane, kerosene or wood.

In order to qualify for Fuel Assistance/LIHEAP, you must be a resident of Massachusetts and your household gross pre-tax annual income must be at or less than the amounts shown in the chart below.

For more information about LIHEAP, visit mass.gov/home-energy-assistance-programs

As of October 2024

Number of household members	Annual household income
1	≤ \$49,196
2	≤ \$64,333
3	≤ \$79,470
4	≤ \$94,608
5	≤ \$109,745
6	≤ \$124,882
7	≤ \$127,720
8	≤ \$130,559
9	≤ \$133,397

Discounted rates for electric and natural gas

All state-regulated Massachusetts natural gas and electric utilities offer a residential discount rate. Households participating in LIHEAP are enrolled automatically, but eligibility is also available for those receiving:

- Temporary Assistance for Needy Families (TANF)
- Emergency Aid to the Elderly, Disabled and Children (EAEDC)
- Supplemental Nutrition Assistance Program (SNAP)/ Food Stamps
- MassHealth
- Women, Infants and Children (WIC) Nutrition Program
- Public Housing
- Other means-tested public benefit programs

To apply for the discount rate, please contact your local utility by phone or visit their website.

Payment plans and forgiveness programs

Utilities will work with you to spread out payments on overdue portions of your bill. They also offer a forgiveness program in which overdue balances can be forgiven if you are able to make on-time budget payments. In order to enroll, please contact your utility directly.



Energy efficiency and weatherization

The Sponsors of Mass Save® partner with the Low-Income Energy Affordability Network (LEAN), to offer no-cost visits to identify energy-saving opportunities in order to reduce your utility bills and save you money. In addition, you will receive energy-saving LED light bulbs, low-flow showerheads and faucet aerators that are installed during your assessment.

Plus, if your existing appliances are in working order and determined to be inefficient, you may receive new appliances at no cost to you, such as:

- Refrigerator
- Freezer
- Heating System, including heat pumps
- Clothes washer
- Dehumidifier
- Window air conditioner
- Programmable or Wi-Fi thermostat
- Eligible window replacement

Other no-cost services may include attic and wall insulation, weatherstripping and sealing of air leaks throughout your home.

These services are available whether your home is heated with electricity, natural gas, oil, propane, kerosene or wood. These services are available whether you are a homeowner, tenant or a landlord of a 1-4 unit building in which at least half of the units are income-eligible qualified tenants.

To learn more or to apply for this service, contact your local Community Action Program (CAP) agency. To find your CAP, call **866-537-7267** or visit MassSave.com/Eligible for more information.

Landlords of buildings with five or more units, in which at least 50% of the occupants are income-eligible, should call **617-348-6425** or apply at leanmultifamily.org

Other assistance and protections

Protections from utility termination

Natural gas and electric utilities will not terminate heat-related service from November 15 through March 15, so long as service was not shut off due to non-payment prior to November 15.

Serious illnesses—Natural gas and electric services will not be terminated if anyone in the household (adult or child) has a serious illness. A medical certification and financial hardship form must be submitted to the utility provider for documentation.

Children under 12 months—Natural gas and electric services will not be terminated if anyone in the household is under 12 months old. A birth certificate and financial hardship form must be submitted to the utility provider for documentation.

Elderly—Natural gas and electric services will not be terminated if the adult household members are age 65 or older without obtaining permission from the Department of Public Utilities.

Municipal utility customers—if your electric or gas service is provided by a municipal utility company, contact them directly for more information about energy efficiency offers.

To learn more, please contact your local natural gas and/or electric utility.

Other sources of heating assistance

The Emergency Food and Shelter Program (EFSP), often administered by your local Fuel Assistance agency, may be able to provide one-time assistance with your utility bill. For more information, please visit efsp.unitedway.org

The Good Neighbor Energy Fund provides a one-time grant to people who are experiencing a temporary financial hardship but are not income-eligible for Fuel Assistance. Contact your local Salvation Army or call **800-334-3047** (or **800-262-1320** in area code 413) for more information about the Good Neighbor Energy Fund and other help. You can also learn more at magoodneighbor.org

Catholic Charities, the United Way, your city or town, or other local organizations may also be able to help. Dial **211** for information on other Massachusetts social services.

WE ARE MASS SAVE®:



EVERSOURCE



nationalgrid

