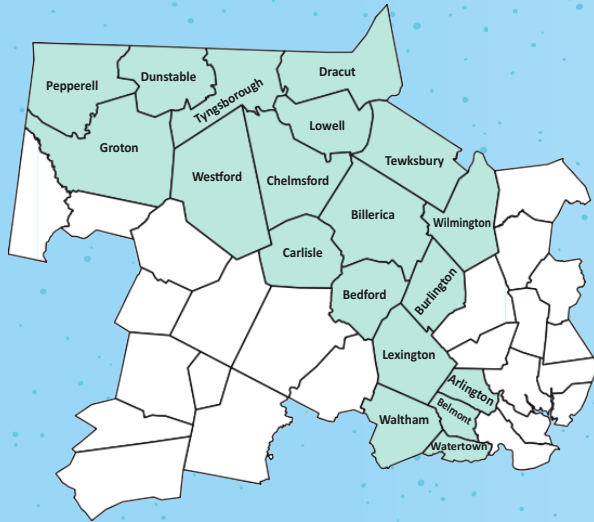


# FUEL ASSISTANCE SERVICE AREA



## AVAILABLE IN:

Arlington	Dracut	Tewksbury
Bedford	Dunstable	Tyngsborough
Belmont	Groton	Waltham
Billerica	Lexington	Watertown
Burlington	Lowell	Westford
Carlisle	Pepperell	Wilmington
Chelmsford		

### Fuel Assistance Programs

978-459-6161 Ph.

978-458-8594 Fax

[fuelassistance@commteam.org](mailto:fuelassistance@commteam.org)

### Energy Conservation Programs

978-654-4904 Ph.

[energyprograms@commteam.org](mailto:energyprograms@commteam.org)

## Trouble Paying Heating Bills?

CTI Fuel Assistance may be able to help you.

Each year, Community Teamwork offers HEAP, also known as Fuel Assistance, to an average of 11,000 eligible households challenged by the high cost of heating.

### Who can apply?

- Homeowners & Renters

### Payments can be made for:

- Oil
- Kerosene
- Electricity
- Natural gas
- Propane
- \*Heat included in the rent
- \*Some restrictions may apply

### 2023-2024 HEAP Income Eligibility

Family Size	Maximum Income
1	\$45,392
2	\$59,359
3	\$73,326
4	\$87,294
5	\$101,261
6	\$115,228

### CTI Fuel Assistance Program

To schedule your phone appointment.

call: 978-459-6161.

Online application: Follow Link or Scan QR Code

[commteam.org/fuel](https://commteam.org/fuel)



This publication was funded by a Home Energy Assistance Program grant from the Massachusetts Executive Office of Housing and Livable Communities.



Building Communities. Changing Lives.

# HEAP

(Home Energy Assistance Program)

*also called*

## Fuel Assistance & Home Energy Assessment

### Community Teamwork

45 Kirk Street, 2nd Floor Lowell, MA 01852

### Fuel Assistance Programs

978-459-6161

[fuelassistance@commteam.org](mailto:fuelassistance@commteam.org)

### Energy Conservation Programs

978-654-4904

[energyprograms@commteam.org](mailto:energyprograms@commteam.org)

[www.commteam.org](https://www.commteam.org)





# Fuel Assistance Program

## What is Fuel Assistance?

Fuel Assistance Program helps pay a portion of your winter heating bills between the months of November through April each year.

## Who is eligible and what are the benefits?

Eligibility is based on the number of people living in your home and gross annual income of all household members. (See chart below)

2023-2024 Family Size	HEAP Income Eligibility Maximum Income
1	\$45,392
2	\$59,359
3	\$73,326
4	\$87,294
5	\$101,261
6	\$115,228

Please contact our office or visit our website for families with more than 6 members.

Fuel Assistance payments for actual usage or fuel delivery are made directly to the heating provider for primary energy needs from **November 1<sup>st</sup> to April 30<sup>th</sup>**, except when cost of heating is included in the rent.

- Homeowners and renters are eligible
- You may use any type of heating source - oil, kerosene, electricity, natural gas, propane and \*heat included in the rent
- You may receive discounted rate on utilities
- Most who get fuel assistance also qualify for other energy conservation programs

\* Some restrictions may apply

## New Applicants

### How do I apply?

**Online Portal:** We are currently accepting online applications at [commteam.org/fuel](http://commteam.org/fuel) (you must have a valid email address to submit an online application).

**Appointment:** Call the office at 978-459-6161 to schedule an appointment to apply. Appointments are done over the telephone or in the office.

**If you applied for Fuel Assistance in previous years and you did not receive an application call the office at 978-459-6161 and we can update your information and mail you an application.**

### When can I apply?

CTI begins taking new applications through the online portal or with a scheduled appointment beginning October 1st. The last day to apply is April 30th. Clients that apply late in fuel season will have their heating bill paid retroactive to November 1st.

### What documentation is needed when I apply?

- Photo ID for Head of Household
- Proof of US Citizenship or qualified Alien Status. Copy of US Passport, Social Security cards, birth certificate or proof of qualified Alien Status for all household members
- Proof of income for the past 30 days before application date for all household members
- Copy of Mortgage, Homeowner's Insurance, Real Estate Tax, Water bill, Sewer bill or lease
- Heating bill and electric bill

**Returning applicants (re-certs)** must apply each year. Fuel Assistance applications are mailed directly to applicants' home. Applicants are asked to update and make changes to any incorrect information on their application.

**Upload:** Applicants can upload their application at [commteam.org/fuel](http://commteam.org/fuel). You will need your application number along with the PIN number on your application.

**Mail:** Applicants can mail the signed application along with current income documentation for all household members back to CTI's Lowell office.

**Come to Office:** Applicants can drop off their application during business hours. A receptionist will be available to make copies if you need them.

**Drop Off:** A secure drop off box is located outside of the Kirk St. office and is checked several times a day.

## FREE Home Energy Assessment

### Contact Energy Conservation

Email: [energyprograms@commteam.org](mailto:energyprograms@commteam.org)

Call: 978-654-4904

In an effort to reduce your energy consumption and save you money on your utilities, CTI, with funding from National Grid, EVERSOURCE, the Executive Office of Housing and Livable Communities, and the Low- Income Network can conduct a complete Home Energy Assessment—consisting of the following 3 programs:

**Appliance Management Program (AMP)** Provide eligible households with free energy saving light bulbs, energy conservation devices and, in some cases, a free refrigerator.

### Weatherization Program

Provides eligible households with free insulation, weather stripping and air sealing installed by licensed contractors.

### Heating System Repair & Replacement Program

Provides eligible households with free repairs or replacement of their heating system by licensed contractors.

To be eligible for these programs, you must be on Fuel Assistance or receiving a utility discount rate and live in a building with less than 5 units. For AMP, you must have an active electric account in your name and lived in your present location for a minimum of 9 months.