How to Prepare For Your
Home Energy Assistance Appointment

First-time applicants should have the following documents accessible for their appointment:

- Photo ID for the applicant
- Proof of citizenship or current status for all household members
- If you rent, you will need to 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, you will need to provide your housing addendum or tenant profile
- If you own your home, you will need to provide your mortgage (if any), property tax bill, annual home insurance premium, water bill and lot fees or condo fees (if applicable)
- A recent heating bill, gas and electric and with your name and account #
- Gross income for all household members (See How to Document Your Income)

Your Home Energy Assistance Appointment

At your appointment, a Case Manager will input your household data, sources of income, housing costs, heating and utility account information. Eligibility for Home Energy 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 Home Energy 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 may email any questions to fuelassistance@nscap.org as well.