

How to Prepare for Your Home Energy Assistance Appointment

Please have the following documents available for your appointment:

- Photo ID for the applicant
- Proof of citizenship or current legal status for all household members
- If you rent, you will need to provide the name, address, and telephone number of your landlord, and current copy of your lease or a letter from your landlord. If your rent is subsidized, you will need to provide your housing lease including the income calculation verification worksheet.
- If you own your home, you will need to provide your mortgage (if any), property tax bill, annual home insurance premium, and lot fees or condo fees (if applicable)
- A recent primary heating bill with your name and account #'s, and your National Grid utility bills for discount eligibility review
- Gross income for all household members

Your Home Energy Assistance Appointment

At your appointment, the Intake Specialist will input your household data, sources of income, housing cost, heating, and utility account information. Eligibility for Home Energy Assistance is first come, first served, so it is important that you submit all the required documentation as soon as possible. You will be notified if any additional documentation is needed to complete your application. After all the required information is received, your application will be reviewed, and a determination letter will be sent within 45 business days. If eligible, you and your vendor will receive a notice that explains the maximum benefit for your household. If applicable, National Grid will be notified that you are eligible for a discount. Fuel Assistance only provides payments, up to your max benefit amount, for program eligible heating costs that occur November 1 - April 30.

The program status line is available 24 hours a day, 7 days a week. For more information call (978)281-3900; option 1, to learn the current status of your application or to hear what payments have been made. You may call our office at (978)281-3900 or email us at actionfuel@actioninc.org with any questions as well.

***We ask that you notify this office 24 hours in advance (978-281-3900) in the event you need to cancel or reschedule your appointment so we may accommodate others.**