

What to Bring to Your Fuel Assistance Appointment

First-time applicants should bring the following documents to their appointment:

- Photo ID for all household members 18 and older (MA License, Passport, etc.)
- Birth Certificate for all under age 18
- Social Security Cards for all members of your household
- If you rent, provide the name, address, and telephone number of your landlord, and a current copy of your lease or a letter from your landlord. If your rent is subsidized, please submit your housing addendum or tenant profile
- If you own your home, please submit your mortgage, if any, property tax bill, annual home insurance and condo or lot fees if applicable
- A current gas and electric bill with your name , address and account number
- A recent heating bill with your name and account number
- Gross income for all household members (see **How To Document Your Income**)

(A Case Worker will make copies if you do not have access to a printer)

When You Arrive For Your Appointment

At your appointment, a Case Worker will input your household data, sources of income, housing costs and heating and utility account information. Please review the above list and *How To Document Your Income* then bring the appropriate items to your appointment. Eligibility for Fuel Assistance is first come, first served, so it is important that you submit all the required documentation. You will be notified if any additional documentation is needed to complete your application. After all of the required information is received, your application will be reviewed and a determination letter will be sent within 45 days. If eligible, you and your vendor will receive a notice that explains the maximum benefit for your household. If applicable, National Grid will be notified that you are eligible for a discount. Fuel Assistance only pays for deliveries made from November 1, and April 30.

The Fuel Assistance Status Line is available 24 hours a day, 7 days a week for more information. Call (978) 531-8810 to learn the status of your application or to hear what payments have been made on your account. You can email any questions to fuelassistance@nscap.org as well.