

Do you need help this winter?



The Wakefield Municipal Gas & Light Department realizes that some customers may have difficulty paying their home heating bills this year.

Energy conservation can help you reduce the cost of heating your home, but it may not be enough.

This booklet has been prepared to help identify which resources may be available to customers who may need additional help.

If you have additional questions, please call WMGLD Customer Service Representatives at (781) 224-5072.



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. and Community Action Program Intercity, 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 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 \$66,115. The benefit levels are dependent on the funding allocated to Massachusetts by the DHHS.
- Some households qualify for extra help if the previous year's heating bills were very high.
- Homeowners and renters are both eligible. Special provisions are made for households whose heat is included in their rent and those living in subsidized housing.
- Payments for actual usage or fuel delivery are made directly to the heating vendor (oil, propane, wood or coal dealer, and gas or electric utility) for primary energy needs from November 1st to April 30th except when the cost of heating is included in the rent. Households must pay any part of the heating costs not covered by fuel assistance.
- First time applicants must apply in person at the Lynn Economic Opportunity, Inc. Applications are mailed to households after the first year and households must re-apply each year from November 1st to April 30th. Applicants who are denied assistance have the right to appeal through the local fuel assistance agency.

The Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP) is designed to provide heating system repair and replacement services to low-income households. The program is funded through the conservation set-aside from the LIHEAP program and is operational year round.

- Low income households eligible for LIHEAP are also eligible for HEARTWAP which includes households with income that does not exceed 60% of the Estimated State Median Income.
- During the winter months, the program serves as an emergency intervention service to provide assistance to low-income clients having problems with the operation of their primary heating system. Eligible households call Lynn Economic Opportunity (see below) and notify HEARTWAP staff when they are having a problem.

- Private-sector heating system service companies, under contract with the local agency, provide services necessary to keep the heating system operating effectively and safely. The client's dealer of record is utilized whenever possible. Clients may be able to contact their dealer directly if the emergency occurs during the evening or on weekends. During the spring and summer months, HEARTWAP provides heating system maintenance services subject to the availability of funds.
- Qualified homeowners are eligible for all services. Tenants are required to contact their landlord, the party responsible for maintaining their heating system.
- HEARTWAP services vary depending on the specific needs of the home.

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. Eligibility is based on a maximum gross annual income not to exceed 60% of the Estimated State Median Income. Priority of service is given to those households with elderly, disabled, children (6 and under), LIHEAP high-energy costs, and Native Americans. Homeowners and tenants, with their landlord's permission, are eligible.
- The program is funded by an annual grant from the U.S. Department of Energy.
- 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.
- Weatherization services vary dependent on the specific needs of the home and DOE approved conservation measures.
- Typical weatherization activities include air sealing to reduce infiltration, attic insulation, sidewall insulation, floor insulation, pipe and/or duct insulation, and limited energy related repairs.
- An average grant of \$4,500 in weatherization funds is awarded for each home for installed energy efficiency measures.

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 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 for either the prior 12 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 2017 - 2018 vary from \$34,380 - \$45,840 for an individual, to \$66,115 - \$88,153 for a family of four.
- Grant applications became available on November 1, 2017 for the 2017-2018 heating season.
- This heating season's maximum fund disbursement is \$425 per eligible household 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

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

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. If you are unable to reach 2-1-1 on your phone, you can also call 1-877-211-MASS (1-877-211-6277.) Hearing impaired callers can call 508-370-4890 TTY.

Wakefield Interfaith Food Pantry

Wakefield resident in need of food can receive assistance from the Wakefield Interfaith Food Pantry, regardless of religious affiliation, if any. The food pantry stocks non-perishable and perishable food items. Clients are eligible to receive a three to four day supply of groceries for themselves, twice a month.

Clients who use WIFP services range from people who have been recently laid off, to seniors and others who have difficulty making ends meet due to fixed incomes, disability, low-paying jobs or various health issues.

Proof of Wakefield residency (e.g. utility bill) is required. If there is an emergency situation, residents may call the Food Pantry for further assistance.

The Wakefield Interfaith Food Pantry is considered only one source of a client's food needs; staff refer clients to complementary agencies for supplemental food and services.

The food pantry hours are:

- Tuesday 9:00 a.m. to 1:00 p.m.
- Tuesday 6:00 p.m. to 8:00 p.m.
- Thursday 9:00 a.m. to 1:00 p.m.
- Thursday 6:00 p.m. to 8:00 p.m.

The Wakefield Interfaith Food Pantry
Americal Civic Center lower level
467 Main Street
Wakefield, MA 01880
781-245-2510

Federal program guidelines: FY 2018

Low Income Home Energy Assistance Program (LIHEAP)

Maximum Income and Benefit Levels

Household Size (# of people in the household)	60% of Estimated State Median Income
1	\$34,380
2	\$44,958
3	\$55,537
4	\$66,115
5	\$76,693
6	\$87,272
7	\$89,255
8	\$91,239
9	\$93,222
10	\$95,206

Good Neighbor Energy Fund

2017 - 2018 Income Guidelines:

Household Size	Total Gross Yearly Income
1	\$34,380 - \$45,840
2	\$44,958 - \$59,944
3	\$55,537 - \$74,049
4	\$66,115 - \$88,153
5	\$76,693 - \$102,257
6	\$87,272 - \$116,363
7	\$89,255 - \$119,007
8	\$91,239 - \$121,652

Contact Information

- ***Community Action Program Intercity, Inc. (CAPIC)***

100 Everett Street, Unit 14
Chelsea, MA 02150
617-884-6130
www.capicinc.org

- ***Community Services Network, Inc.***

781-438-1977
www.csninc.org

- ***Lynn Economic Opportunity, Inc.***

156 Broad Street
Lynn, MA 01901
781-581-7220
www.leoinc.org
www.mass.gov/hed/community/energy

- ***Salvation Army Good Neighbor Fund***

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

- ***Wakefield Interfaith Food Pantry***

America's Civic Center, lower level
781-245-2510
www.wifoodpantry.org

- ***WMGLD Energy Incentive Program***

Wakefield Municipal Gas & Light Department
781-246-6363
www.wmgld.com/specialprograms.php

- ***WMGLD Customer Service***

781-224-5072
www.wmgld.com



480 North Avenue, Wakefield, MA 01880
(781) 246-6363
www.wmgld.com