

BELMONT LIGHT

POWERING YOUR COMMUNITY SINCE 1898

Home Energy Assistance Programs



HAVING TROUBLE WITH YOUR HEATING BILLS?

The economy continues to make it difficult for some local families to heat their homes, especially those on a limited or fixed income.

The information in this booklet is provided to inform Belmont Light customers about some of the programs and services that are available to low income residents, residents who are in temporary financial crisis, and those who are ineligible for assistance but need to cut energy costs to help make ends meet.

The Massachusetts Department of Housing and Economic Development income eligibility for the Low-Income Home Energy Assistance Program (LIHEAP) is 60% of the state median income level. Specific income guidelines and additional eligibility information is listed in the appropriate sections. Residents who are eligible for LIHEAP may also be eligible for other programs.

This booklet also contains information about other resources that are available to Belmont residents, as well as an application for the Belmont Light Residential Low Income Rate Change

65 YEARS OR OLDER:

If you are 65 years of age or older, Belmont Light reminds you that utility companies may not shut off service to households where all residents are 65 years or older without written approval from the Department of Public Utilities. If you have not contacted Belmont Light that all residents of your household are over age 65, please call us at 617-993-2800 as soon as possible.

UTILITY SHUTOFF PROTECTION

Residents under the age of 65 who have a financial hardship are also protected from having their electric or gas service shut off if they have a financial hardship and someone in the home is seriously ill, if there is an infant in the home under the age of 12 months, or if it is between November 15 and March 15 and service is needed to heat the home. If you have not contacted Belmont Light, please call us at 617-993-2800 as soon as possible.

A financial hardship exists when a customer is unable to pay an overdue energy bill and they meet income eligibility requirements for the Low-Income Home Energy Assistance Program (LIHEAP) administered by the Massachusetts Department of Housing and Community Development. You may be eligible for assistance if your household income does not exceed 60% of the state median income.

HEATING ASSISTANCE

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (FUEL ASSISTANCE)

Funded through the U.S. Department of Health and Human Services, the Low Income Home Energy Assistance Program (LIHEAP) assists low-income individuals and families with the cost of heating their homes during the winter season. The program is managed by the Massachusetts Department of Housing and Economic Development in conjunction with 22 regional nonprofit and local government organizations.

This year, LIHEAP will provide fuel assistance to low-income people with annual incomes up to 60% of estimated State Median Income or \$60,137 for a family of four. (Income eligibility guidelines can be found on page 8 of this brochure.) Last year, DHED served over 200,000 Massachusetts households through this program and expects more to be served this winter.

The amount of fuel assistance is determined by income, household size, housing status, and heating costs. Tenants in subsidized housing get a reduced benefit. Some households qualify for extra help if their heating bills last year were very high.

LIHEAP-eligible households may also be eligible for weatherization services, heating system repairs, and Citizens Energy heat assistance programs. In addition, Belmont Light offers a lower rate to customers who receive fuel assistance.

Fuel assistance benefits will be paid directly by CTI to the heating company, unless heat is included in the rent. You must pay any part of your heating costs not covered by fuel assistance. If you are eligible for weatherization, emergency furnace repair, Citizens Energy heat assistance, or utility discounts, your fuel assistance agency will explain how to get these benefits.

To access LIHEAP services, Belmont Light customers should contact:

Community Teamwork, Inc. (CTI)
45 Kirk St., Lowell , MA 01854
(978) 459-6161 - Lowell
(781) 643-2358 - Arlington
1-877-451-1082 - Toll Free

OTHER HEATING ASSISTANCE

GOOD NEIGHBOR ENERGY FUND

If you are not eligible for fuel assistance, you may be eligible for help from the Good Neighbor Energy Fund, a cooperative effort between Massachusetts energy companies and The Salvation Army of Massachusetts. This program provides energy assistance to those in temporary crisis.

The Massachusetts Good Neighbor Energy Fund is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance.

Income must be within 60% and 80% of the state median income. (Income guidelines can be found on page 8 of this brochure.)

The grant per eligible household is \$350 per season regardless of the amount that is owed. Grants for a household must be paid directly to the vendor(s). For more information about eligibility criteria and where to apply, call 1-800-334-3047, or visit the website at www.magoodneighbor.org.

CITIZENS ENERGY PROGRAMS

Citizens Energy works with oil heat dealers and local fuel assistance agencies to provide deliveries of home heating oil to those in need. Traditionally, the Citizens Energy Oil Heat Program has provided eligible families a one-time delivery of 100 gallons of home heating oil.

The Citizens Energy/Distrigas Heat Assistance Program was created for people who are struggling to pay their natural gas heating bills in Massachusetts. 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.

Households that heat their home with natural gas and qualify for assistance through this program should call 1-866-GAS-9918. Callers to this hotline will be asked to leave their name and address to receive an application form. Completed forms can be mailed back to Citizens Energy, along with a copy of the gas utility bill. If the applicant is eligible, Citizens Energy will work with their gas utility to credit \$150 towards the household's gas account.

To find out about Citizens Energy Oil Heat Program or Citizens Energy/Distrigas Heat Assistance Program, including information about the availability of funds for the 2013-2014 heating season, visit the website at www.citizensenergy.com.

LOW INCOME ENERGY PROGRAMS

WEATHERIZATION ASSISTANCE PROGRAM (WAP)

Weatherization improvements can include insulating attic and walls, sealing cracks, wrapping water heaters and pipes, installing storm windows, or making other energy-related improvements.

Weatherization improvements can include air sealing and weather stripping; repairs or replacement of expired heating systems; attic, wall and floor insulation; and installation of storm or, in some cases, replacement windows. Households can expect to see anywhere from 25 to 30% energy savings after these improvements are made with estimated energy cost-savings of more than \$500.

The program operates throughout the year and eligibility is based on household eligibility for LIHEAP Fuel Assistance program or if someone in the household gets SSI or Transitional Aid to Families with Dependent Children (TAFDC.)

The Department of Housing and Economic Development (DHED) administers WAP on the state level, with funding from the U.S. Department of Energy.

The value of the work varies depending on need. The average value is \$5500. The cost limit per home is \$10,000 in energy improvements.

Energy inspectors visit eligible households to see what work needs to be done to save energy. The inspectors also do a health and safety check to make sure that all energy-related systems are working properly. Weatherization workers then make energy-saving improvements as needed.

Households with the greatest need get priority for the Weatherization Assistance Program. WAP services are free.

HEATING EMERGENCY ASSISTANCE RETROFIT TASK WEATHERIZATION ASSISTANCE PROGRAM (HEARTWAP)

Belmont residents who are eligible for fuel assistance and own their own home can get help with heating system repairs or replacement through the Heating Energy Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP). During the heating season, eligible homeowners whose heating systems are not working can get free emergency repairs. In some cases, homeowners can have their heating systems replaced. Priority for HEARTWAP services is given to those clients in an emergency no-heat or unsafe heating situation.

There are maximum allowable expenditure limits for different types of heating system activities. In some instances households may be required to provide a co-payment. Local agencies attempt to utilize all available utility funds for system replacements in an effort to minimize the need for client contributions.

Heating system repairs and replacements must be authorized by the HEARTWAP program before any work is done. Renters do not qualify for this program, as the landlord is responsible for making sure the heating system is working properly, even if the renter pays for heat. Tenants should contact their landlord unless contact fails to resolve a no-heat situation.

Interested households should contact their local Fuel Assistance agency for application information. Households will be required to verify their income, household characteristics, address and home ownership.

For more information on the Weatherization Assistance Program or the Heating Emergency Assistance Retrofit Task Weatherization Assistance Program, contact:

Menotomy Weatherization
20 Academy Street, Suite 202, Arlington, MA 02476
(781) 316-3436
888-772-4242

BELMONT LIGHT PROGRAMS

BELMONT LIGHT RATE CHANGE PROGRAM

Belmont Light offers a lower rate for income-eligible customers who also participate in at least one of the following programs:

- Supplemental Social Security Income
- Transitional Aid to Families with Dependent Children (TAFDC)
- Emergency Aid to Elderly, Disabled and Children (EAEDC)
- Food Stamps (copy of card)
- Public and Section 8 housing
- Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
- MassHealth Basic and Standard (formerly Medicaid)
- Low Income Home Energy Assistance (LIHEAP)
- Head Start
- Free and Reduced School Lunch or Breakfast Program
- Mass. Veterans Benefits (GLC. 115)
- Dependency and Indemnity Compensation (DIC) for Surviving Spouse or Parents of Veterans (Dependency Indemnity Compensation letter required) (copy of most current benefit letter)

BELMONT LIGHT RATE CHANGE PROGRAM

(CONT.)

- Improved Veterans Disability Pension (Non-Service Connected Disability letter required)

If you are not currently participating in the lower rate program, you can apply by bringing proof of participation in one of the programs along with your Belmont Light account number to Belmont Light at 40 Prince Street in Belmont. You can also fill out the application found on pages 9 and 10 in this booklet. You can also send the information to:

Belmont Light Rate Change Program
40 Prince Street, Belmont, MA 02478

ENERGY CONSERVATION

Belmont Light residential customers can obtain information about energy efficiency, energy conservation, and how to reduce energy costs through Belmont Light's partnership with Energy New England.

Energy saving information and advice can be obtained by calling an energy advisor at the Energy Hotline, 888-772-4242.

A complete analysis of the home's energy use can also be obtained by scheduling a free home energy audit. A professional energy advisor will provide useful information and tips on appliance usage and will provide a computerized report detailing recommendations and payback time for any improvements. The advisor will also install up to \$30 of energy saving materials during the audit. The 2014 audit includes a free thermal imaging scan and blower door test.

Energy New England
Energy Hotline
888-772-4242

ENERGY STAR® APPLIANCE REBATES

Energy efficient appliances save an average of 15-50% in energy costs and can help reduce the need for additional generation during peak time, saving money and helping the environment. To encourage energy efficiency, Belmont Light residential customers who purchase energy efficient ENERGY STAR® appliances may be eligible to receive a rebate after they purchase a qualified ENERGY STAR® appliance.

The program is administered by Energy New England.

The 2014 ENERGY STAR® Appliance Program includes the following rebates and appliances:

- \$100 Refrigerator 15.0 cu. ft or larger (with proof of Belmont DPW vendor disposal)
- \$100 Central air conditioner with a SEER rating greater than 14
- \$75 Room air conditioner (with proof of Belmont DPW vendor disposal)
- \$50 Clothes washer (both top-loading and front-loading)
- \$50 Dishwasher
- \$25 Room air conditioner (with no proof of disposal)
- \$25 Dehumidifier

The program is administered by Energy New England.

For additional information about the Belmont Light Appliance Rebate Program call Energy New England at 888-772-4242.

ADDITIONAL RESOURCES

METROPOLITAN BOSTON HOUSING PARTNERSHIP

The Metropolitan Boston Housing Partnership is a housing resource agency and is the state's largest regional provider of rental housing voucher assistance, serving individuals and families who are homeless, elderly, disabled, and low and moderate income in Boston and 29 surrounding communities, including Belmont. MBHP works collaboratively with a broad array of service providers and neighborhood-based organizations.

The organization's Housing Consumer Education Center is a venture of the Massachusetts Department of Housing and Community Development (DHCD) and offers a network of services to educate and assist tenants, property owners and the public. Services include information, resources and referrals; brief counseling; education and workshops; and emergency financial assistance. The center offers a drop-in center, workshops and events, publications, mediation services, and Residential Assistance for Families in Transition, a state-funded homelessness prevention initiative that provides short-term financial assistance to low-income families who are homeless or at risk of becoming homeless.

MBHP also offers intensive programs and services (such as housing case management, intensive housing search assistance, and help with hoarding and sanitation issues), foreclosure prevention and tenancy preservation, and fair housing training and technical assistance.

125 Lincoln Street,
5th Floor, Boston, MA 02111-2503
617-859-0400 or 800-272-0990
HCEC 617-425-6700
Email: info@mbhp.org
www.mbhp.org

MASSACHUSETTS 2-1-1

Massachusetts 2-1-1 is the national abbreviated dialing code for free access to health and human services information and referral. Mass 2-1-1 is the state's most comprehensive database of human service resources, providing a link between people who need help and people who can give help. This partnership between United Way and Massachusetts Association of Information and Referral Specialists provides information about local services, including food, clothing, shelter assistance, substance abuse programs, crisis intervention, financial and legal assistance, senior care, child care services, mental health services, among others.

Callers dial 2-1-1 to talk to an information and referral specialist who can provide the sensitive and confidential information and referral service they need. 2-1-1 is staffed 24-hours a day.

The Massachusetts Emergency Management Agency (MEMA) and the Executive Office of Energy and Environmental Affairs has designated Mass 2-1-1 as the Commonwealth's primary telephone information call center during times of emergency.

Information can also be obtained online at www.mass211help.org. The site features user-friendly searches by name, agency, keyword and location.

Massachusetts 2-1-1
for information: www.mass211.org
for help: www.mass211help.org
callers unable to connect using 2-1-1 can
call 1-877-211-Mass (6277)

FUEL ASSISTANCE INCOME LIMITS WINTER 2013-2014

Household size	Gross annual income 60% Estimated State Median Income
1	\$32,065
2	\$41,932
3	\$51,798
4	\$61,664
5	\$71,530
6	\$81,396
7	\$83,246
8	\$85,096
9	\$86,946
10	\$88,796

For additional information about the federal income guidelines, visit the website at www.mass.gov/hed and click on Community.

MASSACHUSETTS GOOD NEIGHBOR ENERGY FUND INCOME GUIDELINES

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 2013-2014 are as follows:

Household Size	Total Gross Yearly Income
1	\$32,065 - \$42,753
2	\$41,932 - \$55,908
3	\$51,798 - \$69,063
4	\$61,664 - \$82,218
5	\$71,530 - \$95,373
6	\$81,396 - \$108,528
7	\$83,246 - \$110,994
8	\$85,096 - \$113,461
9	\$86,946 - \$115,927
10	\$88,796 - \$118,394
11	\$90,646 - \$120,860
12	\$92,496 - \$123,327

Households of more than 8 can contact the Salvation Army for income limits.

Emergency Grant Applications were accepted starting on December 1, 2013. All other Grant Applications were accepted starting January 1, 2014. The grant per eligible household is \$350 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 (serving area codes 508, 617, 781 and 978).

RESIDENTIAL LOW INCOME RATE CHANGE APPLICATION

If you are currently receiving one of the benefits listed below, you may also be eligible for Belmont Light's Residential Low Income (LI) Rate. Please call (617-993-2800) if you have any questions.

Your household income must also meet eligibility requirements, and your Belmont Light bill must be in your name. If you think you may qualify, please fill in this form, sign it, and mail it to:

Belmont Light Rate Change Program
40 Prince Street
Belmont, MA 02478

➤ Electric Account #: _____

➤ Name (as shown on bill): _____

➤ Street Address: _____

Email: _____

➤ Daytime Phone #: _____

Social Security #: _____

➤ Required Fields

BELMONT LIGHT LOW INCOME RATE CHANGE APPLICATION ELIGIBLE PROGRAM LISTING

- Supplemental Social Security Income (copy of most current benefit notification letter)
- Transitional Aid to Families with Dependent Children (TAFDC)
- Emergency Aid to Elderly, Disabled and Children (EAEDC)
- Food Stamps (copy of card)
- Public and Section 8 housing (copy of Section 8 acceptance letter stating a subsidy with a Belmont address)
- Special Supplemental Nutrition Program for Women, Infants and Children (WIC) (copy of card)
- MassHealth Basic and Standard (formerly Medicaid) (copy of card)
- Low Income Home Energy Assistance (LIHEAP) (copy of the current season benefits letter)

Turn over to complete application

BELMONT LIGHT LOW INCOME RATE CHANGE APPLICATION ELIGIBLE PROGRAM LISTING (CONT.)

- Head Start
- Free and Reduced School Lunch or Breakfast Program (letter from Belmont Public Schools required)
- Mass. Veterans Benefits (GLC. 115) (copy of most current benefit letter)
- Dependency and Indemnity Compensation (DIC) for Surviving Spouse or Parents of Veterans (Dependency Indemnity Compensation letter required) (copy of most current benefit letter)
- Improved Veterans Disability Pension (Non-Service Connected Disability letter required) (copy of most current benefit letter)

I certify each of the following to be true. I receive assistance benefits under program(s) checked above. I receive a Belmont Light bill in my name. I authorize the agency responsible for benefit(s) being received to release information on this application to Belmont Light. I authorize the administrator of the program checked above to notify the company in the event that my benefits are terminated. I also understand that I am required to notify Belmont Light if my benefits end.

Signature: _____ Date: _____

This program is offered by Belmont Light. Once your eligibility is verified, a "Residential LI" rate code will appear on your bill. You will be eligible to receive this discount for one year, and must renew your eligibility annually. **Upon completion, please sign and mail this form and a copy of the necessary program proof to Belmont Light.**

CONTACT INFORMATION

Low Income Home Energy Assistance Program:

Community Teamwork, Inc. (CTI)
45 Kirk St.
Lowell, MA 01854
978-459-6161 - Lowell
781-643-2358 - Arlington
1-877-451-1082 - Toll Free

Weatherization Assistance Program & Heating Emergency Assistance Retrofit Task Weatherization Assistance Program

Menotomy Weatherization
20 Academy Street, Suite 202
Arlington, MA 02476
781-316-3436

Good Neighbor Energy Fund

1-800-334-3047
www.magoodneighbor.org

Citizens Energy Corporation

88 Black Falcon Avenue, Suite 342
Boston, Massachusetts 02210
(617) 338-6300 (general information)
www.citizensenergy.com

Oil Heat Program

1-877-JOE-4OIL
(1-877-563-4645)

Distrigas/Citizens Energy Heat Assistance Program

1-866-GAS-9918
(1-866-427-9918)

Energy Conservation

Energy New England
Energy Hotline
888-772-4242

Energy New England

Belmont Light Appliance Rebate Program
100 Foxborough Blvd, Suite 110
Foxborough, MA 02035
888-772-4242

BELMONT LIGHT

POWERING YOUR COMMUNITY SINCE 1898

Belmont Light
40 Prince Street
Belmont, MA 02478
617-993-2800
www.belmontlight.com

BELMONT LIGHT

POWERING YOUR COMMUNITY SINCE 1898

Belmont Light

40 Prince Street

Belmont, MA 02478