



Home Energy Assistance

Frequently Asked Questions & Next Steps

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

What is Home Energy Assistance (LIHEAP/Fuel Assistance)?

Home Energy Assistance (LIHEAP/Fuel Assistance) is a federal program that helps qualified households within a certain income threshold pay a portion of their winter home heating bills. In Massachusetts, LIHEAP eligible households may also get help with weatherizing their homes.

Will LIHEAP pay for my heating bill for the entire winter season?

LIHEAP is not designed to pay for all of your home energy costs for the year, but rather to reduce the burden of heating costs from your main heating source on your budget. However, National Grid gas and electric offer a discount rate, which reduces a certain percentage off your monthly bills just for being qualified for LIHEAP.

How are benefit levels determined?

Generally, benefits levels are determined based on home heating type, taking into account household size, income, and energy consumption as well as other factors.

If I rent or live in subsidized or public housing, can I receive help from LIHEAP?

Renters are eligible for LIHEAP assistance. Many renters pay for their energy costs directly, while others pay these costs indirectly, through their rent. In either case, you may be eligible for LIHEAP if you otherwise meet the program qualifications.

What is the process to apply?

If this is your first time applying for LEO's Home Energy Assistance Program, you can apply online at toapply.org/LEO or in person at LEO's office. A LEO representative will collect and review your information about household composition, income, housing, and heating costs. Once all information has been collected, it is reviewed by a certifier to determine eligibility based on program guidelines.

How will I know if I am eligible, need to provide additional information, etc?

During the initial interview, a LEO staff member will discuss your application and any additional information needed. After the initial interview, updates regarding your application will be communicated to you by mail. You may also call the 24/7 status line at 781-581-7220 x340 to check the status of your application, hear if there are more documents needed, what payments have been made, etc. If you have questions about the requested documentation or information on the letter, you can call our office Monday-Friday 8:30AM-4:30PM to speak with a staff member.



If eligible how are my bills paid?

If you are approved for LIHEAP, funds are paid directly to the heating provider for oil, electric, gas or propane. Payments are based on your heating **usage** from November 1 to April 30 or until your benefit is exhausted. Payments can take 1-2 billing cycles to display on your utility bills. If your heating costs are included in your rent, you will receive a payment of 30% of the monthly rent amount during the heating season, up to your benefit level.

If eligible, what other services may I receive?

- Energy assessment through Action Inc., which free offers weatherization services, heating system repairs, insulation and more.
- Discount rate for National Grid, getting 25% off of each gas bill and 32% off each electric bill

You said I don't qualify for LIHEAP. I think you made a mistake. What can I do?

You have the right to appeal any decision made by us. The appeal process is outlined in the denial notice that you received. If you didn't receive a denial notice or cannot find the notice that explains the appeals process, contact our office for further information at 781-581-7220 or visit us at 181 Union Street, Suite 209, Lynn, MA. We will explain the appeals process to you.

Should I pay my heating bills?

It is important to make payments on your heating bills even if you have applied for LIHEAP because there could be a chance that you are not eligible for the program. Even if you are eligible, the program may not cover all your bills.