

**You could be eligible
for heating assistance,
weatherization, and
discounts on utilities!**

Benefit levels depend on
household size, household income,
and the cost of energy consumed
over the last 12 months.

Household Size	Maximum Income
1	\$51,777
2	\$67,709
3	\$83,641
4	\$99,573
5	\$115,504
6	\$131,436



**Save money and
stay warm!**

Call today for
an appointment:
617-665-6234

Apply online:
**[www.cambridgema.gov/
HeatingHelp](http://www.cambridgema.gov/HeatingHelp)**



**Scan the QR code for more
details on how to apply**

**Home Energy Assistance
Program (HEAP)**

Formerly the Fuel Assistance Program

City of Cambridge
Department of Human Service Programs
51 Inman St. (Basement Level)
Cambridge, MA 02139



Home Energy Assistance Program (HEAP)

**We can help Cambridge
and Somerville residents
stay warm and save money
this winter!**

**Homeowners and renters
are eligible to apply!**



Human
Service
Programs

What is it?

The Cambridge Home Energy Assistance Program (HEAP) is a federally funded program that helps low-income residents pay their winter heating bills. This program used to be called the Fuel Assistance Program.

Who is eligible?

Any family or individual who pays for heat and is within the income guidelines. Renters and homeowners in Cambridge and Somerville can apply. Renters who have heating costs included in their rent may also be eligible for assistance.

How does it work?

A household must file a new application each year and submit identification, proof of income and heating information. The application will be certified for a certain benefit amount or determined to be ineligible. Once a household is certified as eligible, a notice will be sent to the applicant and to the heating vendor. Bills will be submitted to Home Energy Assistance by the vendor and the Home Energy Assistance office will pay the vendor directly. If a household is denied assistance, that household has the right to appeal — first through the Cambridge Home Energy Assistance Program and then through the State.

What are the program dates?

Applications are accepted beginning in October. The program helps pay for heating bills from November 1 – April 30 up to the benefit amount approved for your household.

How do I apply?

Clients who previously participated in the Home Energy Assistance program were mailed applications to re-apply. First time and returning applicants have the option to apply online. Visit **www.cambridgema.gov/HeatingHelp** to learn more.

After first-time applicants complete their application, they will have a phone or in-person meeting with Home Energy Assistance staff to go over documentation. If you have questions or want to speak to a staff member, call **617-665-6234**.

Re-Certification Applicants who receive their application in the mail should follow the enclosed directions, sign the application, and mail it back to us with the necessary income documentation. If you do not send the application back, you will not be eligible for Home Energy Assistance.

No Heat Emergencies

If you do not have heat, you have received a 72 hour shut-off notice on your utility, or have less than 1/8 of a tank of oil, call us at **617-665-6234** for same-day assistance. You must have a complete, eligible application on file in order to obtain emergency services.

Other Benefits

Home Energy Assistance participants may also be eligible for:

- Discounts on your gas and electric bills
- Weatherization improvements like insulation and sealing
- The HEARTWAP Program (financial assistance to repair or replace your heating system)

Home Energy Assistance staff can connect you to these benefits!

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HeatingHelp