

North Shore Elder Services Fuel Assistance Resource List

Cold Relief Information

Cold Relief Heatline 1- 800 - 632 - 8175

Call the Cold Relief Heatline to find out where to apply for Fuel Assistance (LIHEAP), Weatherization (WAP), and the Heating System Repair and Replacement Program (HEARTWAP).

<http://www.mass.gov/hed/community/energy/cold-relief-information.html>

Massachusetts Energy Assistance:

Eligible residents of all cities & towns can access these programs:

Massachusetts Fuel Assistance (LIHEAP)

LIHEAP-Fuel Assistance provides eligible households with help in paying winter heating bills. More information can be found on the LIHEAP-Fuel Assistance webpage: <https://www.mass.gov/service-details/low-income-home-energy-assistance-program-liheap>

Weatherization Assistance Program (WAP)

WAP is designed to assist low-income households to reduce their heating bills by providing home energy efficiency services. The program is operational year round. More information can be found on the WAP webpage:

<http://www.mass.gov/hed/community/energy/weatherization-assistance-program-wap.html>

Heating System Repair and Replacement Program (HEARTWAP):

HEARTWAP is designed to provide heating system repair and replacement services to low-income households. More information can be found on the HEARTWAP webpage:

<http://www.mass.gov/hed/community/energy/heating-system-repair-and-replacement-program.html>

Utility Shut Offs

For utility company problems, please call the Department of Public Utilities (DPU)

1-877-886-5066

<https://www.mass.gov/orgs/department-of-public-utilities>

If you are facing a utility shut-off, contact the Consumer Hotline at (617) 727-8400. The AGO may be able to provide additional information and/or mediation services to assist you in resolving your situation.

<http://www.mass.gov/ago/consumer-resources/>

Additional Resources

For limited income households who are not eligible for fuel assistance, please contact The Good Neighbor Energy Fund operated by your local Salvation Army:

1-800-334-3047

<http://www.magoodneighbor.org/>

Citizens Energy

<http://citizensenergy.com/>

Heating Oil Co-ops

You may consider joining an oil cooperative (co-op). Co-ops often save their members money on their oil and other services, such as energy efficiency services. They may offer discounts to low-income customers. Many co-ops also offer discount membership fees for senior citizens.

Department of Energy Resources (DOER)

617-626-7300

Updated 10-12-2017