



HELPFUL INFO ABOUT FUEL ASSISTANCE

For best results:

please visit calendly.com/fuelassistance to make an appointment for copies, submitting docs, or other recertification assistance.

You may submit documents via:

Fax: 413-772-2733 **Mail:** PO Box 1432 Greenfield MA 01302 **Drop-off:** Blue box outside 393 Main St, Greenfield MA



All people in your home, including people under 18, **must be included** in your application. At least 1 adult in the household must **sign** the application. Household members 18 and older **who do not have income must sign as well** or provide a signed Application Addendum form.

- **Apply** by returning the reviewed and signed **paper application** and necessary documents to us by using the methods above or **go to <https://toapply.org/CA>** to review, sign, and submit your application and supporting documentation through the online portal. Only **one** submission method may be used. Your PIN and application number are on top of your application, or you can contact us for this information.
 - ▶ It can take up to **8 weeks** for your application to be reviewed. Upon review, we may request additional documentation.
- We can only pay for deliveries and heat usage that happen during the Fuel Assistance season, which is **11/1/2024 – 4/30/2025**.
- This is an **assistance** program intended to pay **some** of your heating costs, **not all**. Payments do not go by the due date on your invoice. **Your vendor will still expect you to pay your bills on time**. Any bill that we both pay will become a credit with your vendor.
- Your **vendor** is responsible for submitting your invoices to us.
- **Heat included in rent** payments are made directly to you (if applicable) once a season.
- You might not use all your benefits if your heat usage or rent is low during the Fuel Assistance heating season. **Unused benefits are returned to the state**.
- If you **move**, you must notify us immediately to verify your new address.
 - ▶ If you need your documentation **transferred to another Fuel Assistance agency**, you must contact us and request this.
- You may **not** change your heating vendor after you have been approved, unless you have been denied delivery or services, or have a heating system failure.
- Eligibility is determined by **household size and annual income** in accordance with EOHLG guidelines.
- Every year, your household information, signatures, and documents must be updated and received by April 30th.

Save up to 30% or more off your non-heat electric and natural gas bill! Fuel Assistance will submit your program eligibility to your utility company so you can be approved for the low-income discount rate.



Available 24 hours a day!



FUEL ASSISTANCE STATUS LINE

Track your **Fuel Assistance application** just by making a phone call!
Call **413-774-2310**. After you call, listen for the prompt, "I am a current customer checking my status", and select **1**, then **4**.

Calling this number allows you to:

- ◆ Check on the **status** of your application
- ◆ Find out the amount of your **benefit**
- ◆ Learn what **payments** we have already made for you

The Status Line is the **quickest way** to get this information. *Please note it will take longer to talk with a staff person at CAPV, and staff will use the same line to get this information.*

If you're eligible for Fuel Assistance, you may be eligible for these services through CAPV's Energy Programs

For Renters & Homeowners

The energy efficiency and weatherization CAPV programs are funded by the U.S. Department of Energy and local utility companies to help make your home more energy efficient. Request **Energy Efficiency services** by calling CAPV's Energy Department at 413-376-1140 or email energy@communityaction.us

- **Energy Efficiency Assessment**: These in-home audits measure your electric energy usage and may include free replacement of old light bulbs with LEDs, power strips, and the possible replacement of inefficient air conditioners, dehumidifiers, refrigerators or freezers, and/or washing machines with Energy Star models.
- **Weatherization Assessment**: These in-home audits may result in free major improvements to your home, such as attic and wall insulation, air sealing, and other energy-saving measures.
- **Heating System Replacements and Heat Pumps**: On a case-by-case basis. For tenants, property owner permission is required.

Homeowners only

*Renters: Contact the property owner for any heating system-related repair needs.
See section 410.200 of the Massachusetts Sanitary Code.*

- **Heating System Repair**: We have funding to repair your primary heating system in an emergency. Funding is limited and is separate from your fuel assistance benefits.
- **Requesting a Repair**: Contact the Heat Repair line at (413)-376-1115 or email energy@communityaction.us