

Low Income Home Energy Assistance Program (LIHEAP) Reference Guide



HOME ENERGY ASSISTANCE (LIHEAP)

- LIHEAP is a program that helps eligible households pay a portion of their winter heating bills (Nov. 1 - April 30)
- When you apply for LIHEAP, you also apply for other programs including the Heating System Repair and Replacement Program ([HEARTWAP](#)), the Weatherization Assistance Program ([WAP](#)), and the household water assistance program ([LIHWAP](#)). Visit www.mass.gov/home-energy-assistance-programs for more information.

HOW DOES THE PROGRAM WORK?

- **Apply:** Complete a free application ([online](#), [in person](#), or by [mail](#)). Households must apply each year.
 - First time applicants will be required to meet with their local agency for application review. Appointments may be scheduled when you submit an application online or by contacting your local agency - visit <https://hedfuel.azurewebsites.net> for agency contact information.
 - Returning applicants may receive their applications in the mail or can access it online.
- **Documentation:** You will be asked to submit documentation including but not limited to,
 - Photo Identification for Head of Household/primary applicant (e.g. driver's license)
 - List of all household members
 - Information on heating bills (e.g. heating company name and account number)
 - Information on housing situation (e.g. an active lease or mortgage statement)
 - Proof of income for 30 days prior to application date (e.g. paystubs)Your local agency will mail you a notice and may call you about missing documentation needed to complete your application; [contact](#) them if you have questions or need assistance applying.
- **Benefit:** LIHEAP provides a fixed benefit amount for the cost of your primary source of heat, including (but not limited to): oil, electricity, natural gas, propane, kerosene, wood and coal.
 - The [benefit amount](#)* is based on a number of factors including but not limited to household size, income, source of heat, and your housing situation (e.g. if you live in subsidized housing).
- **Payment:** If you are approved, payments are made directly to your heating company.

DO I QUALIFY?

Eligibility for home energy assistance is based on several factors, including (but not limited to) household size and gross annual income of all household members 18 years and older.

- Household income cannot exceed 60% of estimated State Median Income. For example, a family of 4 making \$81,561 would generally be income-eligible for the program.
- Visit www.mass.gov/hed/fuel for details on income eligibility limits and more program information.

Information for Households Receiving Income-based Rental Subsidies

- Renters in subsidized housing that pay for their own heat may be eligible for a LIHEAP benefit.
- Renters with a subsidy and heat included in rent, where the monthly rent is equal to or LESS than 30.0% of the gross LIHEAP monthly income, are not eligible for LIHEAP.

HOW DO I APPLY?

- **ONLINE:** Submit an application online at www.toapply.org/MassLIHEAP or scan the QR code on the right. New and returning households may apply online!
- **IN PERSON or BY MAIL:** Visit <https://hedfuel.azurewebsites.net> to identify your local agency. They are available to assist you!



Applications can be submitted through the end of the heating season (April 30).

*Benefit levels may vary from year to year and depend on the funding allocated by the U.S. Department of Health and Human Services