

## ENERGY ASSISTANCE PROGRAMS

FUEL ASSISTANCE

HEATING SYSTEM SERVICES

WEATHERIZATION

Massachusetts  
Department of  
Housing & Community

Development  
100 Cambridge Street  
Suite 300

Boston, MA 02114

[www.mass.gov/hed/fuel](http://www.mass.gov/hed/fuel)

DHCD Heatline:

1-800-632-8175



Charles D. Baker

Governor

Karyn E. Polito

Lieutenant Governor

Jay Ash

Secretary, EOHEd

Chrystal Kornegay

Undersecretary, DHCD

# Cold Relief

2017 - 2018



## Division of Community Services

### *A message from the MA Department of Housing and Community Development:*

On behalf of Massachusetts Governor Charles D. Baker and Lieutenant Governor Karyn E. Polito, the Department of Housing and Community Development (DHCD) is pleased to announce the 40th year of the **Low-Income Home Energy Assistance Program (LIHEAP)**, the 25<sup>th</sup> year of the **HEARTWAP** (heating system repair and replacement program), and the 41st year of the **Department of Energy Weatherization Assistance Program (DOE WAP)**.

Funded through the U.S. Department of Health and Human Services (HHS), **LIHEAP** assists individuals and families with the cost of heating their house or apartment during the winter season. The Program is managed by DHCD in conjunction with over 20 regional non-profit and local government organizations.

This year the maximum income eligibility for LIHEAP is 60% of the estimated State Median Income which for a family of four is an annual income up to \$66,115. Benefit amounts vary based on income levels. Last year, Massachusetts LIHEAP served over 180,000 households.

**HEARTWAP**, also funded by HHS, serves LIHEAP-eligible households year round by providing heating system repair, replacement and maintenance services to both home owners and tenants.

The **Weatherization Assistance Program** is a year round program funded by the U.S. Department of Energy (DOE) which serves LIHEAP-eligible households by providing energy efficiency services designed to help reduce home heating bills. Typical work includes: air sealing, attic and/or sidewall insulation, weatherstripping, and minor repairs associated with the weatherization work.

This brochure is intended to be a resource for program providers, energy vendors, cities and towns, and community organizations. We hope you find it an informative tool to access fuel assistance and energy conservation providers. It is also available online at [www.mass.gov/dhcd/cold\\_relief](http://www.mass.gov/dhcd/cold_relief). Should you have any questions, please contact DHCD's Heat Line at 1-800-632-8175 or your local energy assistance agency, indexed by community, in this brochure.

~ Chrystal Kornegay  
Undersecretary, DHCD



## Fiscal Year 2018

## Low Income Home Energy Assistance Program (LIHEAP) Income Eligibility Chart

Family Size (# of people in the household)	100% of Federal Poverty Level	125% of Federal Poverty Level	150% of Federal Poverty Level	175% of Federal Poverty Level	200% of Federal Poverty Level	60% of Estimated State Median Income
1	\$ 12,060	\$ 15,075	\$ 18,090	\$ 21,105	\$ 24,120	\$ 34,380
2	\$ 16,240	\$ 20,300	\$ 24,360	\$ 28,420	\$ 32,480	\$ 44,958
3	\$ 20,420	\$ 25,525	\$ 30,630	\$ 35,735	\$ 40,840	\$ 55,537
4	\$ 24,600	\$ 30,750	\$ 36,900	\$ 43,050	\$ 49,200	\$ 66,115
5	\$ 28,780	\$ 35,975	\$ 43,170	\$ 50,365	\$ 57,560	\$ 76,693
6	\$ 32,960	\$ 41,200	\$ 49,440	\$ 57,680	\$ 65,920	\$ 87,272
7	\$ 37,140	\$ 46,425	\$ 55,710	\$ 64,995	\$ 74,280	\$ 89,255
8	\$ 41,320	\$ 51,650	\$ 61,980	\$ 72,310	\$ 82,640	\$ 91,239
9	\$ 45,500	\$ 56,875	\$ 68,250	\$ 79,625	\$ 91,000	\$ 93,222
10	\$ 49,680	\$ 62,100	\$ 74,520	\$ 86,940	\$ 95,206	\$ 95,206
11	\$ 53,860	\$ 67,325	\$ 80,790	\$ 94,255	\$ 97,189	\$ 97,189
12	\$ 58,040	\$ 72,550	\$ 87,060	\$ 99,173	\$ 99,173	\$ 99,173

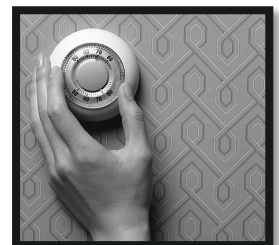
## Winter Energy-Saving Tips:

- Caulk and weather-strip doors and windows that leak air.
- When home, turn down the heat to 68°F or as low as comfortable.
- When you are asleep or away from home, turn your thermostat back 10° to 15° for eight hours and save around 10% a year on your heating and cooling bills.
- Consider getting a programmable thermostat.
- Turn down the temperature of your hot water heater to the warm setting (120°F).
- Have your oil-fired heating system serviced annually or your gas-fired heating system services every three years.
- Clean or replace furnace filters every other month.
- Keep the fireplace flue damper closed unless a fire is burning.
- Check that warm air registers, baseboard heaters, and radiators are not blocked by furniture or drapes.
- Close your curtains and shades at night; open them during the day.

## Additional Assistance:

- For utility company problems, please call the Department of Public Utilities (DPU) at 1-877-886-5066 or email [DPUConsumer.Complaints@state.ma.us](mailto:DPUConsumer.Complaints@state.ma.us).
- For limited income households who are over income for fuel assistance, please contact: The Good Neighbor Energy Fund is operated by your local Salvation Army.  
In area codes 617, 508, 781, or 978, call 1-800-334-3047.  
In area code 413, call 1-800-262-1320.

[www.magoodneighbor.org](http://www.magoodneighbor.org)



- For non-emergency social service programs, contact Mass 2-1-1 by dialing 211 or go to [www.mass211.org](http://www.mass211.org).

To find the local energy assistance agency nearest you, match the number beside the city/town listing on the following pages to the agency number listed below.

1a

**Action for Boston Community Development, Inc. (ABCD)**

178 Tremont Street  
Boston, MA 02111  
(617) 357-6012

[www.bostonabcd.org](http://www.bostonabcd.org)

1b

**Action for Boston Community Development, Inc. / Malden (ABCD/Malden)**

18 Dartmouth Street  
Malden, MA 02148  
(781) 322-6284

[www.bostonabcd.org](http://www.bostonabcd.org)

2

**Action, Inc.**

47 Washington Street  
Gloucester, MA 01930  
(978) 281-3900  
1-800-696-9276

[www.actioninc.org](http://www.actioninc.org)

3

**Berkshire Community Action Council, Inc. (BCAC)**

1531 East Street  
Pittsfield, MA 01201  
(413) 445-4503 - Pittsfield  
(413) 663-3014 - North Adams  
(413) 528-1947 - Great Barrington  
1-866-216-6200 - Toll Free

[www.bcacinc.org](http://www.bcacinc.org)

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**Community Action, Inc. (CAI)**

3 Washington Square  
Haverhill, MA 01830  
(978) 374-7660 Auto line  
(978) 373-1971 - Haverhill

[www.communityactioninc.org](http://www.communityactioninc.org)

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**City of Cambridge, Department of Human Services**

51 Inman Street  
Cambridge, MA 02139  
(617) 349-6252

[www.cambridgema.gov/DHSP](http://www.cambridgema.gov/DHSP)

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**Community Action Programs Inter-City, Inc. (CAPIC)**

100 Everett Street, Unit 14  
Chelsea, MA 02150  
(617) 884-6130

[www.capicinc.org](http://www.capicinc.org)

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**Citizens for Citizens (CFC)**

250 Griffin Street  
Fall River, MA 02724  
(508) 679-0041 - Fall River  
(508) 823-6346 - Taunton  
(508) 676-7397 - Information  
(508) 675-2157—HWAP / WAP

[www.cfcinc.org](http://www.cfcinc.org)

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**Community Teamwork, Inc. (CTI)**

45 Kirk Street  
Lowell, MA 01852  
(978) 459-6161 - Lowell  
1-877-451-1082 - Toll Free

[www.comteam.org](http://www.comteam.org)

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**Community Action of the Franklin, Hampshire & North Quabbin Regions, Inc.**

393 Main Street  
Greenfield, MA 01301  
(413) 774-2310  
1-800-370-0940 - Toll Free

[www.communityaction.us](http://www.communityaction.us)

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**Greater Lawrence Community Action Council, Inc. (GLCAC)**

305 Essex Street  
Lawrence, MA 01840  
(978) 681-4950 - Lawrence  
(781) 942-6608 - Reading  
(978) 664-5600 - North Reading  
(978) 983-8825 - Methuen  
(978) 681-4955 - WAP/HWAP

[www.glcac.org](http://www.glcac.org)

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**Housing Assistance Corporation (HAC)**

460 West Main Street  
Hyannis, MA 02601  
(508) 771-5400

[www.haconcapecod.org](http://www.haconcapecod.org)

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**Lynn Economic Opportunity, Inc. (LEO)**

156 Broad Street  
Lynn, MA 01901  
(781) 581-7220, ext. 283  
(781) 309-5654 - WAP/HWAP

[www.leoinc.org](http://www.leoinc.org)

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**Menotomy Weatherization**

20 Academy Street, Suite 202  
Arlington, MA 02476  
(781) 316-3436

[www.arlingtonma.gov](http://www.arlingtonma.gov)

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**Montachusett Opportunity Council, Inc. (MOC)**

Energy & Environmental Services  
66 Day Street  
Fitchburg, MA 01420  
(978) 342-7025

[www.mocinc.org](http://www.mocinc.org)

16a

**New England Farm Workers' Council, Inc. (NEFWC) (City of Springfield, only)**

1666 Main Street  
Springfield, MA 01103  
(413) 272-2209

[www.partnersforcommunity.org](http://www.partnersforcommunity.org)

16b

**New England Farm Workers' Council, Inc. (NEFWC) (N. Central Massachusetts only)**

473 Main Street, 3rd Floor  
Fitchburg, MA 01420  
(978) 342-4520

[www.partnersforcommunity.org](http://www.partnersforcommunity.org)

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**North Shore Community Action Programs, Inc. (NSCAP)**

119 Rear Foster Street, Bldg. 13  
Peabody, MA 01960  
(978) 531-8810  
(978) 531-0767, ext. 136  
(978) 531-0767, ext. 118

[www.nscap.org](http://www.nscap.org)

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**People Acting in Community Endeavors, Inc. (PACE)**

166 William Street  
New Bedford, MA 02740  
(508) 999-9920  
308 Cottage Street  
New Bedford, MA 02740  
(508) 999-4473

[www.paceinfo.org](http://www.paceinfo.org)

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**Quincy Community Action Programs, Inc. (QCAP)**

1509 Hancock Street, 4th Floor  
Quincy, MA 02169  
(617) 479-8181, ext. 301

[www.qcap.org](http://www.qcap.org)

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**Springfield Partners for Community Action, Inc. (SPCA)**

721 State Street, 2nd Floor  
Springfield, MA 01109  
(413) 263-6500

[www.springfieldpartnersinc.com](http://www.springfieldpartnersinc.com)

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**Self Help, Inc. (SHI)**

1362 Main Street  
Brockton, MA 02301  
(508) 226-4192 - Attleboro  
(508) 588-5440 - Brockton  
1-800-225-0875 - Toll Free  
[www.selfhelpinc.org](http://www.selfhelpinc.org)

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**South Middlesex Opportunity Council, Inc. (SMOC)**

7 Bishop Street  
Framingham, MA 01702  
(508) 620-1230 - Framingham  
1-800-286-6776

[www.smoc.org](http://www.smoc.org)

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**City of Springfield, Office of Community Development**

1600 East Columbus Avenue  
Springfield, MA 01103  
(413) 787-6500

[www.springfield-ma.gov](http://www.springfield-ma.gov)

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**South Shore Community Action Council, Inc. (SSCAC)**

71 Obery Street  
Plymouth, MA 02360  
(508) 746-6707  
(508) 778-0870 - Hyannis (Nov - April)  
1-877-383-5243 - Toll Free

[www.sscac.org](http://www.sscac.org)

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**Valley Opportunity Council, Inc. (VOC)**

300 High Street  
Holyoke, MA 01040  
(413) 552-1548

[www.valleyopp.com](http://www.valleyopp.com)

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**Worcester Community Action Council, Inc. (WCAC)**

484 Main Street, 2nd Floor  
Worcester, MA 01608  
1-800-545-4577 - Toll Free  
(508) 754-1176, ext. 110, Worcester  
(508) 754-7281—24 hour application  
information line

[www.wcac.net](http://www.wcac.net)

**Community Listings for FA—Fuel Assistance W—Weatherization H—Heating Services**

	<b>FA</b>	<b>W</b>	<b>H</b>		<b>FA</b>	<b>W</b>	<b>H</b>		<b>FA</b>	<b>W</b>	<b>H</b>
Abington	21	21	21	Dalton	3	3	3	Hudson	23	23	23
Acton	23	23	23	Danvers	17	17	17	Hull	25	25	25
Acushnet	18	7	7	Dartmouth	18	7	7	Huntington	9	9	9
Adams	3	3	3	Dedham	21	21	21	Ipswich	2	2	2
Agawam	26	20	26	Deerfield	9	9	9	Kingston	25	25	25
Alford	3	3	3	Dennis	25	11	11	Lakeville	7	7	7
Amesbury	4	2	4	Dighton	7	7	7	Lancaster	16b	15	15
Amherst	9	9	9	Douglas	27	27	27	Lanesborough	3	3	3
Andover	10	10	10	Dover	23	23	23	Lawrence	10	10	10
Aquinnah	25	11	11	Dracut	8	8	8	Lee	3	3	3
Arlington	8	6	14	Dudley	27	27	27	Leicester	27	27	27
Ashburnham	16b	15	15	Dunstable	8	8	8	Lenox	3	3	3
Ashby	16b	15	15	Duxbury	25	25	25	Leominster	16b	15	15
Ashfield	9	9	9	East Bridgewater	21	21	21	Leverett	9	9	9
Ashland	23	23	23	East Brookfield	27	27	27	Lexington	8	6	14
Athol	16b	15	15	E. Longmeadow	26	20	26	Leyden	9	9	9
Attleboro	21	21	21	Eastham	25	11	11	Lincoln	23	23	23
Auburn	27	27	27	Easthampton	9	9	9	Littleton	23	23	23
Avon	21	21	21	Easton	21	21	21	Longmeadow	26	20	26
Ayer	16b	15	15	Edgartown	25	11	11	Lowell	8	8	8
Barnstable	25	11	11	Egremont	3	3	3	Ludlow	26	20	26
Barre	16b	15	15	Erving	9	9	9	Lunenburg	16b	15	15
Becket	3	3	3	Essex	2	2	2	Lynn	13	13	13
Bedford	8	8	8	Everett	1b	6	6	Lynnfield	13	13	13
Belchertown	9	9	9	Fairhaven	18	7	7	Malden	1b	6	6
Bellingham	23	23	23	Fall River	7	7	7	Manchester	2	2	2
Belmont	8	6	14	Falmouth	25	11	11	Mansfield	21	21	21
Berkley	7	7	7	Fitchburg	16b	15	15	Marblehead	17	17	17
Berlin	16b	15	15	Florida	3	3	3	Marion	18	7	7
Bernardston	9	9	9	Foxborough	21	21	21	Marlborough	23	23	23
Beverly	17	17	17	Framingham	23	23	23	Marshfield	25	25	25
BillERICA	8	8	8	Franklin	21	21	21	Mashpee	25	11	11
Blackstone	23	23	23	Freetown	7	7	7	Mattapoisett	18	7	7
Blandford	26	20	26	Gardner	16b	15	15	Maynard	23	23	23
Bolton	16b	15	15	Georgetown	4	2	4	Medfield	23	23	23
Boston	1a	1a	1a	Gill	9	9	9	Medford	1b	6	6
Bourne	25	11	11	Gloucester	2	2	2	Medway	23	23	23
Boxborough	23	23	23	Goshen	9	9	9	Melrose	1b	6	6
Boxford	4	2	4	Gosnold	25	11	11	Mendon	23	23	23
Boylston	27	27	27	Grafton	23	23	23	Merrimac	4	2	4
Braintree	19	19	19	Granby	9	9	9	Methuen	10	10	10
Brewster	25	11	11	Granville	26	20	26	Middleborough	25	25	25
Bridgewater	21	21	21	Gr. Barrington	3	3	3	Middlefield	9	9	9
Brimfield	26	20	26	Greenfield	9	9	9	Middleton	17	17	17
Brockton	21	21	21	Groton	8	8	8	Milford	23	23	23
Brookfield	27	27	27	Groveland	4	2	4	Millbury	27	27	27
Brookline	1a	1a	1a	Hadley	9	9	9	Millis	23	23	23
Buckland	9	9	9	Halifax	25	25	25	Millville	23	23	23
Burlington	8	8	8	Hamilton	2	2	2	Milton	19	19	19
Cambridge	5	6	14	Hampden	26	20	26	Monroe	9	9	9
Canton	21	21	21	Hancock	3	3	3	Monson	26	20	26
Carlisle	8	8	8	Hanover	25	25	25	Montague	9	9	9
Carver	25	25	25	Hanson	21	21	21	Monterey	3	3	3
Charlemont	9	9	9	Hardwick	16b	15	15	Montgomery	26	20	26
Charlton	27	27	27	Harvard	16b	15	15	Mt. Washington	3	3	3
Chatham	25	11	11	Harwich	25	11	11	Nahant	13	13	13
Chelmsford	8	8	8	Hatfield	9	9	9	Nantucket	25	11	11
Chelsea	6	6	6	Haverhill	4	2	4	Natick	23	23	23
Cheshire	3	3	3	Hawley	9	9	9	Needham	21	21	21
Chester	26	20	26	Heath	9	9	9	New Ashford	3	3	3
Chesterfield	9	9	9	Hingham	25	25	25	New Bedford	18	7	7
Chicopee	26	20	26	Hinsdale	3	3	3	New Braintree	16b	15	15
Chilmark	25	11	11	Holbrook	21	21	21	New Marlborough	3	3	3
Clarksburg	3	3	3	Holden	27	27	27	New Salem	9	9	9
Clinton	16b	15	15	Holland	26	20	26	Newbury	4	2	4
Cohasset	25	25	25	Holliston	23	23	23	Newburyport	4	2	4
Colrain	9	9	9	Holyoke	26	20	26	Newton	1a	1a	1a
Concord	23	23	23	Hopedale	23	23	23	Norfolk	21	21	21
Conway	9	9	9	Hopkinton	23	23	23	North Adams	3	3	3
Cummington	9	9	9	Hubbardston	16b	15	15	North Andover	10	10	10

**Community Listings for FA—Fuel Assistance W—Weatherization H—Heating Services**

	<b>FA</b>	<b>W</b>	<b>H</b>		<b>FA</b>	<b>W</b>	<b>H</b>
North Attleboro	21	21	21	Springfield	16a	20	24
North Brookfield	27	27	27	Sterling	16b	15	15
North Reading	10	10	10	Stockbridge	3	3	3
Northampton	9	9	9	Stoneham	1b	6	6
Northborough	23	23	23	Stoughton	21	21	21
Northbridge	23	23	23	Stow	23	23	23
Northfield	9	9	9	Sturbridge	27	27	27
Norton	21	21	21	Sudbury	23	23	23
Norwell	25	25	25	Sunderland	9	9	9
Norwood	21	21	21	Sutton	27	27	27
Oak Bluffs	25	11	11	Swampscott	13	13	13
Oakham	27	27	27	Swansea	7	7	7
Orange	9	9	9	Taunton	7	7	7
Orleans	25	11	11	Templeton	16b	15	15
Otis	3	3	3	Tewksbury	8	8	8
Oxford	27	27	27	Tisbury	25	11	11
Palmer	26	20	26	Tolland	26	20	26
Paxton	27	27	27	Topsfield	17	17	17
Peabody	17	17	17	Townsend	16b	15	15
Pelham	9	9	9	Truro	25	11	11
Pembroke	25	25	25	Tyngsborough	8	8	8
Pepperell	8	8	8	Tyringham	3	3	3
Peru	3	3	3	Upton	23	23	23
Petersham	16b	15	15	Uxbridge	23	23	23
Phillipston	16b	15	15	Wakefield	13	6	13
Pittsfield	3	3	3	Wales	26	20	26
Plainfield	9	9	9	Walpole	21	21	21
Plainville	21	21	21	Waltham	8	6	14
Plymouth	25	25	25	Ware	9	9	9
Plympton	25	25	25	Wareham	25	11	11
Princeton	16b	15	15	Warren	27	27	27
Provincetown	25	11	11	Warwick	9	9	9
Quincy	19	19	19	Washington	3	3	3
Randolph	21	21	21	Watertown	8	6	14
Raynham	21	21	21	Wayland	23	23	23
Reading	10	10	10	Webster	27	27	27
Rehoboth	7	7	7	Wellesley	23	23	23
Revere	6	6	6	Wellfleet	25	11	11
Richmond	3	3	3	Wendell	9	9	9
Rochester	18	7	7	Wenham	2	2	2
Rockland	21	21	21	W. Boylston	27	27	27
Rockport	2	2	2	W. Bridgewater	21	21	21
Rowe	9	9	9	W. Brookfield	27	27	27
Rowley	4	2	4	W. Newbury	4	2	4
Royalston	16b	15	15	W. Springfield	26	20	26
Russell	26	20	26	W. Stockbridge	3	3	3
Rutland	27	27	27	W. Tisbury	25	11	11
Salem	17	17	17	Westborough	23	23	23
Salisbury	4	2	4	Westfield	26	20	26
Sandisfield	3	3	3	Westford	8	8	8
Sandwich	25	11	11	Westhampton	9	9	9
Saugus	13	13	13	Westminister	16b	15	15
Savoy	3	3	3	Weston	23	23	23
Scituate	25	25	25	Westport	7	7	7
Seekonk	7	7	7	Westwood	21	21	21
Sharon	21	21	21	Weymouth	19	19	19
Sheffield	3	3	3	Whatley	9	9	9
Shelburne	9	9	9	Whitman	21	21	21
Sherborn	23	23	23	Wilbraham	26	20	26
Shirley	16b	15	15	Williamsburg	9	9	9
Shrewsbury	23	23	23	Williamstown	3	3	3
Shutesbury	9	9	9	Wilmington	8	8	8
Somerset	7	7	7	Winchendon	16b	15	15
Somerville	5	6	14	Winchester	1b	6	6
Southborough	23	23	23	Windsor	3	3	3
Southbridge	27	27	27	Winthrop	6	6	6
South Hadley	9	9	9	Woburn	1b	6	6
Southampton	9	9	9	Worcester	27	27	27
Southwick	26	20	26	Worthington	9	9	9
Spencer	27	27	27	Wrentham	21	21	21
				Yarmouth	25	11	11

## **The Low Income Home Energy Assistance Program (LIHEAP/Fuel Assistance)**

Operating between November 1 and April 30, Fuel Assistance helps eligible households pay a portion of their winter heating bills. It pays fixed amount benefits based on a number of eligibility factors, including but not limited to: annualized gross income for all household members and the number of people in the household. Both homeowners and renters with incomes of up to 60% of the Estimated State Median Income are income eligible. Local administering agencies take in-person applications and determine household eligibility. If the application shows the household is eligible, the agency then makes direct heating bill payments to the primary heating source vendor (gas or electric utility or oil, propane, wood or coal dealer.) Special provisions are made for those households with heating costs included in their rent or those living in subsidized housing.

## **The Weatherization Assistance Program (WAP)**

WAP helps LIHEAP-eligible households reduce their heating bills by installing home energy efficiency measures. The program operates year round and both homeowners and tenants are eligible (tenants with landlord approval). Also, households with a member receiving TANF or SSI are categorically eligible. The work is done at no cost to the client. Due to limited funding, there is a waiting list for service and the order of service is determined by the priority point score of the LIHEAP application based on whether the household includes members who are elderly, disabled, children under 7 or whether it has exceptionally high energy bills. The services provided will vary based on the specific needs of the home and DOE's priority list of allowed conservation measures (WAP is not a home rehabilitation program.)

After a household is determined LIHEAP-eligible and selected from the prioritized waiting list, the local agency schedules a home energy inspection. A Massachusetts Weatherization Assistance Program certified Energy Auditor assesses the home's energy and health and safety concerns in person and completes a work order. Local, certified, and insured weatherization contractors are hired to complete the work which often includes: air sealing, attic and/or sidewall insulation, weatherstripping, and minor repairs associated with the weatherization work. Heating system work, if needed, is usually done through HEARTWAP, a separate program administered by DHCD (see below.) All work receives a thorough quality control inspection by a certified Quality Control Inspector. To the greatest extent possible, work is coordinated with any utility-funded energy efficiency programs available in the area.

## **The Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP)**

HEARTWAP helps LIHEAP-eligible households with heating system repair, replacement and maintenance-services at no cost to the household. It operates year round and both homeowners and tenants are eligible. (For some services, tenants are required to first contact their landlord who is legally responsible for the tenant's heating system maintenance.) During the winter heating months, the program functions primarily as an emergency intervention service to assist clients having problems with the operation of their primary heating system. LIHEAP households call the local administering agency serving their city/town and notify HEARTWAP staff when they are having a problem. Heating companies, under contract with the local agency, provide the services necessary to keep the heating system working efficiently and safely.

HEARTWAP services vary depending on the specific needs of the home. Replacements are done for inoperable, irreparable, or unsafe heating systems.