

nationalgrid

Massachusetts gas customers

Do you need help paying
your energy bills?



This is an important notice. Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.

Este es un aviso importante. Sírvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.

Questa è un' informazione importante, si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

For households not eligible for Fuel Assistance: The Good Neighbor Energy Fund, operated by your local Salvation Army office may be able to help. Call **1-800-334-3047** (Eastern, MA) or **1-800-262-1320** (413 Dialing Area).

Additional assistance may be available through local United Way Programs, local fuel funds, City or Town Halls, churches, and other charitable organizations. Fuel Assistance benefits cannot cover all winter heating bills. You should enroll in our budget plan, Balanced Billing, and not rely only on Fuel Assistance payments to meet your energy needs. For more about this plan, see the other side.

Where to Apply

Here is a list of agencies that serve our customers with Fuel Assistance:

Action for Boston Community Development Outreach Centers (ABCD)

- 178 Tremont Street, Boston(617) 357-6012
- 143 Harvard Avenue, Allston.....(617) 783-1485
- 10 City Square 4th Fl, Charlestown(617) 241-8866
Ext 1120
- 200 Tremont Street, Boston(617) 426-9492
Ext 209/212
- 110 Claybourne Street, Dorchester(617) 288-2700
Ext 204
- 21 Meridian Street, East Boston.....(617) 567-8857
- 295 & 753 Centre Street, Jamaica Plain....(617) 522-4250
- 105 S. Huntington Ave, Jamaica Plain.....(617) 232-0343
Ext. 11
- 535 River Street, Mattapan.....(617) 298-1785
Ext 232
- 1 Michelangelo Street, North End.....(617) 523-8125
- 714 Parker Street, Roxbury.....(617) 445-6000
Ext 223
- 22 Elm Hill Avenue, Roxbury.....(617) 442-5900
Ext. 214
- 424 West Broadway, South Boston.....(617) 269-5160
Ext 100

554 Columbus Avenue, Boston(617) 267-7400

1000 Commonwealth Avenue, Newton.....(617) 796-1280

Locations of other ABCD Outreach Centers

Call.....(617) 357-6012

Action, Inc.

47 Washington Street, Gloucester.....(978) 281-3900

(800) 696-9276

Serving: Essex, Gloucester, Hamilton, Ipswich, Manchester,
Rockport, Wenham

Community Action, Inc.

25 Locust Street, Haverhill.....(978) 373-1971

.....(800) 332-9004

Serving: Amesbury, Boxford, Georgetown, Groveland,
Haverhill, Merrimac, Newbury, Newburyport, Rowley,
Salisbury, W. Newbury

Community Action Programs Inter-City, Inc.

100 Everett Avenue, Unit 14, Chelsea.....(617) 884-6130

Serving: Chelsea, Revere, Winthrop

Community Teamwork, Inc.

45 Kirk Street, 2nd Fl., Lowell(978) 459-6161

Serving: Arlington, Bedford, Belmont, Billerica, Burlington,
Carlisle, Chelmsford, Dracut, Dunstable, Groton, Lexington,
Lowell, Pepperell, Tewksbury, Tyngsboro, Waltham,
Watertown, Westford, Wilmington

Greater Lawrence Community Action Council

305 Essex Street, Lawrence(978) 681-4950

Serving: Andover, North Andover, Reading and North Reading

Lynn Economic Opportunity, Inc.

156 Broad Street, Room 110(781) 581-7220 Ext 283

Serving: Lynn, Lynnfield, Nahant, Saugus, Swampscott,
Wakefield

New England Farm Workers Council

473 Main Street, 3rd Fl., Fitchburg(978) 342-4520

Serving: Ayer, Clinton, Harvard, Lancaster, Leominster,
Lunenburg, Shirley

North Shore Community Action Programs

98 Main Street, Peabody.....(978) 531-0767 Ext 136
Serving: Beverly, Danvers, Marblehead, Middleton,
Peabody, Salem, Topsfield

Quincy Community Action Programs, Inc.

1509 Hancock Street, Quincy.....(617) 479-8181 Ext 301
Serving: Braintree, Milton, Quincy, Weymouth

Self Help, Inc.

1362 Main St., Brockton(508) 588-5440
Serving: Abington, Norwood, Rockland, Whitman

City of Cambridge / DHSP Fuel Assistance Program

51 Inman Street, Cambridge.....(617) 349-6252

South Middlesex Opportunity Council

300 Howard Street, Framingham.....(508) 620-1230
.....(800) 286-6776
To leave a message(508) 620-2318
Serving: Acton, Boxborough, Concord, Lincoln, Littleton,
Sudbury, Wayland, Wellesley, Weston

South Shore Community Action Council

20 Willow Avenue, Hyannis.....(508) 778-0870
265 South Meadow Road, Plymouth.....(508) 746-6707
Serving: Barnstable, Bourne, Brewster, Buzzards Bay,
Cedarville, Chatham, Cohasset, Dennis, Dennisport,
Eastham, Falmouth, Harwich, Hingham, Hull, Mashpee,
Manomet, North Eastham, North Harwich, Orleans,
Plymouth, Sandwich, Wareham, Yarmouth

Tri-City Community Action Program

110 Pleasant St, 3rd Fl, Malden.....(781) 322-6284
.....TTY (781) 324-1816
Serving: Everett, Malden, Medford, Melrose, Stoneham,
Winchester, Woburn

Worcester Community Action Council www.wcac.net

484 Main Street, Worcester.....(508) 754-1176
Outside Worcester Area.....(800) 545-4577
Serving: Brookfield, Dudley, East Brookfield, Leicester,
North Brookfield, Southbridge, Spencer, Warren, Webster,
W. Brookfield

How To Apply

New Applications are accepted starting each November.

If you received Fuel Assistance benefits last winter, you were mailed a recertification application during September. Local Community Action Agencies administer the program and will accept Fuel Assistance applications. We have listed in this brochure the locations and telephone numbers of agencies serving our customers. Fuel Assistance benefits are a grant and do not have to be paid back. Fuel Assistance is available to homeowners and renters who pay for heat or have heat included in rent. Income guidelines are listed on the back of this pamphlet.

When you apply for assistance, you must bring to the agency (1) your most recent gas bill; (2) EITHER a copy of a Social Security check, with the standard Medicare-benefits deduction if applicable, OR proof of all sources of income for at least the previous 30 days of all household members 18 or over. If, however, you are an AFDC or Federal Relief recipient, you must have a current statement from your social worker that shows the type and amount of your assistance.

Benefit Amount

Funds available under this program are limited. Your application does not guarantee eligibility or the full eligibility amount. Therefore, we urge you to contact your local agency as soon as possible to establish your eligibility and the amount of assistance you may expect.

Payment Plan

If you are eligible, the amount of Fuel Assistance you receive probably won't cover the total cost of your heating bills. Call us now at the number on your gas bill, and we can estimate how much more you will need to pay over the winter. You can make small payments each month, receive the full amount for which you are eligible, and be sure you will not owe a large amount in the spring.

Energy Efficiency Programs

National Grid offers free home weatherization to income-eligible Massachusetts customers. Homeowners or renters may qualify for up to \$4,500 in weatherization measures for free! Services provided by a licensed and insured local company. Contact your local Community Action Agency for more information.

Arrearage Management Program (AMP)

AMP provides arrears forgiveness to income-qualified residential customers. Participants must accept and stay current with their monthly Budget Billing payments. For complete details, visit **www.nationalgrid.com** or call the customer service number on your bill.

Additional Help

If you are eligible for Fuel Assistance, you may also be eligible to have improvements made on your house: for attic and wall insulation; heating system assistance and other energy conservation needs. Ask your fuel assistance agency for additional information.

Fuel Assistance

This Federally funded program is for low-income households in need of assistance in paying energy bills and who meet income eligibility requirements. It is not a welfare program or a loan. You do not have to pay back any money granted. Applications are accepted starting each November.

To qualify for a Fuel Assistance grant you must:

- Pay utility bills directly or have your heat included in your rent (apartment or house)
- Have gross household income that falls within the Fuel Assistance guidelines (see below)

Fuel Assistance Income Guidelines 2015-2016

The amount of assistance you may receive will vary according to your total household income before taxes.

To qualify, your income must be no greater than the limit listed below for your family size:

Number of Households	Members	Fuel Assistance Annual Income Limits
	1	\$33,126
	2	\$43,319
	3	\$53,511
	4	\$63,704
	5	\$73,987
	6	\$84,089
	7	\$86,000
	8	\$87,912
	9	\$89,823
	10	\$91,734

Benefit levels for programs are based on household income and in part on housing/energy circumstances. Payments are subject to available funds. Call your local energy assistance agency for more information or see "How to apply" above.

