

UTILITY PROGRAMS (CONTACT YOUR UTILITY COMPANY TO APPLY)

- **Discount Rate:** Income-qualified utility customers can receive a discount on electric and gas utility bills.
- **Arrearage Management Programs (AMPs):** Each utility company offers special payment programs to eligible income-qualified customers with overdue utility bills, to help cancel these arrearages when customers enter a payment plan and make regular payments. Contact your utility company for details.

PROTECTIONS FROM UTILITY DISCONNECTION

- Contact your utility company or municipal utility to apply for special shut-off protections for income-qualified customers during the winter season, or for customers with a [serious illness](#), [infants](#), and [seniors](#).

EMERGENCY UTILITY HELP

- Apply for help with rent, mortgage or utility bills. RAFT ([Residential Assistance for Families in Transition](#)) benefits can be used for utility payment help for qualified low-income renters and homeowners, for current or overdue utility bills and other expenses.
- [Housing Consumer Education Centers](#) are available to help.

FUEL ASSISTANCE OR HEAP (HOME ENERGY ASSISTANCE PROGRAM)

- HEAP applications are usually accepted beginning in early autumn and continuing into the winter and spring. Deadlines change each year – [contact](#) your local community action agency or other HEAP agency for more information.
- See the Massachusetts [Cold Relief brochure](#) for more information and where to apply, or call the Massachusetts Heatline at 800-632-8175.
- Apply for HEAP online at <https://www.toapply.org/MassHEAP>.
- The [local community action agency](#) or HEAP program may have information about other assistance available in the community, such as the [Good Neighbor Energy Fund](#).

LEAN PROGRAM

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

LIFELINE

- Households may also [apply for Lifeline benefits](#) for additional help with phone and internet costs.

Questions? Contact us at stayconnected@nclc.org.