



ERAP (Emergency Rental Assistance Program) and HAF (Homeowner Assistance Fund)

- These federal funds can be used for utility payment help for low-income renters and homeowners, for current or overdue utility bills
- Apply through [Regional Housing Administering Agencies](#)
- Immigrants may apply, even if the household is not eligible for LIHEAP or other benefit programs
- Benefits can be used for electricity, gas, water and sewer, trash removal, and other energy and utility costs
- Up to [\\$1500 for utilities](#) is available for eligible households
- [Housing Consumer Education Centers](#) are available to help

EBB (Emergency Broadband Benefit) AND LIFELINE

- [Assistance for broadband internet service and devices](#), this is a temporary program that is available starting May 12, 2021
- Households may also [apply for Lifeline benefits](#)

UTILITY PROGRAMS (Contact the Utility Company to Apply):

- Arrearage Management Programs (AMPs): Each utility company offers AMPs to eligible low-income customers with overdue utility bills and cancel these arrearages when customers enter and follow through with a payment plan
- Discount Rate: Low-income customers can receive a discount of up to 32% on utility bills
- Contact your utility company for details

PROTECTIONS FROM UTILITY DISCONNECTION

- The Massachusetts COVID-19 utility disconnection moratorium ended on July 1, 2021, and utility companies may now disconnect customers for nonpayment unless other protections apply
- Contact your utility company or municipal utility to apply for special protections for customers with a serious illness, infants, and seniors

FUEL ASSISTANCE OR LIHEAP (Low Income Home Energy Assistance Program)

- Applications are usually accepted in September or earlier, contact your local community action agency or other LIHEAP agency
- See the Massachusetts [Cold Relief brochure](#) for more information and where to apply
- For those who have already applied, supplemental payments may soon be available, including for electric bills, even if the household does not use electricity for heating
- The local community action agency/LIHEAP program may have information about other assistance available in the community

LEAN PROGRAM:

- Free energy efficiency services for eligible low-income households, apply through local community action agency, more information [here](#)