



Do you need help this winter?

Many local residents may be faced with heating bills that are higher than they can afford, regardless of whether they heat their home with oil or natural gas.

While energy conservation is the first line of defense in keeping energy costs low, the Wakefield Municipal Gas & Light Department realizes that this may not be enough. As a result, some people may need additional help paying their heating bills this year.

This booklet has been prepared to help WMGLD customers identify which resources may be available to them.

If you have additional questions, please call the WMGLD Customer Service Representative at (781) 246-6363.



WMGLD

Wakefield Municipal Gas and Light Department

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 household gross income less than or equal to 60% of the estimated state median income. The program pays benefits of fixed amounts based on household income and size. A family of four would be eligible if the income is under \$59,137.
- 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). Households must pay any part of the heating costs not covered by fuel assistance.
- Special provisions are made for those households whose heat is included in their rent and those living in subsidized housing.

The Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP) is designed to provide heating system repair and replacement services to homeowners. The program is operational year round.

- 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 during the heating season (October through March.) There is a maximum expenditure.
- 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.
- Heating system repairs and replacements must be approved by the HEARTWAP program before any work is done.

- Households with incomes up to 60% of estimated State Median Income are eligible for the HEARTWAP. Program eligibility is based on household eligibility for the current year's LIHEAP Program.
- Tenants are not eligible for these services. Landlords are legally responsible for the maintenance of the heating system even if the renter pays for heat.
- HEARTWAP services vary dependent on the specific needs of the home. Replacements are done for unsafe, inoperable, and irreparable heating systems.

Residents and households eligible for these programs can contact:

Lynn Economic Opportunity, Inc.
 156 Broad Street, Lynn, MA 01901
 (781) 581-7220

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.

- Program eligibility is based on household eligibility for the LIHEAP Program or if a member of the household receives TAFDC or SSI.
- The program is administered by the Department of Housing and Community Development with funding from the U.S. Department of Energy and the 2009 American Recovery and Reinvestment Act.
- The \$122 million Massachusetts received from the 2009 American Recovery and Reinvestment Act will help weatherize approximately 17,000 homes and state public housing developments by 2012. This means that more money can be spent on each home than in previous years.
- As of September 30, 2010 more than 6,900 homes had been weatherized using ARRA funds, with an additional 2,800 homes weatherized through the annual WAP funding.
- After a household is determined eligible, the local agency schedules an energy inspection of the home. An energy auditor completes an inspection of the energy and health and safety concerns of the home and local certified and insured weatherization contractors are hired to complete the work at no cost to the occupants.
- Tenants (with landlord approval) as well as homeowners are eligible for weatherization. Weatherization services vary dependent on the specific needs of the home and DOE approved conservation measures.
- No client contribution is required. The average value is \$5,500; the maximum amount of energy improvements per home is \$10,000.

For information please contact:

Community Action Program Intercity, Inc. (CAPIC)
 100 Everett Street, Unit 14, Chelsea, MA 02150
 (617) 884-6130



Additional Programs



Salvation Army Good Neighbor Energy Fund

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

- Income for either the prior twelve months or the past month (times 12 months for a total annual figure) must fall between 60 and 80 percent of the state's median income levels.
- Income eligibility guidelines for 2010 - 2011 vary from \$30,751 to \$41,001 for an individual, to \$59,137 to \$78,849 for a family of four.
- Emergency Grant Applications were accepted beginning on December 1, 2010. All other Grant Applications were accepted, beginning on January 1, 2011.
- The grant per eligible household is \$300 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:

1-800-334-3047

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.

- 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) to find out about the availability of funds. If funds are available, applications can be completed online at www.citizensenergy.com.
- 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.

Citizens Energy/Distrigas Heat Assistance Program

The WMGLD is one of the natural gas utilities with customers who benefit from the Citizens Energy/Distrigas program.

- The Citizens Energy/Distrigas Heat Assistance Program was created for people who need help with paying their natural gas heating bills in Massachusetts.



Citizens Energy/Distrigas Heat Assistance Program (cont.)

- 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 should contact Citizens Energy to determine if program funds are available. If available, customers 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.

WMGLD Incentive Rebate Program

Residential customers can call 888-333-7525 to see if they qualify for an energy analysis, or audit, of their home. If an audit is performed, and the energy conservation specialist makes recommendations, customers can choose to make the energy improvements. If the recommended improvements qualify for an incentive, they can submit their paperwork and receipts, along with the energy audit results, to the WMGLD to receive 25% of the total cost of the qualifying improvements, up to \$300. (This incentive is available only to the residential customer of record once each calendar year.)

Qualifying energy improvements include attic insulation, basement insulation, rim joist insulation, wall insulation, pipe insulation, heating system, attic ventilation, bathroom ventilation, weatherstripping – windows, weatherstripping – doors, energy efficient windows/storm window replacement, energy efficient doors/storm door replacement, and energy efficient lighting fixtures.

All work reimbursed by the WMGLD energy incentive program must come from the recommendation made in the energy audit. There will be no exceptions.

The program is funded by the WMGLD and once funds are depleted, the program will end for the year. Customers of record are eligible for one incentive per calendar year.

This program is available to WMGLD residential customers, regardless of income.

For additional information on this residential customer program, call the WMGLD at (781) 246-6363.



Additional Resources

Community Services Network, Inc. (CSN)

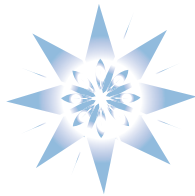
Community Services Network, Inc., a grassroots, nonprofit agency founded in 1985, is dedicated to helping individuals and families in 10 Massachusetts communities, including Wakefield by serving as a bridge between personal crises and the appropriate social services. The agency helps low- and moderate-income 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.

For information, please call 781-438-1977.

Mass 2-1-1

To simplify the process of finding help, United Way and MAIRS launched Mass 2-1-1, a free hotline for finding government benefits and services, non-profit organizations, support groups, volunteer opportunities, donation programs, and other local resources. This easy-to-remember number creates a connection between individuals and families seeking services to the appropriate community based organizations and government agencies, while simultaneously creating a one-stop number for vital information.

In order to take advantage of this service, dial 2-1-1 on your telephone.



**Good Neighbor Energy Fund 2010 – 2011
Income Guidelines:**

Household Size	Total Gross Yearly Income
1	\$30,751 - \$41,001
2	\$40,213 - \$53,617
3	\$49,675 - \$66,233
4	\$59,137 - \$78,849
5	\$68,598 - \$91,465
6	\$78,060 - \$104,081
7	\$79,835 - \$106,446
8	\$81,609 - \$108,812

**Federal program guidelines: FY 2011
Low Income Home Energy Assistance Program
(LIHEAP)**

Maximum Income and Benefit Levels

Family Size (# of people in the household)	60% of Estimated State Median Income
1	\$30,751
2	\$40,213
3	\$49,675
4	\$59,137
5	\$68,598
6	\$78,060
7	\$79,835
8	\$81,609
9	\$83,383
10	\$85,157

Contact information:

- **Customer Service, WMGLD**
781-246-6363
www.wmgld.com
- **Fuel Assistance, Weatherization, Heating System Services
Lynn Economic Opportunity, Inc.**
156 Broad Street
Lynn, MA 01901
781-581-7220
www.leocaa.org
www.mass.gov/dhcd
- **Community Action Program Intercity, Inc. (CAPIC)**
100 Everett Street, Unit 14
Chelsea, MA 02150
(617) 884-6130
www.capicinc.org
- **Citizens Energy Oil Heat Program**
1-877-JOE-4-OIL (1-877-563-4645)
www.citizensenergy.com
- **Citizens Energy/Distrigas Heat Assistance Program**
1-866-GAS-9918 (1-866-427-9918)
www.citizensenergy.com
- **Salvation Army Good Neighbor Fund**
1-800-334-3047
www.magoodneighbor.org
- **Community Services Network, Inc.**
781-438-1977
www.csninc.org
- **WMGLD Energy Incentive Program**
Wakefield Municipal Gas & Light Department
781-246-6363
www.wmgld.com



WMGLD

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9 Albion Street, Wakefield, MA 01880

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