



City of
Chelsea
Massachusetts

Department of Housing & Community
Development
Chelsea City Hall, Room 101, (617)-466-4191

Public Utility Resources Guide



INSIDE THIS GUIDE...

READING YOUR UTILITY BILL (PGS 1-2)

GET ON PAYMENT OR FORGIVENESS

PLANS (PGS 12-13)

GET EMERGENCY UTILITY ASSISTANCE

(PGS 8, 16)

PRINT DISCOUNT RATE APPLICATIONS

(PGS 18-19)

AND MORE!

*Summary of Energy Related Assistance and Information for Chelsea
Residents*

2023-2024

**Resources compiled by Bianca Mercado, Housing and Community Preservation Manager,
Dept. of Housing + Community Development, January 2024**

Photos by Matt Frank.

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READING YOUR EVERSOURCE UTILITY BILL

1 ARE YOU BEHIND ON YOUR UTILITY BILLS?

Eversource offers payment plans for any ratepayer behind on their bill. Your debt will be partially forgiven if you commit to a payment plan and are on the Discount Rate.

2 DO YOU HAVE A THIRD PARTY ENERGY SUPPLIER?

If the name of your **Supplier** is not EVERSOURCE, you likely have a third party supplier.

This may cause you to overpay for your energy.

How to cancel: Find the company's contact details on your bill and ask to terminate the contract. A fee may apply.

3 ARE YOU ON THE DISCOUNT RATE?

Low-Income ratepayers are eligible for the Discount Rate (A2 R2). Residential Regular, and A1 R1 delivery rate means that you are paying the regular rate.

EVERSOURCE

Account Number: 0000 000 0000
Customer name key: CUST
Statement Date: MM/DD/YY
Service Provided To: ABC COMPANY

Total Amount Due by MM/DD/YY

\$100.48

Svc Addr: ANY STREET
ANY TOWN, MA 00000
Rate 06 G1 SMALL GENERAL SERV NONDMD Cycle 17
Service from MM/DD/YY - MM/DD/YY 30 Days
Next read date on or about: MM/DD/YY

Meter Number	Current Read	Previous Read	Current Usage	Reading Type
0000000	45426	45004	422	Estimate

Monthly kWh Use

Feb	Mar	Apr	May	Jun	Jul
610	332	395	331	400	586
Sep	Oct	Nov	Dec	Jan	Feb
240	202	228	244	212	422

Contact Information
Emergency: 800-592-2000
www.eversource.com
Pay by Phone: 888-783-6618
Customer Service: 800-340-9822

Important Messages About Your Account
DIGGING? STATE LAW REQUIRES YOU OR YOUR CONTRACTOR TO CALL DIG SAFE AT 811 AT LEAST THREE BUSINESS DAYS PRIOR TO DIGGING. FOR MORE INFORMATION VISIT DIGSAFE.COM. IMPORTANT SAFETY INFORMATION IS ALSO AVAILABLE IN THE "SAFETY" SECTION OF EVERSOURCE.COM.

Electric Account Summary

Amount Due On MM/DD/YY	\$55.38
Last Payment Received On MM/DD/YY	-\$55.38
Balance Forward	\$0.00
Current Charges/Credits	
Electric Supply Services	\$43.04
Delivery Services	\$54.75
Other Charges or Credits	\$2.69
Total Current Charges	\$100.48
Total Amount Due	\$100.48

Total Charges for Electricity

Supplier (ABC SUPPLY COMPANY)

Meter 00000000		
Generation Service Charge	422 kWh X .10200	\$43.04
Subtotal Supplier Services		\$43.04

Delivery (Rate 06 G1 SMALL GENERAL SERV NONDMD)

Meter 00000000		
Customer Charge		\$15.00
Distribution Charge	422 kWh X .05020	\$21.18
Transition Charge	422 kWh X -.00411	-\$1.73
Transmission Charge	422 kWh X .03149	\$13.29
Revenue Decoupling Charge	422 kWh X .00212	\$0.89
Distributed Solar Charge	422 kWh X .00327	\$1.38
Renewable Energy Charge	422 kWh X .00050	\$0.21
Energy Efficiency	422 kWh X .01073	\$4.53
Subtotal Delivery Services		\$54.75
Total Cost of Electricity		\$97.79

Other Charges or Credits

SALES TAX	\$2.69
Subtotal Other Charges or Credits	\$2.69

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Eversource is required to comply with Department of Public Utilities' billing and termination regulations. If you have a dispute please see the bill insert for more information.
For an electronic version of this insert, residential customers go to Eversource.com/about-residential-bill and business customers go to Eversource.com/about-business-bill. Then select "Monthly Bill Inserts" from the page. Budget Billing is also available to pay a more consistent bill each month. Please see the Customer Rights Supplement for more information.



If you need help getting on the Utility Discount rate, changing your energy supplier, or enrolling in a payment plan, call All in Energy (857)-309-5080, or visit billcheckup.org



City of
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Massachusetts

READING YOUR NATIONAL GRID UTILITY BILL

1 ARE YOU BEHIND ON YOUR UTILITY BILLS?

National Grid offers payment plans for any ratepayer behind on their bill. Your debt will be partially forgiven if you commit to a payment plan and if you are income eligible.

2 ARE YOU ON THE DISCOUNT RATE?

Low-Income ratepayers are eligible for the Discount Rate (A2 R2). Residential Regular, and A1 R1 delivery rate means that you are paying the regular rate.

3 DO YOU HAVE A THIRD PARTY ENERGY SUPPLIER?

If the name of your **Supplier** is not National Grid, you likely have a third party supplier.

This may cause you to overpay for your energy.

How to cancel: Find the company's contact details on your bill and ask to terminate the contract. A fee may apply.

nationalgrid Front of Bill (1/2) to Jan 17, 2023 PAGE 1 of 2

PLEASE PAY BY **AMOUNT DUE**
Feb 10, 2023 **\$ 209.59**

www.nationalgridus.com

CUSTOMER SERVICE
1-800-322-3223
CREDIT DEPARTMENT
1-888-211-1313

POWER OUTAGE OR DOWNED LINE
1-800-465-1212

CORRESPONDENCE ADDRESS
PO Box 960
Northborough, MA 01532-0960

ELECTRIC PAYMENT ADDRESS
PO BOX 371396
PITTSBURGH, PA 15250-7396

DATE BILL ISSUED
Jan 17, 2023

ACCOUNT BALANCE

Previous Balance	208.70
Payment Received on JAN 12 (ACH) <i>THANK YOU</i>	- 208.70
Current Charges	+ 209.59
Amount Due	\$ 209.59

➤ **Payment concerns?** We're here to help. To learn about solutions to help you take control of your energy use and bills, visit www.ngrid.com/billhelp.

➤ **Go paperless!** Electronic billing and payments make managing your monthly bill easier. Save time, money, and natural resources www.ngrid.com/paperless.

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of days	Current Reading	Previous Reading	Total Usage
Dec 19 - Jan 17	29	63532 Actual	63106 Actual	426 kWh

METER NUMBER [REDACTED] NEXT SCHEDULED READ DATE ON OR ABOUT Feb 16

RATE Residential Regular R-1

Customer Charge	7.00
Dist Chg	0.07217 x 426 kWh
	30.74

nationalgrid Back of Bill (2/2) to Jan 17, 2023 PAGE 2 of 2

PLEASE PAY BY **AMOUNT DUE**
Feb 10, 2023 **\$ 209.59**

Enrollment Information

To enroll with a supplier or change to another supplier, you will need the following information about your account:
Loadzone: NEMA/BOST
Acct No: [REDACTED] Cycle: 14, LOPE

Electric Usage History

Month	kWh	Month	kWh
Mar 22	444	Oct 22	355
Apr 22	429	Nov 22	324
May 22	323	Dec 22	420
Jun 22	351	Jan 23	426
Jul 22	501		
Aug 22	539		
Sep 22	516		

Supply Services

SUPPLIER National Grid

Basic Service Fixed	0.33891 x 426 kWh	144.37
Total Supply Services		\$ 144.37

Other Charges/Adjustments

Paperless Billing Credit	-0.36
Total Other Charges/Adjustments	-\$ 0.36



If you need help getting on the Utility Discount rate, changing your energy supplier, or enrolling in a payment plan, call All in Energy (857)-309-5080, or visit billcheckup.org



How To: FIND YOUR SOCIAL WELFARE BENEFITS

If you receive income-based state/federal benefits, you likely fall under these income guidelines:

INCOME GUIDELINES

	Number of People in Household							
	1	2	3	4	5	6	7	8
60% SMI	\$45,392	\$59,359	\$73,326	\$87,294	\$101,261	\$115,228	\$117,846	\$120,465

You will be asked to show proof of your social welfare benefits to get on the Discount rate, enroll in a payment plan, or apply for other forms of utility assistance

Income Eligible Service	What counts as proof of this?	Who can help me?
Masshealth - Basic or Standard, Commonwealth Care Plan Types 1, 2 or 2A, Health Safety Net Plan, Healthy Start, Children's Medical Security Plan	A benefit verification letter, or Use Virtual Gateway's "My Account" page to screenshot information details	Virtual Gateway (800) 421-0938 M - F: 8:30 am - 5 pm
Food Stamps/SNAP benefits	SNAP/EBT Card, or benefit verification letter specifying amount received	DTA Chelsea Center Transitional Assistance Office 80 Everett Ave, Chelsea, MA, 02150 (617) 551-1700 M - F: 8 am - 5 pm
Supplemental Security Income (SSI)	Get benefit verification letter by visiting "my Social Security account" online at ssa.gov/myaccount , or request one by calling 1-866-596-8598	Social Security Office 192 Commercial St, Malden, MA 02148, 1-(866)-596-8598 M - F: 9 am - 4 pm

If you have additional questions about finding your benefits, visit Room 101 of Chelsea City Hall or call (617)-466-4180



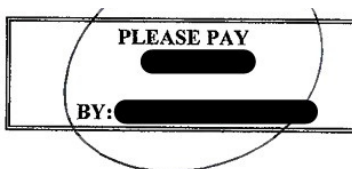
Income Eligible Service	What counts as proof of this?	Who can help me?
<p>Women, Infants & Children (WIC) Nutritional Program</p>	<p>WIC ID card</p>	<p>DTA Chelsea Center Transitional Assistance Office 80 Everett Ave, Chelsea, MA, 02150, (617) 551-1700 M - F: 8 am - 5 pm</p>
<p>Veterans' Service Benefits (Chapter 115), Veterans Dependency & Indemnity Compensation (DIC), Veterans Non-Service Disability Pension</p>	<p>Verification letter or document certifying claim status</p>	<p>Francisco Toro, Chelsea Veteran's Service Officer Chelsea City Hall, Veterans' Service Office, Room #100 ftoro@chelseama.gov, (617) 466-4250 M, W, TH: 8 am - 4 pm T: 8 am - 7 pm F: 8 am - 12 pm</p>
<p>Public or subsidized housing</p>	<p>Public Housing Lease</p>	<p>Chelsea Housing Authority 54 Locke St, Chelsea, MA. 02150 (617) 884-5617 M,T, TH: 8:30 am - 4 pm W: 8:30 am - 7 pm F: 8:30 am - 12pm</p>
<p>Head Start</p>	<p>Letter validating student enrollment dates</p>	<p>CAPIC Head Start Main Office 67 Crescent Ave, Chelsea, MA, 02150 (617) 889-5690 M-F 8:30 am - 4:30 pm</p>
<p>Emergency Assistance for the Elderly, Disabled & Children (EAEDC), Transitional Aid to Families with Dependent Children (TAFDC)</p>	<p>Benefit verification letter</p>	<p>DTA Chelsea Center Transitional Assistance Office 80 Everett Ave, Chelsea, MA, 02150, (617) 551-1700 M - F: 8 am - 5 pm</p>



City of
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HAVE YOU RECEIVED A SHUT OFF NOTICE? ACT NOW!

Do not wait. Waiting increases the risk of disconnection.



Your shut off notice may defer from the example here. Make sure to read all statements carefully.

RETURN THIS PORTION WITH YOUR PAYMENT MOVING? PLEASE LET US KNOW, OTHERWISE YOU MAY BE RESPONSIBLE FOR ENERGY USE AFTER YOU MOVE.

ELECTRIC

A1E

SHUTOFF NOTICE

APPLY FOR RAFT

Low-income households can apply for RAFT to receive assistance with a portion of their bill if they have a shut off notice.

TND-Connect can assist Chelsea residents with applying for RAFT by calling 617-712-3487 Ext. 712 (ESP) / 713 (ENG)

Please leave a message and your call will be returned within 48 hours.

MAKE A PAYMENT PLAN

If you are not eligible for RAFT, you should call your utility to make a payment plan and avoid disconnection.

Eversource: (866)-861-6225

National Grid: (800)-233-5325

If you are facing shut off within 72 hours or if your service has already been disconnected, please contact or visit the Department of Housing & Community Development, Chelsea City Hall, Room 101. (617) 466-4191



City of
Chelsea
Massachusetts

How To: GET ON THE UTILITY DISCOUNT RATE

INCOME GUIDELINES

NUMBER OF PEOPLE IN HOUSEHOLD	60% STATE MEDIAN INCOME
1	\$45,392
2	\$59,359
3	\$73,326
4	\$87,294
5	\$101,261
6	\$115,228
7	\$117,846
8	\$120,465

EVERSOURCE

Account Number: 0000 000 0000
Customer name key: CUST
Statement Date: MM/DD/YY
Service Provided To:
ABC COMPANY

Svc Addr: ANY STREET
ANY TOWN, MA 00000
Rate 06 G1 SMALL GENERAL SERV NONDMD Cycle 17
Service from MM/DD/YY - MM/DD/YY 30 Days
Next read date on or about: MM/DD/YY

Meter Number	Current Read	Previous Read	Current Usage	Reading Type
0000000	45426	45004	422	Estimate

Monthly kWh Use

Feb	Mar	Apr	May	Jun	Jul	Aug
610	332	395	331	400	586	454
Sep	Oct	Nov	Dec	Jan	Feb	
240	202	228	244	212	422	

Contact Information

Emergency: 800-592-2000
www.eversource.com
Pay by Phone: 888-783-6618
Customer Service: 800-340-9822

Important Messages About Your Account

DIGGING? STATE LAW REQUIRES YOU OR YOUR CONTRACTOR TO CALL DIG SAFE AT 811 AT LEAST THREE BUSINESS DAYS PRIOR TO DIGGING. FOR MORE INFORMATION VISIT DIGSAFE.COM. IMPORTANT SAFETY INFORMATION IS ALSO AVAILABLE IN THE "SAFETY" SECTION OF EVERSOURCE.COM.

Total Amount Due
by MM/DD/YY

\$100.48

Electric Account Summary

Amount Due On MM/DD/YY	\$55.38
Last Payment Received On MM/DD/YY	-\$55.38
Balance Forward	\$0.00
Current Charges/Credits	
Electric Supply Services	\$43.04
Delivery Services	\$54.75
Other Charges or Credits	\$2.69
Total Current Charges	\$100.48
Total Amount Due	\$100.48

Total Charges for Electricity

Supplier (ABC SUPPLY COMPANY)

Meter 000000000		
Generation Service Charge	422 kWh X .10200	\$43.04
Subtotal Supplier Services		\$43.04

Delivery

(Rate 06 G1 SMALL GENERAL SERV NONDMD)

Meter 000000000		
Customer Charge		\$15.00
Distribution Charge	422 kWh X .05020	\$21.18
Transition Charge	422 kWh X -.00411	-\$1.73
Transmission Charge	422 kWh X .03149	\$13.29
Revenue Decoupling Charge	422 kWh X .00212	\$0.89
Distribution Service Charge	422 kWh X .00950	\$1.38
Renewable Energy Charge	422 kWh X .00250	\$0.21
Energy Efficiency Charge	422 kWh X .01071	\$4.53
Subtotal Delivery Services		\$54.75
Total Cost of Electricity		\$97.79

Other Charges or Credits

SALES Other Charges or Credits	\$2.69
Subtotal Other Charges or Credits	\$2.69

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If you see "R2 A2" as your DELIVERY rate, you already have a discount applied to your account! If not, and you are income eligible, apply today!

Eversource is required to comply with Department of Public Utilities' billing and terminology information.

For an electronic version of this insert, residential customers go to Eversource.com/about-residential-bill and business customers go to Eversource.com/about-business-bill. Then select "Monthly Bill Inserts" from the page. Budget Billing is also available to pay a more consistent bill each month. Please see the customer rights Supplement for more information.

You must attach proof of your social welfare benefits to your application before sending the Discount Rate application to your utility company. These can include:

- Picture of WIC card
- MassHealth benefit verification letter

Eversource's Utility
Discount Rate application:



National Grid's Utility
Discount Rate application:



If you need help getting on the Utility Discount rate, changing your energy supplier, or enrolling in a payment plan, call All in Energy (857)-309-5080, or visit billcheckup.org



SUMMARY OF UTILITY RESOURCES

INCOME GUIDELINES

NUMBER OF PEOPLE IN HOUSEHOLD	60% STATE MEDIAN INCOME
1	\$45,392
2	\$59,359
3	\$73,326
4	\$87,294
5	\$101,261
6	\$115,228
7	\$117,846
8	\$120,465

Payment Plans for Utility Debt

If you are behind on your utility bills, ask Eversource or National Grid about payment plans. If you are income eligible, ask about debt forgiveness plans.

Scan for more information about Eversource's payment plans and assistance:



Scan for more information about National Grid's "More Time to Pay" Program:



Prevent Utility Shut Off Until Mar 15

If all residents are 65 or older, your gas or electricity cannot be shut-off without permission from the MA DPU. Otherwise, you may get protection from utility shut-offs only from November 15 to March 15 if you are facing financial hardship and:

- You, or someone in your home is seriously ill
- You have an infant under 12 months in your home
- All adults in the home are age 65 or older and a minor child resides in the home

Scan for Eversource's Financial Hardship Certification form:



Scan for National Grid's Financial Hardship Certification form:



Get Fuel Assistance Until Apr 30

Get financial support with paying your primary heating bill from November 1st to April 30th.

Contact CAPIC to schedule an assessment for fuel assistance (617)-884-6130

Reconnect Your Electricity

If you have an active shut-off notice from your utility, contact TND CONNECT for RAFT application support (617)-712-3487

Scan for more info about RAFT:



Residential Assistance for Families in Transition (RAFT)

TND-CONNECT



City of
Chelsea
Massachusetts



Do you have the documents you need to apply?

Copy of ID for head of household

Documentation that shows your date of birth

Utility shutoff notice

This is an active notice, document, or letter from your utility company notifying you of an energy shut off

Names, birthdays and social security # (if applicable) of all household members

Proof of tenancy

Provide 2024 lease or other proof of tenancy from your landlord.

Utility bill

Copy of most recent light bill

Proof of income eligibility

If you do not receive income eligible benefits (like MassHealth or SNAP), you must provide pay stubs or other proof of income

The Neighborhood Developers (TND) are available in room 102 of City Hall, Tuesdays, 4-7pm. Bring ALL REQUIRED DOCS to submit applications for RAFT, utility discount rates, or MassHealth only.

Scan for more information about RAFT:



How does this work?

RAFT funding can support households with active utility shut-off notices by covering the minimum amount needed to restore service.

How do you apply?

In Person

Bring your utility shut-off notice to The Neighborhood Developers (TND) in person to request assistance at 4 Gerrish Ave, Chelsea, MA, 02150, anytime between 10 am and 4 pm.

By phone

Call (617) 712-3487, ext. 712 (ESP)/713 (ENG) to speak to a TND CONNECT hotline specialist

Get Referred

Bring your utility shut-off notice and most recent utility bill to the Department of Housing and Community Development (Room 101 of Chelsea City Hall) to get a TND referral

Are you eligible?

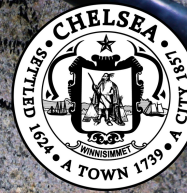
Applicant has an active utility shut-off notice at time of application submittal, and household income does not exceed 50% of the Area Median Income (AMI). See income guideline chart below. Homeowners accepted.

INCOME GUIDELINES

	Number of People in Household							
	1	2	3	4	5	6	7	8
50% AMI	\$51,950	\$59,400	\$66,800	\$74,200	\$80,150	\$86,100	\$92,050	\$97,950

Fuel Assistance (LIHEAP)

COMMUNITY ACTION PROGRAMS
INTER-CITY, INC. (CAPIC)



City of
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Massachusetts

Do you have the documents you need to apply?

Utility Bills

Most recent copy of gas and electric bills.

Oil Heating

If you heat your home with oil, a copy of a delivery receipt showing oil vendor

Proof of Income

Paystubs or other proof of income

A list of all household members

Written list of household member names

Photo Identification

Personal identification with photo

Homeowners

- Most recent mortgage statement
- Real estate tax bill
- Homeowner's insurance
- Most recent water/sewer bill

Tenants

- Landlord information (name, address, phone number)
- Copy of lease or letter from landlord showing current rent amount, and number of household members

Students (18+, Highschool/College)

- Proof of active full time enrollment (class schedule or letter from school)

Scan for more information
CAPIC'S Fuel Assistance
Program:



Scan to visit the Client
Portal for Home Energy
Assistance:



How does this work?

Get financial support with paying your primary heating bill from November 1st to April 30th. At least one member of the household must have a social security card.

How do you apply?

First-Time Applicants

Call CAPIC at 617-884-6130, Monday – Friday, 9AM – 4PM, to schedule an intake appointment.

Re-Certification

If you applied for LIHEAP FY2023, you do not need to call CAPIC to set up an intake appointment. You simply need to submit your application documents to CAPIC. All documents can be mailed, emailed, faxed or dropped in the drop box outside of our main office.

Are you eligible?

Renters and homeowners with household income that does not exceed 60% of the State Median Income (SMI) are eligible. See income guideline chart below. Most fuel types are eligible (gas, electric, oil, coal, etc). Eligibility is determined based on combined gross income of all family members over the age of 18 (most full-time students' income are exempt).

INCOME GUIDELINES

	Number of People in Household							
	1	2	3	4	5	6	7	8
60% SMI	\$45,392	\$59,359	\$73,326	\$87,294	\$101,261	\$115,228	\$117,846	\$120,465

Appliance Management Program (AMP)

COMMUNITY ACTION PROGRAMS
INTER-CITY, INC. (CAPIC)



City of
Chelsea
Massachusetts



Do you have the documents you need to apply?

Most recent utility bill

For Eversource or National Grid customers



Scan to learn more about the AMP program:



How does this work?

If you qualify, a trained auditor will perform an electrical audit of your home and appliances (refrigerator, window AC units, standalone de-humidifiers and top loader washing machines). If any of those appliances are determined inefficient by utility guidelines, they can be replaced with a brand new unit at no-cost. You will also receive energy efficient light bulbs, smart strips, and other energy saving materials.

How do you apply?

By phone

Call CAPIC at 617-884-6130, Monday – Friday, 9AM – 4PM, to schedule an intake appointment.

Are you eligible?

Tenants and homeowners who live in a building with 1-4 units and are on Fuel Assistance or receive the Discount Rate on their Electric or Gas bill are eligible for this program.

INCOME GUIDELINES	Number of People in Household							
	1	2	3	4	5	6	7	8
60% SMI	\$45,392	\$59,359	\$73,326	\$87,294	\$101,261	\$115,228	\$117,846	\$120,465

Heating Emergency Assistance Retrofit Task (HEARTWAP)

COMMUNITY ACTION PROGRAMS
INTER-CITY, INC. (CAPIC)



City of
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Massachusetts

Do you have the documents you need to apply?

Most recent utility bill

For Eversource or National Grid customers

Proof of homeownership

For homeowners only.

Tenant and landlord agreement

For renters only.



Scan to learn more about the HEARTWAP program:



How does this work?

Get heating system cleanout, repair and replacement services if you are a low-income household. All work is performed by licensed contractors and work is inspected upon completion by CAPIC staff.

How do you apply?

By phone

Call CAPIC at 617-884-6130, Monday – Friday, 9AM – 4PM, to schedule an intake appointment.

Are you eligible?

This program primarily serves tenants and homeowners who are at or below 60% of the SMI. Must live in a 1-6 unit building. Must already be enrolled in CAPIC’s Fuel Assistance program to qualify for repairs or replacement. If you are only on the Discount Rate, you may only qualify for replacement. See the income guideline chart below.

INCOME GUIDELINES	Number of People in Household							
	1	2	3	4	5	6	7	8
60% SMI	\$45,392	\$59,359	\$73,326	\$87,294	\$101,261	\$115,228	\$117,846	\$120,465

Massachusetts Good Neighbor Energy Fund

CHELSEA SALVATION ARMY CORPS COMMUNITY CENTER



City of Chelsea
Massachusetts



Scan for more information about the Massachusetts Good Neighbor Energy Fund:



How does this work?

Funds available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance.

How do you apply?

By phone

Contact Chelsea Salvation Army Corps Community Center for services by calling (617) 884-0260, ask for Major Omar

In person

Visit 258 Chestnut St, Chelsea, MA, 02150, Monday -- Thursday,, from 9:00 am to 2:00 pm

Are you eligible?

Household income is between 60-80% of the State Median Income (SMI). Funds are mainly for unemployed applicants. See income guideline chart below.

INCOME GUIDELINES	Number of People in Household							
	1	2	3	4	5	6	7	8
60 - 80% SMI	\$45,392	\$59,359	\$73,326	\$87,294	\$101,261	\$115,228	\$117,846	\$120,465
	\$60,523	\$79,145	\$97,768	\$116,392	\$135,015	\$153,637	\$157,128	\$160,620

Home Weatherization

NEEECO - MASS SAVE PARTNER



City of
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Massachusetts



Frequently Asked Questions

Q: I'm a renter, do I still qualify?

A: Yes, you can schedule a No-Cost Home Energy Assessment. However, you will need your landlord's approval for any deeper retrofits (i.e., insulation)

Q: I'm low-income, do I still qualify?

A: Yes, but you will need to contact CAPIC for their Weatherization Assistance Program. You will get supported at no cost. Call (617)-884-6130 ext. 1062 to get started.

Q: I'm a landlord, but my tenants are low-income. Who should I contact?

A: If you own a property where at least 50% of the tenants are low-income, you should contact CAPIC to get your property's assessment and weatherization work done at little to no cost with the Weatherization Assistance Program.

Scan for more information about NEEECO:



CAPIC's Weatherization Assistance Program



How does this work?

Get free or reduced energy efficiency upgrades, instant saving measures, heat pumps, product rebates, and more for your 1-4 unit building by scheduling a No-Cost Home Energy Assessment with NEEECO.

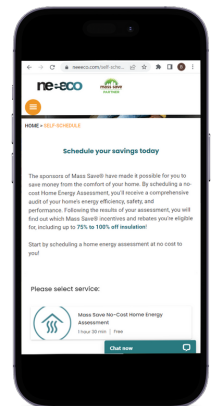
How do you apply?

Online

Schedule your no-cost Home Energy Assessment by visiting: Go.Neeeco.com/NorthSuffolk and using the Self Scheduler Tool at the top of your browser

By phone

Call NEEECO directly to schedule: (781)-332-5520



Are you eligible?

Applicant is a market-rate renter, homeowner, or landlord of a 1-4 unit building and pays an Eversource, National Grid, or Columbia Gas bill.

Income eligible tenants, and applicants of 5+ unit buildings will be referred to alternative programs for free or reduced service, such as CAPIC's Weatherization Assistance Program. See the income guideline chart below.

INCOME GUIDELINES

	Number of People in Household							
	1	2	3	4	5	6	7	8
60% SMI	\$45,392	\$59,359	\$73,326	\$87,294	\$101,261	\$115,228	\$117,846	\$120,465

Utility Forgiveness Programs

EVERSOURCE & NATIONAL GRID



City of
Chelsea
Massachusetts



Do you have the documents you need to apply?

Photo ID

Provide proof of identification that includes a photo of yourself

Discount Rate enrollment

You must provide proof of current enrollment in a utility discount rate, such as recent utility bill demonstrating your discount rate

Utility bill

Have ready your most recent utility bill when you apply

The Neighborhood Developers (TND) are available in room 102 of City Hall Tuesdays, 4-7pm. Bring ALL REQUIRED DOCS to submit applications for RAFT, utility discount rates, or MassHealth only.

Scan for more information about Eversource's "New Start" Program:



Scan for more information about National Grid's Arrear's Management (Forgiveness Program):



How does this work?

Enter a payment plan that will stabilize the monthly costs of your bills and have your debt partially forgiven when you make steady payments

How do you apply?

By phone

Get in touch with Eversource's New Start Program by calling (866) 315-2496

Reach National Grid's Forgiveness Program by calling +1 (888) 211-1313 for electric, or +1 (800) 233-5325 for gas

Are you eligible?

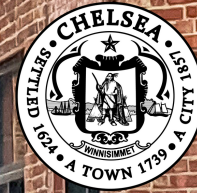
Applicant has a utility balance over \$300 and has been unable to relieve debt for at least 60 days. Applicant is a residential customer with utility bill in their name. Household income does not exceed 60% of the State Median Income (SMI). See income guideline chart below.

INCOME GUIDELINES

	Number of People in Household							
	1	2	3	4	5	6	7	8
60% SMI	\$45,392	\$59,359	\$73,326	\$87,294	\$101,261	\$115,228	\$117,846	\$120,465

Utility Payment Plans

EVERSOURCE & NATIONAL GRID



City of
Chelsea
Massachusetts

Do you have the documents you need to apply?

Photo ID

Provide proof of identification that includes a photo of yourself

Utility bill

Have ready your most recent utility bill when you apply

The Neighborhood Developers (TND) are available in room 102 of City Hall Tuesdays, 4-7pm. Bring ALL REQUIRED DOCS to submit applications for RAFT, utility discount rates, or MassHealth only.

Scan for more information about Eversource's payment plans and assistance:



Scan for more information about National Grid's "More Time to Pay" Program:



How does this work?

Apply for a payment extension to avoid utility shut-off if you are struggling to pay your bills. This will help spread past due balance over monthly installments to stabilize monthly payment costs.

How do you apply?

By phone

Get more information about Eversource's payment assistance plans by calling (866) 861-6225

Reach National Grid's More Time to Pay program by calling +1 (866) 580-7617 for electric, or +1 (800) 233-5325 for gas

Are you eligible?

All applicants regardless of income are eligible to apply.

Your eligibility may be impacted if you currently have a third party supplier, or a "cash only" account.

Utility Financial Hardship Protection

EVERSOURCE & NATIONAL GRID



City of
Chelsea
Massachusetts



Do you have the documents you need to apply?

Financial Hardship Certification form

Please find copies of Eversource and National Grid Financial Hardship forms in the subsequent pages

Confirmation of Serious Illness

If you qualify for protection due to a serious illness, acquire a written statement from your provider to confirm or have them call your utility

Proof of child's age

If you qualify for protection because of your child's age, provide a birth certificate, letter or official document from a physician, hospital, government agency, clergyman, or religious institution to validate their age

How does this work?

If gas or electricity is needed to heat your home, you may get protection from utility shut-offs only from November 15 to March 15 if:

- You, or someone in your home is seriously ill
- You have an infant under 12 months in your home
- All adults in the home are age 65 or older and a minor child resides in the home

How do you apply?

Mail

Submit Eversource or National Grid Financial Hardship Certification with proof of qualifying household situation and documentation of financial hardship by mailing to the indicated addresses on either form

Are you eligible?

Applicant is a residential customer with utility bill in their name. Household income does not exceed 60% of the State Median Income (SMI). See income guideline chart below.

INCOME GUIDELINES

		Number of People in Household							
		1	2	3	4	5	6	7	8
60% SMI	\$45,392	\$59,359	\$73,326	\$87,294	\$101,261	\$115,228	\$117,846	\$120,465	

Scan for Eversource's Financial Hardship Certification form:



Scan for National Grid's Financial Hardship Certification form:



Utility Discount Rate

EVERSOURCE & NATIONAL GRID



City of
Chelsea
Massachusetts

Do you have the documents you need to apply?

Discount Rate Application

Please find copies of Eversource or National Grid Discount Rate applications on the subsequent pages

Proof of qualifying benefits

Provide a benefit verification letter or other proof of income qualifying benefit for programs such as MassHealth, SNAP, or SSI

Utility bill

Have ready your most recent utility bill when you apply

The Neighborhood Developers (TND) are available in room 102 of City Hall Tuesdays, 4-7pm. Bring ALL REQUIRED DOCS to submit applications for RAFT, utility discount rates, or MassHealth only.

Scan for more information about Eversource's Utility Discount rate:



Scan for more information about National Grid's Utility Discount rate:



How does this work?

Receive a discounted rate on your energy, gas, and/or heating bills through Eversource or National Grid. The discount typically ranges from 25-47% off your bill.

How do you apply?

Mail

Print an Eversource or National Grid energy discount rate application, or find a copy on the subsequent pages, and mail to the indicated address at the bottom of the application with proof of your income qualifying benefits.

Are you eligible?

Applicant is a residential customer with the utility bill in their name. Household income does not exceed 60% of the State Median Income (SMI). See income guideline chart below.

INCOME GUIDELINES	Number of People in Household							
	1	2	3	4	5	6	7	8
60% SMI	\$45,392	\$59,359	\$73,326	\$87,294	\$101,261	\$115,228	\$117,846	\$120,465

Discount Rate Application -

Western Massachusetts



If you are currently eligible for fuel assistance, or are receiving one of the benefits listed below, you may also be eligible for Eversource's Discount Rate. Please note, eligibility is not limited to only these programs, as other means-tested public benefits are also eligible. If you have any questions about the application, please call us at 877-659-6326, Monday through Friday, 8 a.m. to 6 p.m.

Yes, I would like to apply for Eversource's Discount Rate. I authorize the agency(s) providing my benefits to release information to Eversource for enrollment and annual recertification for the Discount Rate and to notify Eversource if my benefits are discontinued. I also understand that I am required to notify Eversource if my benefits are discontinued.

Eversource Account Number:

--	--	--	--	--	--	--	--	--	--	--

First Name:

Last Name:

Middle Initial:

Address:

City:

ZIP Code:

Email Address:

Telephone Number:

- -

Eligibility Criteria

- I am a residential customer (primary residence only).
- My Eversource bill is in my name.
- I am income-eligible for the Low Income Home Energy Assistance Program (LIHEAP), also known as Fuel Assistance.
- My household income does not exceed 60 percent of the estimated state median income.
- I am currently receiving benefits under a means-tested program (check all that apply below).

I currently receive benefits from one or more of the following programs:

- | | |
|--|--|
| <input type="checkbox"/> Low Income Home Energy Assistance Program (LIHEAP/Fuel Assistance)* | <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP/Food Stamps) * |
| <input type="checkbox"/> Supplemental Security Income (SSI) | <input type="checkbox"/> Veterans Dependency & Indemnity Comp (DIC) Surviving Parent or Spouse * |
| <input type="checkbox"/> MassHealth – Basic or Standard* | <input type="checkbox"/> School Breakfast/Lunch Program * |
| <input type="checkbox"/> Emergency Assistance for the Elderly, Disabled & Children (EAEDC) * | <input type="checkbox"/> Veterans Non-Service Disability Pension * |
| <input type="checkbox"/> Public or Subsidized Housing * | <input type="checkbox"/> Commonwealth Care Plan Types 1, 2, or 3A * |
| <input type="checkbox"/> Transitional Aid to Families with Dependent Children (TAFDC) * | <input type="checkbox"/> Health Safety Net Plan – Primary or Secondary (Not Partial) * |
| <input type="checkbox"/> Head Start * | <input type="checkbox"/> Women, Infants & Children (WIC) Nutritional Program* |
| <input type="checkbox"/> Veterans' Service Benefits (Chapter 115) * | |

**Please provide proof of benefits, for example a copy of the certifying agency's acceptance letter.*

I certify all of the information provided on this application is true. I receive benefits from the program(s) indicated, I am income-eligible and the Eversource residential account above is in my name.

Signature:

Date:

After completing the application, please log on to your account at Eversource.com and select Upload Documents in the menu on the bottom of the page to securely submit your documents. You may also mail the application and any copies of your eligibility documentation to:

Attn: Billing
Eversource, P.O. Box 330, Manchester, NH 03105

Or fax the information to: 800-265-6708

National Grid Discount Rate Application

Significant savings are available to eligible electric customers.

- Yes, I would like to apply for National Grid's Low-Income Discount Rate. I authorize the agency(s) providing my benefits to release information to National Grid for the purposes of enrollment and annual recertification for the Discount Rate and to notify the company if my benefits are discontinued. I also understand that I must notify National Grid if my benefits are discontinued.

National Grid Account Number: Social Security Number:

□ □ □ □ □ □ - □ □ □ □ □ □ □ □ □ □ - □ □ □ □ □ □ □ □ □ □

Name _____ Telephone Number _____

Address _____

City _____ State _____ ZIP _____

Eligibility Criteria for the discount rate:

- ▶ You are a residential customer (primary dwelling only),
- ▶ Your electric bill is in your name,
- ▶ You are eligible for the low-income home energy assistance program (LIHEAP), or its successor program, for which eligibility does not exceed 200% of the federal poverty level based on a household's gross income. In a program year in which maximum eligibility for LIHEAP exceeds 200% of the federal poverty level, a household that is income eligible under LIHEAP shall be eligible for the low-income electric discount,
- ▶ You are currently receiving benefits under a means-tested program.

I receive benefits from the following program(s):

- Emergency Aid to Elders, School Breakfast Program* Veterans DIC Surviving Parent Disabled, and Children (EAEDC)* Supplemental Security or Spouse*
- Food Stamps (SNAP)* Income (SSI)* Veterans Non-Service*
- Head Start* Transitional Aid to Families with Disability Pension
- MassHealth (Medicaid)* Dependent Children (TAFDC)* Fuel Assistance
- National School Lunch Program* Veterans' Service Benefits* Women, Infants and Children (WIC)*
- Public Housing* (Chapter 115)

*Please provide proof of benefits. Acceptable forms of proof include a program I.D. card or a copy of the certifying agency's acceptance letter.

I certify that all of the information provided on this application is true. I receive benefits from the program(s) indicated and the National Grid residential account above is in my name, and I am income eligible.

Signature Date _____

Please mail or fax, your eligibility documentation:

National Grid Accounts Processing, Massachusetts Discount Rate, Post Office Box 960, Northborough, MA 01532-9906

Fax: 877-388-9077

If you have any additional questions, please call our Customer Service Department at **1-800-322-3223**, available Monday-Friday, 7:00am-7:00pm; Saturday, 7:00am-5:00pm; or for your convenience, visit us at www.nationalgridus.com.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir. Este es un aviso importante. Sírvase mandarlo traducir. Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante, Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели.

nationalgrid

The power of action.™

FINANCIAL HARDSHIP CERTIFICATION

Account Number

Electric Account	
Name	
Address	
City	
Zip	
Phone Number (home)	

If you are claiming financial hardship under DPU regulations, please complete this form and return it to the address below.

Number of persons in household	
Total annual household income before taxes	\$

I, the undersigned, do hereby certify that the information provided is complete and the truth to the best of my knowledge.

Signature	
Date	

Return to: Eversource
 Customer Care/Billing Services
 P.O. Box 270
 Hartford, CT 06141-0270

FOR EVERSOURCE USE ONLY	
Date Received	Accepted
Company Rep.	Rejected
Resubmitted Date	
Resubmitted Waived	
Company Rep.	

Customer Rights

This is an important notice. Please have it translated.
 Este aviso es importante. Por favor, tenga la bondad de traducirlo.
 本通知很重要。請將其譯成中文。

You may contact Eversource by:

Phone | 877-659-6326 (800-439-2370 Hearing Impaired)
 U.S. Mail | P.O. Box 270, Hartford, CT 06141-0270
 Web | Eversource.com

Please include an explanation of your inquiry and a phone number where you can be reached between 9 a.m. and 5 p.m. Please include your home phone number as well. We will thoroughly research your inquiry and promptly report the results back to you.

If you are not satisfied with our investigation or the payment plan we have offered on the overdue portion of your bill, you may appeal by calling the Massachusetts Department of Public Utilities (DPU) at 877-886-5066 or 617-737-2836, or by writing: Massachusetts Department of Public Utilities, Consumer Division, One South Station, Boston, MA 02110. The DPU's website is mass.gov/dpu/

If you have a question about the Supplier Services section of your bill and your supplier is not Eversource, please contact your supplier directly.

Protection for Residential Customers 65 and Older

If you and everyone living in your home are 65 years old or older and you have overdue bills, Eversource will not shut off your service without an investigation by the Department of Public Utilities. Please contact Eversource to apply for this protection.

Budget Billing

Arrange for equal monthly payments based upon your annual usage. Visit Eversource.com or call 877-659-6326 for more information.

Payment Plans

Eversource offers a variety of payment plans for residential customers with overdue bills. More information about Payment Plans is available on our website or by calling 877-659-6326.

Important Information for Residential Customers

You are protected by important consumer laws. Your electric service cannot be shut off, or will be restored, if you certify to the company that you are unable to pay any overdue bill because of financial hardship **and** you can document the following:

- Someone living in your home is seriously ill;
- A child under 12 months old lives in your home;
- Between November 15 and March 15 your service provides heat or operates the heating system and your service was not shut off for non-payment before November 15; or
- All adults living in the home are age 65 or older and a minor resides in the home.

Please contact Eversource at 877-659-6326 to receive a financial hardship form, or for more information about the residential protections listed above.

Copies of all rate schedules are available upon request. Service is subject to the company's Terms and Conditions. We reserve the right to convert consumer checks to electronic format and re-present returned ACH debit requests electronically.



Financial Hardship Statement

for our Massachusetts and Nantucket customers

Customer Name: _____ Phone number: _____
 _____ Service Address: _____ City: _____
 _____ Zip: _____ National Grid Electric Account: _____ - _____ National
 Grid Gas Account: _____ - _____

Please list ALL people living in your household (including children). If they receive income, list the income source and amount. (Use the other side of this form to list additional people.)

Name: _____ Date of Birth: _____ Amount: _____

Income Source: _____ Received: Weekly Bi-Weekly Monthly Yearly

Name: _____ Date of Birth: _____ Amount: _____

Income Source: _____ Received: Weekly Bi-Weekly Monthly Yearly

Name: _____ Date of Birth: _____ Amount: _____

Income Source: _____ Received: Weekly Bi-Weekly Monthly Yearly

Name: _____ Date of Birth: _____ Amount: _____

Income Source: _____ Received: Weekly Bi-Weekly Monthly Yearly

Name: _____ Date of Birth: _____ Amount: _____

Income Source: _____ Received: Weekly Bi-Weekly Monthly Yearly

Name: _____ Date of Birth: _____ Amount: _____

Income Source: _____ Received: Weekly Bi-Weekly Monthly Yearly

Name: _____ Date of Birth: _____ Amount: _____

Income Source: _____ Received: Weekly Bi-Weekly Monthly Yearly

I certify that the information provided above is complete and true to the best of my knowledge.
(National Grid reserves the right to request documents to support this information.)

Signature: _____ **Date:** _____

National Grid offers Discount Rates to customers who receive certain public benefits. Call the Customer Service number on your bill to learn more and to ask for an application.

Please return this form to:
National Grid
PO Box 960
Northborough, MA 01532-0960