

# Master Utility Resource Guide

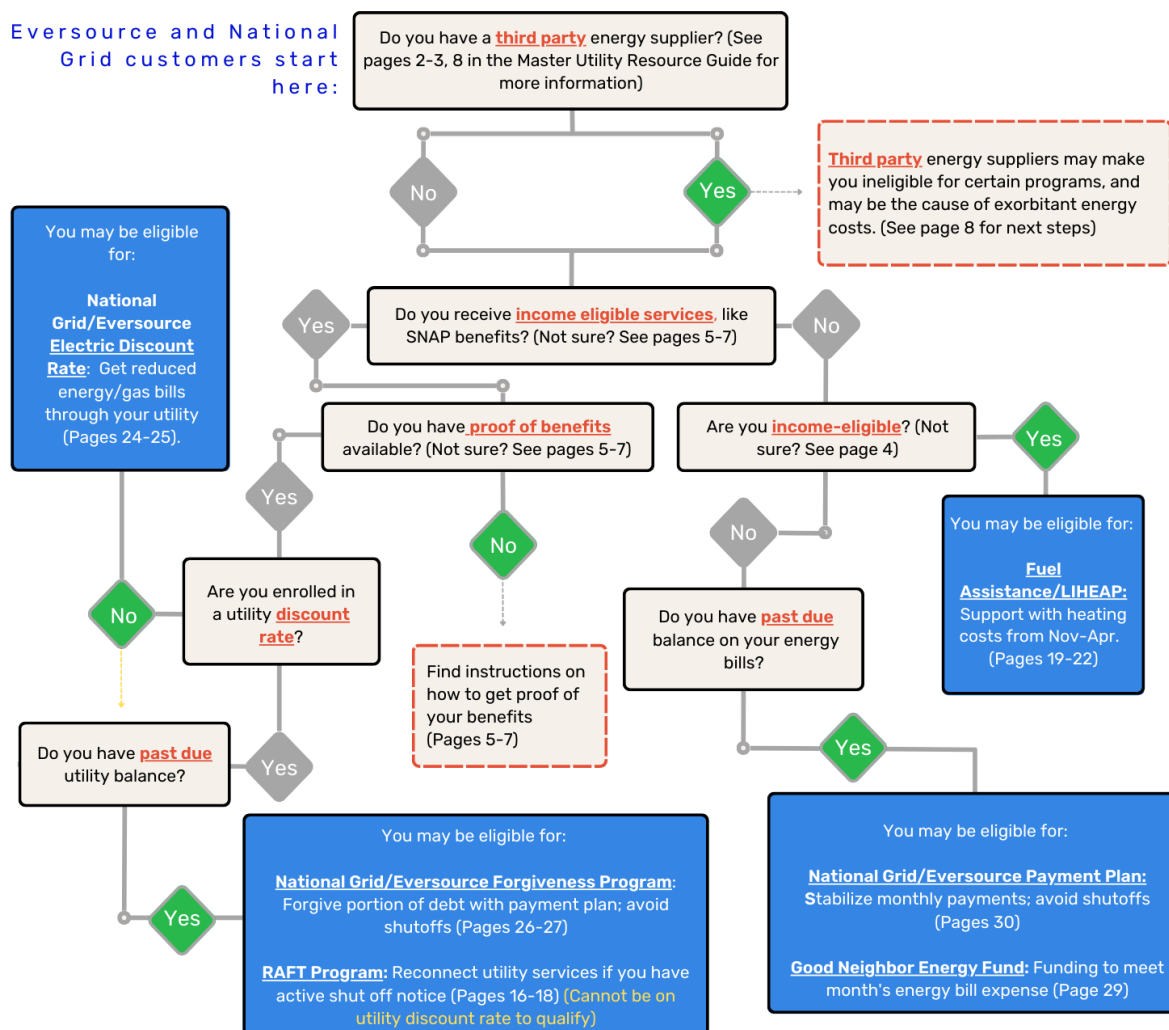
## Department of Housing and Community Development

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## Utility Assistance Flowchart

Eversource and National  
Grid customers start  
here:



## MORE ABOUT THIS RESOURCE

For step by step support, scan the QR code to watch the three part public service announcement on energy programs and assistance.



**Questions? Contact your Energy Advocates, Bianca Mercado:**  
**bmercado@chelseama.gov, (617) 466-4185; Ibrahim Lopez-Hernandez:**  
**ilopez@chelseama.gov, (617) 466-4188**



# Sample Eversource Bill



Account Number: [REDACTED]  
 Customer name key: [REDACTED]  
 Statement Date: 03/30/22  
 Service Provided To: [REDACTED]

Svc Addr: [REDACTED]				
E BOSTON MA 02128				
Rate A1 R1 RESIDENTIAL Cycle 20				
Service from 03/01/22 - 03/28/22 27 Days				
Next read date on or about: Apr 28, 2022				
Meter Number	Current Read	Previous Read	Current Usage	Reading Type
[REDACTED]	29065	28825	240	Actual

Monthly kWh Use						
Mar	Apr	May	Jun	Jul	Aug	Sep
357	481	474	693	916	785	626
Oct	Nov	Dec	Jan	Mar	Mar	
394	268	302	280	281	240	

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

**Previous Supplier Contact Information**  
 NRG RETAIL SOLUTIONS  
 NRGRESIDENTIALSOLUTIONS.COM  
 P.O. BOX 38781  
 PHILADELPHIA, PA 19104  
 855-500-8703

**Total Amount Due by 04/24/22** **\$1,184.62**

**Electric Account Summary**

Amount Due On 03/27/22	\$1,093.87
Last Payment Received	\$0.00
Balance Forward	\$1,093.87
Current Charges/Credits	
Electric Supply Services	\$50.90
Delivery Services	\$39.85
Total Current Charges	\$90.75
<b>Total Amount Due</b>	<b>\$1,184.62</b>

## Total Charges for Electricity

**Supplier (RESIDENTS ENERGY)**

Meter [REDACTED]		
Generation Service Charge	240 kWh X .21210	\$50.90
Subtotal Supplier Services		\$50.90

**Delivery (Rate A1 R1 RESIDENTIAL)**

Meter [REDACTED]		
Customer Charge		\$7.00
Distribution Charge	240 kWh X .07056	\$16.93
Transition Charge	240 kWh X -.00177	-\$0.42
Transmission Charge	240 kWh X .04437	\$10.65
Revenue Decoupling Charge	240 kWh X .00267	\$0.64
Distributed Solar Charge	240 kWh X .00341	\$0.82
Renewable Energy Charge	240 kWh X .00050	\$0.12
Energy Efficiency	240 kWh X .01714	\$4.11
Subtotal Delivery Services		\$39.85
<b>Total Cost of Electricity</b>		<b>\$90.75</b>

**Total Current Charges** **\$90.75**

## 1 Supplier

Your direct service supplier. This example shows Residents Energy, a competitive company, as the energy supplier.

Residents who do not have a third party energy supplier, like in the example above, will have the name of their utility listed (ie, Eversource)

## 2 Supply

This is how much you are charged per kWh. In this example, a resident is charged roughly .21 cents per kWh.


## 3 Delivery Rate

This is your delivery rate. In this example, the resident is on the standard residential rate, indicated by R-1.

Residents receiving a utility discount (oftentimes those who receive income eligible services (SNAP, WIC, Masshealth, etc) will have R-2 as their delivery rate.

## Sample National Grid Bill

Front of Bill



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

SERVICE FOR [REDACTED]

BILLING PERIOD  
Dec 19, 2022 to Jan 17, 2023

ACCOUNT NUMBER [REDACTED] PLEASE PAY BY [REDACTED]  
Feb 10, 2023

AMOUNT DUE  
\$ 209.59

PAGE 1 of 2

**ACCOUNT BALANCE**

Previous Balance	206.70
Payment Received on JAN 12 (ACH) <span style="float: right;">THANK YOU</span>	- 206.70
<b>Current Charges</b>	<b>+ 209.59</b>
<b>Amount Due ▶</b>	<b>\$ 209.59</b>

➤ **Payment concerns?** We are here to help. To learn about solutions to help you take control of your energy use and bills, visit [www.ngrid.com/billhelp](http://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](http://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

<b>RATE</b>	Residential Regular R-1
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3



**Enrollment Information**

To enroll with a supplier or another supplier, you will need the following information about:

Loadzone: NEMA/BOST

Acct No: [REDACTED] Cycle: 14, LOPE

**Electric Usage History**

SERVICE FOR [REDACTED]

BILLING PERIOD  
Dec 19, 2022 to Jan 17, 2023

ACCOUNT NUMBER [REDACTED] PLEASE PAY BY [REDACTED]  
Feb 10, 2023

AMOUNT DUE  
\$ 209.59

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**Supply Services**

<b>SUPPLIER</b> National Grid	
Basic Service Fixed	0.33891 x 426 kWh
<b>Total Supply Services</b>	<b>\$ 144.37</b>

2

**1 Supplier**

Your direct service supplier. This example shows National Grid as the energy supplier.

Residents who have a third party energy supplier, unlike the example above, will see the name of a different company here (ie, Resident's Energy)

**2 Supply**

This is how much you are charged per kWh. In this example, a resident is charged roughly .33 cents per kWh.

**3 Delivery Rate**

This is your delivery rate. In this example, the resident is on the standard residential rate, indicated by R-1.

Residents receiving a utility discount (oftentimes those who receive income eligible services (SNAP, WIC, Masshealth, etc) will have R-2 as their delivery rate.

## Income Eligibility Chart

Number of Household Members	50% of Area Median Income  (Maximum income for RAFT applicants - DV victims applying for RAFT can earn <60% state median income - see column to the right)	60% of State Median Income  (Most Commonly Used)	60 - 80% State Median Income  (Maximum income for Good Neighbor Energy Fund applicants)
1	< \$49,100	< <b>\$42,411</b>	\$42,412 - \$56,458
2	< \$56,100	< <b>\$55,461</b>	\$55,462 - \$73,948
3	< \$63,100	< <b>\$68,511</b>	\$68,512 - \$91,348
4	< \$70,100	< <b>\$81,561</b>	\$81,562 - \$108,748
5	< \$75,750	< <b>\$94,610</b>	\$94,611 - \$126,146
6	< \$81,350	< <b>\$107,660</b>	\$107,661 - \$143,546
7	< \$86,950	< <b>\$110,107</b>	\$110,108 - \$146,809
8	< \$92,550	< <b>\$112,554</b>	\$112,555 - \$150,072
9		< <b>\$115,001</b>	
10		< <b>\$117,448</b>	

## Income Eligible Services Table

Income Eligible Service	Where Can I Find Proof Of This?
Low Income Home Energy Assistance Program (LIHEAP/Fuel Assistance)	View benefits status using DTA app
Supplemental Nutrition Assistance Program (SNAP/Food Stamps)	SNAP/EBT Card  Or, benefit letter specifying amount received
Emergency Assistance for the Elderly, Disabled & Children (EAEDC)	Benefit letter specifying amount received
Veterans Dependency & Indemnity Compensation (DIC) Surviving Parent or Spouse	View benefits status at <a href="http://va.gov">va.gov</a>
Supplemental Security Income (SSI)	To get a <i>benefit verification letter</i> , sign-in to “ <i>my Social Security</i> ” account at <a href="http://ssa.gov/myaccount">ssa.gov/myaccount</a>  Or, call +1 (800) 772-1213. When you hear "How can I help you today?" say "proof of income"  Call +1 (800) 325-0778 if you're deaf or hard of hearing
Commonwealth Care Plan Types 1, 2 or 2A	Visit “ <i>My Account Page</i> ” at <a href="http://sso.hhs.state.ma.us/vgportal/login">sso.hhs.state.ma.us/vgportal/login</a> to see plan information  No account? Register at <a href="http://sso.hhs.state.ma.us/vgportal/selfRegistration">sso.hhs.state.ma.us/vgportal/selfRegistration</a>
Veterans’ Service Benefits (Chapter 115)	Contact your local Veterans Service Officer (VSO), or office to request documentation

	<p>Chelsea VSO: Francisco Toro Phone: (617) 466-4250 Email: ftoro@chelseama.gov</p> <p>Revere Veterans Service Office: Legion Hall, 249R Broadway Revere, MA 02151 (781) 286-8119.</p> <p>Winthrop VSO: Phil Ronan Winthrop Town Hall phone: (617) 846-3065</p>
Health Safety Net Plan - Primary or Secondary (Not Partial)	There is no member card for Health Safety Net. You may want to keep any letters you receive about your eligibility for programs to show the hospital or community health center. These letters generally contain an "ID" or identification number which is helpful for providers.
Head Start	Parents can contact Head Start Human Services to request a letter specifying the dates a student is enrolled in the program
School Breakfast/Lunch Program	<p>Contact school Parent Information Center to request documentation showing proof of free breakfast/lunch</p> <p>Chelsea public schools: (617) 466-5500)</p> <p>Revere public schools: 781-485-8453</p> <p>Winthrop public schools: (617) 846-5500 x7102</p>
Women, Infants & Children (WIC) Nutritional Program	WIC ID card

Transitional Aid to Families with Dependent Children (TAFDC)	Benefit letter specifying amount received
Veterans Non-Service Disability Pension	View claim status as <a href="http://va.gov">va.gov</a>
Public or Subsidized Housing	Public housing lease
Masshealth - Basic or Standard	<p>Masshealth ID card. <b>Notice:</b> You may be asked to provide alternative proof besides Masshealth ID card. See why on Page 6.</p> <p>Or, contact your healthcare provider and ask them to produce documentation showing your enrollment in Masshealth</p>



## Frequently Asked Questions

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**Q: What is a kWh?**

A: A kWh, or kilowatt-hour, is a unit of energy used to measure your energy consumption.

**Q: Why is it important to know who your energy supplier is?**

A: It is important to know who your energy supplier is for several reasons:

- kWh rates vary among service suppliers.
- Third-party suppliers can sometimes set higher rates per kWh.
- Third-party suppliers can sometimes increase rates without prior notice.
- Having a third-party supplier may prevent you from obtaining discount rates or payment plans with National Grid or Eversource.

**Q: How do you know if you have a third-party supplier?**

A: Eversource customers can find SUPPLIER on the front of their bill. National Grid customers can find SUPPLIER on the back of their bill. Most residents will see NATIONAL GRID or EVERSOURCE as their supplier. However, if you have a third-party supplier, like in the Eversource example bill (Page 2), you will see the name of a different company listed.

**Q: How do you know you're being overcharged for energy?**

A: First, find your supply rate. Your supply rate tells us how much you pay per kWh. Your total price also depends on the total amount of kWh you consume. National Grid customers can find out their price per kWh, or supply rate, on the back of their bill. Eversource customers will find this information on the front of their bill.

Then, compare your rate with National Grid or Eversource's current standard rates (Find National Grid's current residential rates [here](#). Find Eversource's current residential rates [here](#)). You may be paying a different rate if you have a third-party energy supplier, are on a variable price option, or if you are receiving a utility discount.

**Q: How can I cancel a third party energy contract?**

A: You can terminate a third party contract by either contacting National Grid/Eversource or the third party company directly, and simply asking to terminate the third-party contract. If an early termination fee applies, ask if it is possible to waive it. You may choose to stay with the company until the end of the contract term if the termination fee is too high.

- Find more information about third party energy suppliers [here](#)

**Q: How do you know if you're receiving a utility discount rate on your energy bills?**

A: If your delivery rate says R-1, you are on the standard rate. R1 means that you don't have a discount applied to your bills, and you pay a standard rate.

If you see R2, this means that you are on an energy discounted rate, and the rate you pay is lower than the standard rate. You may have been automatically enrolled if you receive some form of income eligible service, such as SNAP, or MassHealth.

**Q: Why are proof of benefits so important for utility assistance?**

A: Utility assistance programs are most often available to individuals that show proof of income eligible service benefits, such as SNAP benefits or Masshealth. These benefits make it easier for your utility company to verify your household's income and need level.

**Q: What proof of benefits should you provide if you receive more than one income-eligible service?**

A: If you participate in more than one benefit program, it is important to ask yourself which form of documentation will be easiest to obtain. Keep in mind that most utility companies require a current benefit letter. The copy of the benefit letter you provide, if applicable, would need to be of the current year.

**Q: Why don't National Grid or Eversource accept a Masshealth benefit card?**

A: This is sometimes true, but not always. Most companies do not accept benefit cards (such as MassHealth or DTA) because they do not have dates or proof that your benefits are active. If you only qualify for MassHealth, and receive no other benefits, you will need a dated eligibility letter. You can request this from your medical provider or from MassHealth directly.

**Q: Do you still qualify for utility assistance if another household member receives benefits, but you don't?**

A: In most cases, the person named on the bill needs to be the person receiving the benefit directly. If you receive DTA benefits for yourself or on behalf of a dependent, this is many times (not always) one of the easiest forms of documentation. You can find proof of DTA services using your DTA app.

## Energy Resources by Eligibility

### — Available to all residents regardless of income and services

1. Landlord <> Tenant Mediation
  2. Consumer Protection Services
  3. Know Your Rights: Electric/Gas Shut-Offs
  4. Energy Saving Tips from National Grid and Eversource
- 

## 1. Landlord <> Tenant Mediation

### Community Dispute Settlement Center, Inc

- Get landlord/tenant mediation services, consumer protection services, and more by contacting (617) 876-6663, or emailing [cdscinfo@communitydispute.org](mailto:cdscinfo@communitydispute.org)
  - Website: [CommunityDispute.org](http://CommunityDispute.org)
  - Address: 60 Gore St, Cambridge, MA, 02141

## 2. Consumer Protection Services

### Massachusetts Department of Public Utilities (DPU)

- Get consumer protection services related to unresolved utility disputes, such as unlawful shut-offs, third party energy supply scams, etc by calling (617) 737-2836, or (toll free): (877) 866-5066

### 3. Know Your Rights: Electric/Gas Shut-Offs

Your electricity or gas cannot be disconnected without permission from the Department of Public Utilities (DPU), if

- All household members are age 65 and over

**Or**, if you can demonstrate 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;
- It is between November 15 and March 15 and the utility service is needed to heat your home.

**Call your utility company if you meet these criteria and your electric or gas service has been disconnected.** You will be asked to provide proof of your hardship or household situation, such as a child's birth certificate, doctor's note for a serious illness, or income-based proof of your inability to pay.

If your electric or gas service has not been restored after speaking with your utility company, contact the DPU:

Phone: (617) 737-2836

Phone (toll free): (877) 866-5066

## 4. Energy Saving Tips from National Grid and Eversource

### National Grid

#### Lighting

- Make use of natural light sources during daytime hours by keeping blinds and curtains open.
- Turn off lights, appliances, TVs, audio devices and computers when not in use.

#### Electronics

- Smart power strips can help you control the amount of energy your electronics use. If you don't have one, unplug the electronics you aren't using.
- Don't leave chargers plugged in if they're not charging your devices. They're still drawing energy.
- Adjust your TV's display settings to significantly reduce its power use without compromising picture quality.

#### Appliances

- Make sure to only run full loads in the dishwasher and dryer and don't forget to clean the lint filter after each use.
- Did you know you can conserve energy by simply flicking a switch? The switch on the side of your fan reverses the blades to spin clockwise, pushing hot air down into your home.
- Set your refrigerator's temperature to 38°F.
- Try to minimize the number of times you and the family open the fridge and freezer during the day.

- If you have a toaster oven use it to reheat or cook small meals. It uses less energy than a traditional oven.

## Rebates

- Visit the [National Grid Marketplace](#) for increased rebates on energy-efficient products.

## Heating

- Lower your water heater setting to 120°F to save energy and prevent scalding.
- Revisit your thermostat settings to make sure they're changing with the weather and your schedule.
- You can't be everywhere at once! When not spending time in certain areas of your home, turn down the heat supply to those rooms to reduce your energy usage.

## [Eversource](#)

- Weatherize your home.
  - You can eliminate air-leaks and drafts near doors, windows, attics, and basements by weatherstripping and air sealing. Properly insulating your home can help you reduce heating and cooling costs by an average of 20%.
- Dry two or more loads in a row to take advantage of the heat from your dryer.
  - Get more done with less energy by throwing in a second load of laundry right after the first. Your dryer has already generated a wealth of heat during your first load, so take advantage of that heat.
- Reverse your ceiling fans.

- Normally, ceiling fans spin counterclockwise, allowing you to feel cooler in the warmer months. However, most ceiling fans have a reverse switch that will force them to turn clockwise, producing a downdraft and moving the warm air that collects near your ceiling down into the rest of the room.
- Make sure your home devices are set to save power.
  - Check your computer, monitor, TV, and other electronics to make sure they are set to conserve energy. If you are looking for a new device, check for the ENERGY STAR® logo.
- Use the locks on your windows and external doors.
  - This will make sure they're sealed shut and help keep out drafts.
- Have a heat pump? Set it and forget it.
  - Turning your heat pump on and off, or constantly adjusting its temperature settings, may use more energy and cause comfort issues. Generally, it's advised to find a temperature that's comfortable and leave it there. We offer more tips on [maximizing heat pump performance here](#).
- Beware of the Energy Grinch this holiday season.
  - Even when your devices are not in use, they can still be using energy. Advanced power strips are an easy way to manage your energy usage when it comes to the electronics in your home. They only cost about \$30 on average and can decrease your energy usage by 20% - 48%. Shop the [NHSaves Marketplace](#) to browse popular models.
- Take note of your chimney.

- Your chimney acts like an open window, allowing heated air to fly right out. Be sure your damper is closed when the fireplace is not in use and check the seal on the flue damper to make it as tight as possible. You may also want to consider installing tempered glass doors and a heat-air exchange system that blows warm air into the room.
- Lay down rugs on hardwood floors.
  - Add an extra layer of insulation to your home and save money and energy. Rugs help trap cold air underneath and keep it from circulating around the room.



## Energy Resources by Eligibility

### — Very Low-Income, Received Utility Shut Off Notice

#### 1. Residential Assistance for Families in Transition (RAFT) Program\*

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### 1. Residential Assistance for Families in Transition (RAFT) Program

- RAFT funding can support households with active shut off notices by covering the minimum needed to restore service
- For other housing emergencies, such as households facing loss of utilities, eviction, etc, RAFT can provide up to \$10,000 per household within a 12-month period to help preserve current housing, move to new housing, pay rent, and more

#### How to apply:

- Apply online using the Massachusetts Emergency Housing Payment Assistance Portal: [applyhousinghelp.mass.gov](https://applyhousinghelp.mass.gov)
- Or, visit Metro Housing Boston in person for a paper application.
  - Address: 1411 Tremont St, Boston, MA 02120
  - Phone: (617) 425-6700
- For hands-on application assistance or to book an application consultation, contact TND-Connect at (617) 712-3487

See next page for RAFT Eligibility Criteria.

**RAFT Eligibility Criteria:**

- Risk of homelessness/housing instability (example: applicant has received a Notice to Quit or a utility disconnection notice)
- Currently renting or moving to a new rental
- Income at or below 50% of Area Median Income (AMI), or 60% of AMI for households who are facing domestic violence. See the Income Eligibility Chart (page 4) for details.
- Cannot be a homeowner
- Households composed of any of the following: Individuals, families with older children, couples without children, unaccompanied youth, and households of any size.

**RAFT Documentation Needed:**

- ID for Head of Household (expired and/or international ID accepted)
- A notice to quit, eviction notice, or court summons
- Proof of housing (ie, current lease or rental agreement, tenancy verification letter from landlord of the property)
- Proof of income (ie, paystubs)
- Contact information from landlord/property owner. (Complete application requires the following documentation from landlord/property owner:
  - W-9 for property owner
  - Proof of ownership for unit)
- **For households facing utility shutoff:**
  - Utility shutoff notice

- Current bill
- Cannot be enrolled in payment plan or discount rate with utility companies to deter shut off
- **For households with rental arrears:**
  - A notice to quit or eviction notice/court summons
  - Written documentation of rental arrears
  - Demonstration of a financial hardship (ie, reduction in revenue and/or increase in expenses) that caused the nonpayment of rent
  - Demonstration that payment of the arrears will allow the household to retain their housing
- **For households facing eviction:**
  - Summary Process Summons and Complaint.
  - Tenants who have a housing subsidy and are facing eviction due to non-payment of rent must also provide proof of financial hardship that explains the cause for arrears in order to receive assistance.
- **For households leaving doubled-up housing:**
  - Letter from landlord or primary tenant explaining that the family must leave. *This must also include the address, date, and contact name and info of the person writing the letter.* A copy of a new lease or letter of intent to rent for a new apartment.
- **For households leaving unsafe housing:**
  - Verification of unsafe housing conditions and copy of new lease/letter of intent to rent for new apartment.

## Energy Resources by Eligibility

### — Low-Income, No Income-Eligible Services

1. Fuel Assistance/LIHEAP
  2. LEAN Multifamily Program
- 

#### 1. Fuel Assistance/LIHEAP

- Get financial support with paying heating bills from November 1 - April 30.

Successful completion of application results in automatic referral for utility discounts via CAPIC (Community Action Programs Inter-City, Inc).

#### How to Apply:

- First-time applicants must call (617) 884-6130 to schedule an application appointment with CAPIC Fuel Assistance team member.
  - \*Please note that CAPIC receives a high volume of calls daily. Do not feel discouraged from reaching out to CAPIC repeatedly for application assistance.
- Non-first time applicants may log into CAPIC client portal to begin application online
  - Website: [www.capicinc.org](http://www.capicinc.org)

See next page for Fuel Assistance eligibility criteria.

**Fuel Assistance eligibility criteria:**

- For renters, you can pay market rate for your living space, receive subsidized housing, have heat included in your rent or any combination of those arrangements and still qualify
- Homeowners qualify

**Fuel Assistance documentation needed:**

- Proper forms of identification
  - Birth certificates for all minors in household
  - Photo ID (including passport or resident alien card) for all adults in household
  - Social security cards for everyone in household
- Income verification for household members over 18
  - Wages
    - 2 most recent consecutive paystubs if paid bi-weekly
    - 4 most recent consecutive paystubs if paid weekly
  - Alimony/Child support
    - D.O.R. reports
    - CAPIC financial assistance form (contact office for form)
  - Unemployment
    - Benefit award letter
    - 4 consecutive paystubs/bank statement
  - Social Security (SS/SSI/SSDI)
    - Benefit letter

- Gross Pension
  - 1099R Tax Form
  - Award letter
- Food Stamps/TAFDC/EAEDC
  - Benefit letter specifying amount received
- No Income
  - Contact CAPIC
- Full Time Student
  - Letter from registrar's office/current semester class schedule
- Self-Employed
  - Most recent federal income tax return
- Heat Source
  - Oil company/kerosene company/propane company
  - Gas bill/electric bill
- Renters
  - Updated copy of lease or letter from landlord stating amount of rent  
& number of household members & if rent is current
  - Section 8 lease/addendum (showing rental breakdown)
  - Public housing lease
- Homeowners
  - Mortgage statement
  - Mortgage interest statement
  - Homeowners insurance

- Real estate tax bill
- Water/sewer bill
- Rental income (copy of rent checks, written statement from tenant w/rental address, amount and contact info, or copy of irs from schedule e.)
- Copy of most recent federal income tax return including schedule e
- Electric bill for vacant apartment

## 2. LEAN Multifamily Program

- Get free or reduced energy efficiency upgrades for multifamily (5+ units) affordable housing

### How to apply:

- Building managers can visit the Lean Multifamily Program website ([leanmultifamily.org/apply-now/](http://leanmultifamily.org/apply-now/)) to apply online, or call (617) 348-6425

### **LEAN Multifamily Program documentation Needed:**

- Copies of your most recent electric, gas, and/or heating utility bills
- Service accounts, billing accounts or meter numbers for your property
- Documentation designating your property as affordable or income restricted



## Energy Resources by Eligibility

### — Low-Income, With Income-Eligible Service

1. National Grid/Eversource Electric Discount Rate
  2. CAPIC Home Weatherization Program
- 

#### 1. National Grid/Eversource Electric Discount Rate

- Receive a discounted rate on your energy, gas, and/or heating bills through your utility company

National Grid's discount rates: 32% off electric and/or 25% gas

Eversource's discount rates: 36% off electric and/or 25% gas

#### How to Apply:

- **Eversource:** Print Eversource's *Discount Rate application* ([https://www.eversource.com/content/docs/default-source/my-account/discount-rate-app-wma.pdf?sfvrsn=43d8c962\\_6](https://www.eversource.com/content/docs/default-source/my-account/discount-rate-app-wma.pdf?sfvrsn=43d8c962_6)) and mail to the corresponding address with proof of qualifying benefits
  - Phone: (800) 592-2000
  - Email: [customer.service@nstar.com](mailto:customer.service@nstar.com)
  - Fax: (781) 441-8512
- **National Grid:** Print National Grid's *Discount Rate application* ([https://www9.nationalgridus.com/non\\_html/OnDemand\\_R2\\_Application.pdf](https://www9.nationalgridus.com/non_html/OnDemand_R2_Application.pdf)) and mail to the corresponding address with proof of qualifying benefits
  - Phone: +1 (800) 322-3223

- Email: [Discount@nationalgrid.com](mailto:Discount@nationalgrid.com)
  - Fax: 1-877-388-9077
- 

## **2. CAPIC Home Weatherization Program**

- Income eligible tenants and homeowners get home weatherization services, like insulation and air-sealing, at no-cost

### **How to Apply:**

- Call CAPIC at (617) 884 6130, ext. 1022 to schedule a home energy audit.

Visit [www.capicinc.org](http://www.capicinc.org) for more information

### **CAPIC Home Weatherization Program documentation needed:**

- Photo identification
- Proof of income
- List of household members
- Information about heating bills
- An active lease or mortgage statement

## Energy Resources by Eligibility

### — Low-Income, With 1 Income-Eligible Service, Past Due Balance

#### 1. National Grid/Eversource Forgiveness Programs

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#### 1. National Grid/Eversource Forgiveness Programs

- Apply to 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 to Apply:

- **Eversource New Start Program:** Contact directly for information about how to begin by calling (866) 315-2496 or visiting [Eversource.com/billhelp](https://www.eversource.com/billhelp). For assistance, contact CAPIC at (617) 884-6130
- **National Grid's Forgiveness Program:** Contact directly for information about how to begin by calling +1 (888) 211-1313 for electric, or +1 (800) 233-5325 for gas. For assistance, contact CAPIC at (617) 884-6130

See next page for eligibility criteria and documentation needed for both programs.

<p><b>Eversource's New Start Program</b></p> <p><b>eligibility criteria:</b></p> <ul style="list-style-type: none"> <li>- Balance over \$300 and more than 60 days overdue</li> </ul>	<p><b>National Grid's Forgiveness</b></p> <p><b>Program eligibility criteria:</b></p> <ul style="list-style-type: none"> <li>- Balance over \$300 and more than 60 days overdue</li> <li>- Has not participated in past 2 years</li> </ul>
<p><b>Documentation needed:</b></p> <ul style="list-style-type: none"> <li>- Photo identification</li> <li>- Utility bill(s)</li> <li>- Proof of enrollment in Eversource's Discount Rate</li> </ul>	<p><b>Documentation needed:</b></p> <ul style="list-style-type: none"> <li>- Photo identification</li> <li>- Utility bill(s)</li> <li>- Proof of enrollment in National Grid Discount Rate</li> </ul>

## Energy Resources by Eligibility

### — Moderate to High-Income, No Income-Eligible Services

1. Mass Save® Program
  2. Massachusetts Good Neighbor Energy Fund
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#### 1. Mass Save® Program

- Get free or reduced home weatherization measures such as insulation and air sealing, rebates and discounts on energy efficiency devices and appliances, and more when you schedule a free home energy assessment

#### How to apply:

- Use NEEECO's online self scheduler tool, at [NEEECO.com](http://NEEECO.com), to schedule a no-cost home energy assessment for residential homes. Or, call NEEECO at (781) 523-2461.
- For more information about the Mass Save program and the Community First Partnership, visit [Masssave.com/NorthSuffolk](http://Masssave.com/NorthSuffolk)

#### Mass Save Eligibility Criteria:

- Must be a renter or homeowner in a 1-4 unit building

## **2. Massachusetts Good Neighbor Energy Fund**

- Funding 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 to apply:**

- Contact the local Salvation Army Corps Community Center directly for services by calling (617) 547-3400

### **Good Neighbor Energy Fund Eligibility Criteria:**

- Must earn between 60 and 80 percent of State AMI. See the Income Eligibility Chart (page 4) for details.

## Energy Resources by Eligibility

### — No Income-Eligible Services, Past Due Balance

#### 1. National Grid/Eversource Payment Plans

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#### 1. National Grid/Eversource Payment Plans

- Apply for a payment extension to avoid utility shutoff if struggling to pay bills, spread past due balance over monthly installments, stabilize monthly payment costs, and more

#### How to Apply:

- **Eversource:** Call (866) 861-6225, or log into Eversource account online to view payment plans. Visit [eversource.com/content/ema-c/residential/account-billing/payment-assistance/payment-plans](https://eversource.com/content/ema-c/residential/account-billing/payment-assistance/payment-plans) for more information
- **National Grid:** Electric customers call +1 (866) 580-7617. Gas customers call +1 (800) 233-5325. Visit [nationalgridus.com/MA-Home/Bill-Help/More-Time-to-Pay](https://nationalgridus.com/MA-Home/Bill-Help/More-Time-to-Pay) for more information. or by phone at. Gas customers can enroll in the *More Time to Pay* payment plan by phone at

See next page for eligibility criteria.

<p><b>Eversource Payment Plan eligibility criteria:</b></p> <ul style="list-style-type: none"> <li>- All customers, regardless of income can pay a past due balance over a period of time.</li> </ul>	<p><b>National Grid Payment Plan eligibility criteria:</b></p> <ul style="list-style-type: none"> <li>- Active account required</li> <li>- No third party energy supplier</li> <li>- No “cash only” account</li> <li>- Cannot be enrolled in budget billing/collection arrangement</li> </ul>
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### Questions about the Master Utility Resource Guide?

Contact your Energy Advocates:  
 Bianca Mercado: bmercado@chelseama.gov,  
 (617) 466-4185;

Ibrahim Lopez-Hernandez:  
 ilopez@chelseama.gov, (617) 466-4188

Scan the QR code to  
 visit the Utility  
 Resources page of  
 the City's website for  
 more information

