



*Building Communities  
Changing Lives*

## **Updates 4/14/2020**

At this point in time, the moratorium of gas and electric has been extended until further notice. As long as the State of Emergency is in effect, the Department of Public Utilities (DPU) has required that all utilities follow the no shut-off rule. However, many people will find themselves unable to pay their past due utility bills when the moratorium is lifted. Our **Fuel Assistance Program** can help.

The **Fuel Assistance Program** helps pay a portion of a person's winter heating bills between the months of November through April each year. Homeowners and Renters are both eligible to apply. Payments are made directly to the energy supplier and can be made for oil, kerosene, natural gas, electricity, wood, coal and propane.

Eligibility for Fuel Assistance is based on the number of people living in your home. For example, a family of 4 who earns up to \$71,846 could qualify for assistance.

We are happy to report that **the state has extended the deadline to apply for Fuel Assistance to Friday, May 29th**. Applications can be taken over the phone.

To find out if you or someone you know qualifies, please contact us at:

**Fuel Assistance Hotline and Email:**  
**978.459.6161** [FuelAssistance@commteam.org](mailto:FuelAssistance@commteam.org)

For additional information, please click below.

[2019-2020 LIHEAP INCOME ELIGIBILITY CHART](#)

[Fuel Assistance Brochure - English 2019-2020](#)

[Fuel Assistance Brochure - Spanish 2019-2020](#)

[Fuel Assistance Brochure - Khmer 2019](#)

[Fuel Assistance Brochure - Portuguese 2019](#)

In addition, please know that all emergency heating situations are being reviewed via phone and we will send a contractor out as needed. If a replacement has to happen, Community Teamwork will contact DHCD and NGRID/EVERSOURCE for emergency approval without having to go through the usual requirements. The hope is to do a repair to temporarily get the system running and reevaluate at a later time.

We are fielding many calls and emails during this time of crisis and continue to work both remotely and onsite, as we monitor our shelters 24/7 and our Resource Center, 8:30am - 4pm each day. We have redeployed additional staff to help assist the Resource Center in responding to the ever increasing needs in our community.

If you or someone you know needs assistance of any kind, Please contact us at the number and email below;

**General Hotline 978-654-5607**  
**Email [CovidResponseCTI@commteam.org](mailto:CovidResponseCTI@commteam.org)**

While we are all operating in a new world these days, please know Community Teamwork is here for you to help in any way we can.

Please also check our website frequently for updates at [www.commteam.org/covid-19-Emergency-Response](http://www.commteam.org/covid-19-Emergency-Response)