

EMERGENCY UTILITY HELP

- HAF ([Homeowner Assistance Fund](#) – [one pager](#)) and 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
- Apply for [help with rent, mortgage or utility bills](#), or contact [Regional Housing Administering Agencies](#) for assistance
- Immigrants may apply, even if the household is not eligible for LIHEAP or other benefit programs
- Benefits may be available for electricity, gas, water and sewer, trash removal, and other energy and utility costs
- [Housing Consumer Education Centers](#) are available to help

ACP ([Affordable Connectivity Program](#)) AND [LIFELINE](#)

- Funds to help pay for broadband internet services and devices (a laptop, computer or tablet) are available through the [Affordable Connectivity Program](#)
- Households may also [apply for Lifeline benefits](#) for additional help with phone and internet costs

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

- Contact your utility company or municipal utility to apply for special protections during the winter season, or 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, or call the DHCD Heatline at 800-632-8175
- The local community action agency/LIHEAP 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 eligible low-income households, apply through local community action agency, [more information here](#).

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