

## NEXT STEPS & COMMON QUESTIONS

*If you would like to check the status of your application or payments made, please take advantage of our 7-day-a-week, 24 hr. hotline at 781-581-7220 x 340.*

- **What is Fuel Assistance?**

Fuel Assistance is a federally funded program that helps low income households pay for a portion of their heating bills during the winter months (November thru April). **We strongly recommend that you continue making payments toward your heating bills even if it is a small amount each month.**

- **Does the intake worker process my application?**

The intake worker takes your information and tries to obtain all information needed to complete the application. Your application is then sent to a Certifier who will review your application for eligibility; at that point additional information may be requested to determine eligibility based on Program Guidelines. A letter will be sent to you requesting additional information, or informing you of your eligibility and benefit amount.

- **How long until I get an answer?**

All correspondence is in writing so you should get a written response in about 5 to 6 weeks after the date of your intake appointment. At that time we will let you know if your application has been approved, denied or determined to be incomplete.

- **What if I get a letter requesting more information?**

If you receive a notice, you must supply all the requested information for your application to be processed. Your application will remain incomplete until the requested information is received. Please note that your intake worker may have already provided you with a letter detailing additional information needed.

- **How will I be notified if I am accepted for Fuel Assistance?**

All fuel assistance applicants are notified by mail of their approval, and the benefit amount. The heating company is also notified, as well as any utility company as to any applicable discount(s).

- **What if my heat is included in the rent?**

In some instances if your heat is included with your rent, you might be eligible to receive 30 % of your rent amount for the heating season. If you live in subsidized housing, you may not be eligible for payment, but you may receive utility discounts. Payments for heat included clients are made in one or two parts, it will be necessary for you to prove that you still live at the same address in order to receive your second payment.

- **How do my bills get paid?**

If you are approved for Fuel Assistance, funds are paid directly to the heating provider for oil, electric, gas or propane. The program ends on April 30 whether you have used your allocation or not. All utility bills are prorated to pay for usage up through April 30. Deliverable fuels can be paid through April 30 delivery date.

If you move, you are required to come into the agency so we can process a change of address. When you move all account numbers change, so you must bring in your final bill and the bill with your new account number. If you do not notify LEO, you will be responsible for your bills.

- **Should I pay my heating bills?**

It is important to always make a payment on your heating bills even if you have applied for Fuel Assistance because Fuel Assistance may not cover all your heating bills for the heating season.

- **Do I receive a discount on my utility bills?**

If you are approved for Fuel Assistance you will be eligible for a discount on your utility bills as long as the bill is in the applicant's name (Gas and Electric). Please note that many municipal companies do not currently offer the discount. To apply for a discount from Verizon (landline phone numbers only), you must complete the Verizon Discount Application, attach your fuel assistance eligibility notice and mail to Verizon.