

**Appliance Monitoring & Replacement Program  
Montachusett Opportunity Council (978) 345-8501  
x309/310**

Provides income eligible Unitil and NGRID customers with appliance monitoring and replacement of inefficient refrigerators, energy saving light bulbs, and water saving devices. Apply for Fuel Assistance first.

**Non-Income Based Efficiency Programs:**

Unitil/Fitchburg Gas and Electric  
1-888-301-7700  
[www.unitil.com](http://www.unitil.com)

National Grid and Keyspan Gas  
National Grid  
1-800-632-8300  
[homeimprovement@csgroup.com](mailto:homeimprovement@csgroup.com)

**Be Safe This Winter**

- Do not use cooking stoves or the oven to heat your home.
- Use a space heater that meets the current safety standards and shut them off when not in use or when sleeping.
- Keep all space heaters away from carpets, kids, and pets.
- Do not use cracked or frayed electrical extension cords.
- Have woodstove chimneys cleaned and inspected before use.
- Shut off electric blankets when not in use.

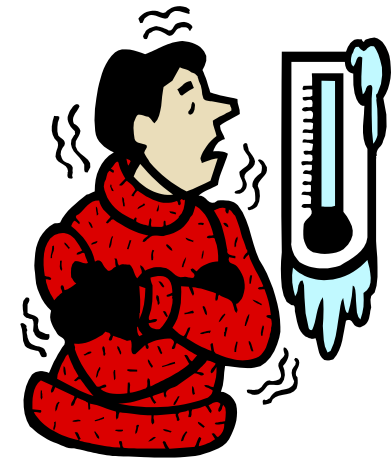
**Heating Season Tips:**

**How to save real money this winter!**

- Turn down your thermostat (every 3 degrees you reduce your home temperature can save close to 10% on your heating bill). Turn the thermostat to 60 degrees at night, and when you are not at home.
- Make sure windows and storm windows are securely closed and locked.

- Open curtains on sunny days to get passive solar heat (then make sure they are closed at night).
- Have your heating system professionally tuned up (oil systems should have this every year, natural gas and propane every two years).
- Do not run out of oil (empty tanks contain sludge that can damage your heating system requiring repairs, and service fees may be required to restart or prime your heating system).
- Wear a sweater or warm clothes indoors.
- Use a draft stopper under drafty doors.
- Seal unused fireplace chimneys with a plastic bag full of insulation (attach a piece of yarn hanging down to remind you that the chimney is blocked).
- Move furniture, rugs, and drapes away from radiators, baseboards, and heating ducts to allow good heat flow.
- Change your warm air furnace filter every 2 months (every month if you have pets).
- Seal drafts around windows with caulking or cover the window with plastic.
- Seal air leaks in your cell ar walls and in your attic floor with caulk/foam.
- Add attic insulation (after sealing air leaks). You should have 10 -12 inches of attic insulation.

# How to Stay Warm This Winter



*This guide was developed to help you access resources that are available to help you cope with the high cost of fuel and to provide tips to stay warm and safe this winter.*

**Fuel Assistance/Low Income Heating Assistance Program (LIHEAP)**

**New England Farm Workers 473 Main Street, 3<sup>rd</sup> Floor, Fitchburg (978) 342-4520**

Provides eligible households help with winter heating bills. Eligibility: Households with gross income up to 200% of the federal poverty level.

| <b>Household size</b> | <b>*Yearly Income</b> |
|-----------------------|-----------------------|
| 1                     | \$ 20,800             |
| 2                     | \$ 28,000             |
| 3                     | \$ 35,200             |
| 4                     | \$ 42,400             |
| 5                     | \$ 49,600             |

**\*Increase pending**

**Salvation Army Good Neighbor Fund  
Fitchburg, Leominster residents: (978) 342-3300  
Other communities: (617) 542-5420**

This program is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for fuel assistance. Emergency applications will be accepted starting December 1, 2008. This grant is \$300 per season and is paid directly to the vendor(s). Eligibility: 200-275% of the Federal Poverty Guidelines.

**Citizens Energy 877 Joe-4oil (877 563-4645)**  
Citizens Energy Program works with local oil dealers and fuel assistance agencies to provide deliveries of home heating oil to those in need.

**Emergency Fuel Fund  
Montachusett Opportunity Council (978) 345-7040**  
A limited amount of funding will be available for households that have exhausted all other benefits.

**Residential Assistance for Families in Transition (RAFT)  
Resources for Community and People (RCAP)  
(978) 630-6600**

RAFT is a state-funded homelessness prevention program that provides up to \$3,000 to eligible families to help with first month's rent, security deposits and back utility bills. Eligibility: Income

below 50% of the area median income and there must be a child in the home.

**Mass Energy Consumers Alliance  
670 Central Street, Boston (617) 524-3950  
[www.massenergy.com](http://www.massenergy.com)**

Cooperative Oil Program: for oil heat clients for oil purchasing with cooperative discount pricing  
Oil Bank Program: Fuel assistance clients are eligible for this heating oil program but must first exhaust fuel assistance allocation.

**North Central Massachusetts Neighborworks  
Homeownership Center 888-978-6261**

One stop resource to access information about the services in this brochure and other resources for current and potential homeowners.

**Utility Shut-off Protection**

You are protected from having your electric or gas service shut off if you have a financial hardship **and** you, or someone in your home, is seriously ill or you have an infant in the home under 12 months or it is between November 15 and March 15 and you need the service to heat your home. Utility companies may not shut off service to households **where all residents are 65 years or older** without written approval from the Dept. of Telecommunications and Energy. Contact your utility company for more information.

**Residential Electric and Gas Discount Rate**  
You may qualify for a Discount rate if your income does not exceed 200% of the federal poverty level, you are a residential customer, the head of your household or principal wage earner and the utility bill is in your name **and** you receive certain benefits. Contact your utility company for more information.

**Emergency Food and Shelter Program (EFSP)  
Montachusett Opportunity Council (978) 343-5706**  
This program helps to pay for utilities, rent and mortgage payments. There are no funds currently available. Funds should be available in early 2009.

**City of Fitchburg Mayor's Office  
(978) 345-9550  
City of Leominster Mayor's Energy Assistance  
(978) 534-7500  
City of Gardner Mayor's Office  
(978) 632-1900**

**Other Numbers:**

**Fitchburg Fire Department: (978) 345-9660  
Fitchburg Police Department: (978) 345-9648**

**Leominster Fire Department: (978) 534-7541  
Leominster Police Department: (978) 534-7560**

**Gardner Fire Department: (978) 632-1616  
Gardner Police Department: (978) 632-5600**

**Rotary Club of Leominster (978) 537-0120**  
For income eligible Leominster residents.

**Ginny's Thrift Shop (978) 537-1387**

**MASS211 – Dial 211 or [www.MASS211help.org](http://www.MASS211help.org)**  
For information and referral services for a variety of benefits and services.

**Heating System Repairs and Replacement  
(HEARTWAP)  
Montachusett Opportunity Council  
(978) 345-8501 x309**

This program provides heating system repair and replacement services to low-income households. Deals with heating emergencies 7 days a week  
Eligibility: Must be Fuel Assistance certified homeowner. For a city and town list of Massachusetts call 1-800 625-8175, or see the website [www.mass.gov/dhcd](http://www.mass.gov/dhcd)

**Weatherization Assistance Program ( WAP)  
Montachusett Opportunity Council (978) 345-8501  
x 309/310**

Common measures include insulation, weather stripping, pipe and duct wrap, attic insulation and ventilation. Eligibility: Fuel Assistance certified homeowners and tenants (limited funds available for households above Fuel Assistance maximums)