

**Do You** ❄️ ❄️  
**Need Help** ❄️  
**This Winter?**

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*During the 1997–1998 heating season, Massachusetts residents paid an average of 94¢ per gallon for home heating oil. Last year, during the 2006–2007 heating season, Massachusetts residents paid an average of \$2.39 per gallon. In the first three months of the 2007–2008 season, prices averaged \$2.90 a gallon, topping \$3.15 per gallon before the winter cold set in.*

*Regardless of whether you heat your home with oil or natural gas, you may be paying more to heat your home than in previous years.*

*While energy conservation is the first line of defense in keeping energy costs low, the WMGLD realizes that some people may have difficulty paying their energy bills this winter.*

*This booklet is provided to assist WMGLD customers this winter. If you have additional questions, please call the WMGLD Customer Service Representative at 781-246-6363.*

## Massachusetts Department of Housing & Community Development Programs

**Income eligible\* individuals and families may qualify for the following programs that can be accessed through the Lynn Economic Opportunity, Inc.**

### ■ **Low Income Home Energy Assistance Program (LIHEAP) [Fuel Assistance]**

Funded through the U.S. Department of Health and Human Services (DHHS), LIHEAP assists low-income individuals and families with the cost of heating their homes during the winter season. The Fuel Assistance Program is managed by the Massachusetts Department of Housing and Community Development, in conjunction with 22 regional nonprofit and local government organizations, including the Lynn Economic Opportunity (LEO), the agency that assists Wakefield residents.

- LIHEAP provides fuel assistance to low-income people with annual incomes up to 200% of the federal poverty level or \$41,300 for a family of four.
- The program pays benefits of fixed amounts based on household income and size.
- An additional benefit is available to eligible households having a high-energy burden.
- Homeowners and renters are both eligible.
- LEO will make payments toward the heating bills to the primary heat source vendor (oil, propane, wood or coal dealer or gas or electric utility).
- Special provisions are made for those households whose heat is included in their rent and those living in subsidized housing.

### ■ **Weatherization Assistance Program**

The Weatherization Assistance Program is designed to help low-income households reduce their heating bills by providing home energy efficiency services. The program is operational year round. This program is funded by the U.S. Department of Energy (DOE) and the Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP).

- Program eligibility is based on household eligibility for the LIHEAP Program.
- Households with a member receiving Transitional Aid To Families With Dependent Children (TAFDC) or Supplemental Security Income (SSI) are categorically eligible. Due to limited

\*Federal Income Guidelines page 7.

funding, priority points are awarded to households with members who are elderly, handicapped, children under seven, or Native Americans.

- Households with exceptionally high energy bills also may receive priority of service. Tenants (with landlord approval) as well as homeowners are eligible for weatherization.
- Weatherization services vary depending on the specific needs of the home and DOE approved conservation measures. There is a maximum of \$4,600 for all measures with the average grant approximately \$1,600. No client contribution is required.

### ■ **The Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP)**

This program is designed to provide heating system repair and replacement services to low-income households. The program is operational year round.

- During the winter months, the program serves primarily as an emergency intervention service to provide assistance to low-income clients having problems with the operation of their primary heating system.
- Eligible households call the local administering agencies and notify HEARTWAP staff when they are having a problem.
- Heating companies, under contract with the local agency, provide services necessary to keep the heating system operating efficiently and safely. Provisions are in place for LIHEAP clients to contact their dealer directly if the emergency occurs during the evening or on weekends.
- Program eligibility is based on household eligibility for the current year's LIHEAP Program.
- Tenants are eligible for some services, but are required to first contact their landlord who is legally responsible for the maintenance of the heating system.
- Emergency repairs average between \$150–\$200. Heating system replacements for unsafe, inoperable, and irreparable systems can be as high as \$4,125.

***Residents and households eligible for these programs can contact:***

➤ **Lynn Economic Opportunity, Inc.**  
156 Broad Street, Lynn, MA 01901  
781-581-7220

## Additional Programs

### ■ Salvation Army Good Neighbor Fund

The Good Neighbor Energy Fund is a cooperative effort between Massachusetts energy companies and The Salvation Army of Massachusetts that provides energy assistance to those in temporary crisis.

- Income for either the prior 12 months or the past month (times 12 months for a total annual figure) are less restrictive, but must be within 200%–275% of the Federal Poverty Income Guidelines.
- Income eligibility guidelines for 2007–2008 vary from \$20,420 to \$28,078 for an individual, to \$41,300 to \$56,788 for a family of four.\*\*
- Emergency Grant Applications were accepted beginning on December 1, 2007. All other Grant Applications will be accepted starting January 1, 2008.
- The grant per eligible household is \$275 per season regardless of amount owed. Grants for a household must be paid directly to the vendor(s).
- You may apply by directly contacting your local Salvation Army Service Center. For more information about eligibility criteria and where to apply, please call **800-334-3047** or visit **[www.use.salvationarmy.org/mas](http://www.use.salvationarmy.org/mas)**.

### ■ Citizens Energy Oil Heat Program

In partnership with CITGO, Citizens Energy works with thousands of oil heat dealers and local fuel assistance agencies in Massachusetts to provide deliveries of home heating oil to those in need.

- The Citizens Energy Oil Heat Program began authorizing deliveries on December 3, 2007.
- Families that need heating assistance can call the Citizens Energy Oil Heat Program's toll free hotline, **1-877-JOE-4-OIL** (1-877-563-4645) or apply online to complete an application.
- Citizens will notify households/families via mail on their application status.
- Qualified families will receive a one-time delivery of up to 100 gallons of heating oil.
- To receive a delivery during the 2007–2008 winter season, Citizens Energy must receive all applications and requests for processing by February 29, 2008.

\*\*Good Neighbor Income Guidelines page 7.

### ■ Citizens Energy/Distrigas Heat Assistance Program

The WMGLD is one of the natural gas utilities with customers who benefited from the Citizens Energy/Distrigas program. Citizens Energy administers this Distrigas-funded program

- The Citizens Energy/Distrigas Heat Assistance Program was created for people who need help in paying their natural gas heating bills in Massachusetts.
- The program is open to low income families that have exhausted their federal fuel assistance benefit or to individuals ineligible to receive federal fuel assistance, but cannot afford to pay their heating bills.
- The program makes payments on behalf of customers directly to the Wakefield Municipal Gas & Light Department.
- Households that heat their home with natural gas and think they may qualify for assistance through this program should call **1-866-GAS-9918**.
- Applicants must complete a form and return it to Citizens Energy, along with a copy of their WMGLD bill. If the applicant is eligible, Citizens Energy will work with the WMGLD to credit \$150 toward the household's gas account.

### ■ Community Services Network, Inc. (CSN)

Community Services Network, Inc., a grassroots, nonprofit agency founded in 1985, is dedicated to helping individuals and families in 10 Massachusetts communities, including Wakefield by serving as a bridge between personal crises and the appropriate social services. The agency helps low and moderate-income clients access the knowledge, skills, and services that help promote independence and self-sufficiency. The agency serves Wakefield, as well as Burlington, Lexington, Melrose, North Reading, Reading, Stoneham, Wilmington, Winchester and Woburn.

### ■ WMGLD Home Energy Loss Prevention Service (HELPS) Program

This program is funded by the member utilities, including the WMGLD, and is administered by MMWEC.

- Customers who need to make energy improvements to their homes may be eligible to receive up to \$300 back on energy-efficient improvements recommended by an evaluation of the home's energy systems and related infrastructure.
- This program is available to WMGLD customers, regardless of income.
- *An audit is required to take advantage of this incentive.*

- Customers can call the energy hotline at **888-333-7525** or **888-335-7203** to talk to an energy expert.
- If an audit is needed, customers schedule an appointment to have an evaluation of the home's energy systems and related infrastructure.
- After the audit, the owner receives a report that explains where to make improvements. If specific improvements are made, as outlined in the audit, residential customers may qualify for a 25% rebate (up to a maximum of \$300). This includes replacing windows and outside doors, installing insulation, and weather stripping doors and windows.

**For more information on this residential customer program, call the WMGLD at 781-246-6363.**

## Income Guidelines

### Federal Program Guidelines

**FY 2008  
Low Income Home Energy Assistance Program (LIHEAP)  
Maximum Income and Benefit Levels**

Family Size (# of People in the Household)	100% of Federal Poverty Level	200% of Federal Poverty Level
1 .....	\$10,210 .....	\$20,420
2 .....	\$13,690 .....	\$27,380
3 .....	\$17,170 .....	\$34,340
4 .....	\$20,650 .....	\$41,300
5 .....	\$24,130 .....	\$48,260
6 .....	\$27,610 .....	\$55,220
7 .....	\$31,090 .....	\$62,180
8 .....	\$34,570 .....	\$69,140

For each additional family member, add \$3,480 to \$6,960.

### Good Neighbor Energy Fund Income Guidelines

Household Size	Total Gross Yearly Income
1 .....	\$20,420 to \$28,078
2 .....	\$27,380 to \$37,648
3 .....	\$34,340 to \$47,218
4 .....	\$41,300 to \$56,788
5 .....	\$48,260 to \$66,358
6 .....	\$55,200 to \$75,928
7 .....	\$62,180 to \$85,498
8 .....	\$69,140 to \$95,068

For each additional person, add \$6,800 to \$9,350.

## Contact Information:

- **Customer Service, WMGLD**  
(781) 246-6363  
[www.wmgld.com](http://www.wmgld.com)
  
- **Fuel Assistance, Weatherization, Heating System Services**  
Lynn Economic Opportunity, Inc.  
156 Broad Street, Lynn, MA 01901  
781-581-7220  
[www.mass.gov/dhcd](http://www.mass.gov/dhcd)
  
- **Citizens Energy Oil Heat Program**  
1-877-JOE-4-OIL (1-877-563-4645)  
[www.citizensenergy.com](http://www.citizensenergy.com)
  
- **Citizens Energy/Distrigas Heat Assistance Program**  
1-866-GAS-9918  
[www.citizensenergy.com](http://www.citizensenergy.com)  
[www.use.salvationarmy.org/mas](http://www.use.salvationarmy.org/mas)
  
- **Salvation Army Good Neighbor Fund**  
800-334-3047  
[www.magoodneighbor.org](http://www.magoodneighbor.org)
  
- **Community Services Network, Inc.**  
781-438-1977  
[www.csninc.org](http://www.csninc.org)
  
- **WMGLD Home Energy Loss Prevention Service (HELPS) Program**  
Wakefield Municipal Gas & Light Department  
781-246-6363  
[www.wmgld.com](http://www.wmgld.com)  
[www.munihelps.org](http://www.munihelps.org)

