

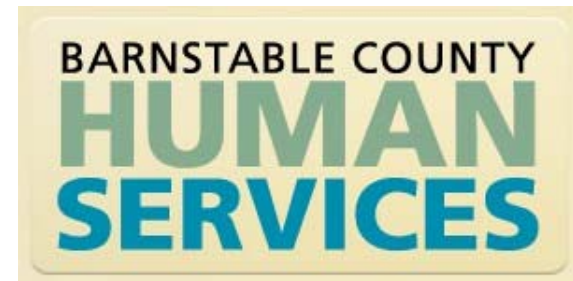
Additional copies of the Resource Directory can be obtained by contacting the Department of Human Services at 508.375.6628.

Copies are also available on line at www.bchumanservices.net

Resource Directory

ADVOCACY
ENERGY EFFICIENCY
FUEL ASSISTANCE
SYSTEM REPAIR
TAX CREDITS
UTILITY DISCOUNTS
UTILITY RIGHTS
WEATHERIZATION

**Barnstable County Department of
Human Services
January 2011**



If you are a person with a disability and require this publication be made available in an alternative format please call 508.375.6626.

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OTHER WEB RESOURCES

www.citizensenergy.com Information website

www.sscac.org South Shore Community Action Committee, LIHEAP

www.energybucks.com or call 1.866.537.7267. On-line referral to your local Community Action Committee to apply for fuel assistance, discounts and efficiency programs. Income guidelines do apply. You apply for the energy assistance programs that may be available to you through a Community Action Program (CAP) in your area. In some communities, a local fuel assistance agency will be your contact.

www.cirenew.org Cape & Islands Renewable Energy Collaborative. CIRenew participants, members, and supporters include citizens, advocacy groups, research centers, businesses, energy service providers, and educational institutions based in the Cape & Islands region, as well as representatives from local, regional, state, and federal agencies. Through CIRenew, individuals and organizations participate in research, outreach, education, planning, and other activities focused on expanding the role of renewable resources in meeting local energy requirements and in improving economic, environmental, and social conditions in Cape & Islands communities. These activities are designed to accelerate the transition to a sustainable energy future by encouraging first the adoption of energy-efficient technologies and practices and then the use of renewable energy.

www.mass.gov State website with a wealth of home heating and energy tips.



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ADVOCACY

Community Action Committee of Cape and Islands

Type of Program: Individual Advocacy
Program Description: Community Action Committee of Cape Cod & Islands, Inc. is a private, nonprofit organization that provides a variety of services to low and moderate-income people to help them improve the quality of their lives and achieve self-sufficiency.
Service Area: Cape and Islands
Eligibility Guidelines: Low Income
Contact: CACCI, Inc.
115 Enterprise Road
Hyannis, MA 02601
Tel: 508.771.1727 or
1.800.845.1999

Consumer Assistance Council

Type of Program: Consumer Assistance
Program Description: Consumer Assistance Council (CAC) is a non-profit volunteer organization that serves to educate & assist consumers in trying to resolve complaints with merchants. An experienced volunteer mediator will mediate your complaint through an informal process in an effort to reach a mutually agreeable settlement.
CAC is NOT A LEGAL ASSISTANCE AGENCY & CAN NOT PROVIDE LEGAL ADVICE OR REPRESENTATION.
Service Area: Cape and Islands
Contact: Consumer Assistance Council
149 Main Street, Hyannis, MA 02601
Hours: Monday - Friday 9 a.m. - 3 p.m.
1.800.867.0701

Service Area: Massachusetts
Eligibility Guidelines: Yes - means tested government benefits
Contact: Call 1.800.566.2080

All Investor Owned Utility Companies

Type of Program: Discount Rates
Program Description: If your income does not exceed 60% of the federal poverty level AND you either (1) receive any means-tested public-benefit program or (2) are eligible for the Low-Income Home Energy Assistance Program (LIHEAP), you may be eligible for a discount rate from your gas and electric companies. Rate discount: Discount rate customers receive a discount of 10% - 30%. These discounts are applied to the delivery service portion of the bill.
Service Area: Massachusetts
Eligibility Guidelines: See above
Contact: Customer Service at your utility company to fill out an application or apply at your local Community Action Agency

DPU

Type of Program: Disputes
Program Description: Handles disputes with utility companies
Service Area: Massachusetts
Contact: If contacting your utility does not resolve the problem, call 1.800.392.6066 (toll free)

UTILITY DISCOUNTS & PAYMENT PROGRAMS

Budget Plans

Type of Program: Budget Plans
Program Description: Forward looking arrangements that estimates your annual bill in 12 monthly installments
Service Area: Massachusetts
Eligibility Guidelines: No
Contact: Your utility company

Payment Plans

Type of Program: Payment Plan
Program Description: All clients are entitled to payment plans. A payment plan is a payment arrangement for overdue charges spread over several months. A monthly payment is due in addition to your current monthly bill. Contact your utility company to set up a payment plan. If you have a billing dispute with your utility company, you may contact the DPU's Consumer Division.
Contact: Your utility company

NSTAR Gas and Electric

Type of Program: Forgiveness Program
Program Description: If you receive certain means-tested government benefits, or qualify for Fuel Assistance, and meet some other criteria, you may be eligible to have portions of your bill's overdue balance forgiven. Coordinated through your local Community Action Agency, participants in the program will also have the opportunity to be placed on an NSTAR Payment Plan, and take part in valuable budget counseling. Plus, you'll learn more about Energy Efficiency Programs for lower-income customers.

Cape Organization for Rights of the Disabled

Type of Program: Individual Advocacy
Program Description: To advance the independence, productivity, and integration of people with disabilities, including deaf and hard of hearing people, into mainstream society.
Service Area: Cape Cod
Eligibility Guidelines: Primarily serve people with disabilities
Contact: CORD
106 Bassett Lane
Hyannis, MA 02601
Tel: 508.775.8300 or
1.800.541.0282
E-mail: cordinfo@cilcapecod.org

Healthy Connections

Type of Program: Individual Advocacy
Program Description: To connect eligible uninsured clients with publicly funded health insurance and other social service programs, and to ensure that clients effectively utilize benefits to which they are entitled.
Service Area: Cape Cod
Eligibility Guidelines: varies by program
Contact Information: Tel: 508.255.1903

Homeless Prevention Council

Type of Program: Individual Advocacy
Program Description: Provides advocacy and assistance in applying for programs to prevent homelessness.
Service Area: Lower/Outer Cape
Eligibility Guidelines: Need
Contact: Tel: 508.255.9667

National Consumer Law Project

Type of Program: Legal Advocacy
Program Description: NCLC leads a coalition of advocates in support of the federal LIHEAP program, which is designed to assist low-income households with their energy costs. As the cost of energy outpaces increases in salaries and government benefits, more and more low-income families are unable to pay their utility bills. When the heat is turned off in the winter, or electricity turned off in the summer, the health of children, the elderly, and other household members is at risk. NCLC also fights for sound program design and implementation to ensure that low-income households receive the most benefit from this critical energy program.

Service Area: National Organization
Eligibility Guidelines: Low income
Contact: 617.542.8010
consumerlaw@nclc.org

New Center for Legal Advocacy

Type of Program: Legal Assistance
Program Description: Civil legal assistance to low-income residents of Southeastern Massachusetts. Through its centralized intake and hotline system, NCLA is the initial point of access for most applicants in need of legal services throughout Southeastern Massachusetts. Intake assistance includes telephone information and pro se advice.

Service Area: Barnstable, Bristol, Dukes, Nantucket, Plymouth Counties
Eligibility Guidelines: N/A

Utility Shut Off Protection

Program Description: To qualify for gas, electric, or water utility shutoff protection, you must be in one of these categories:

Consumer protection for utility consumers:

Protection	Requirements
Elderly Household Protection	Must be over 65 or over 65 and caring for minors in the household. <i>No proof of financial hardship required.</i>
Serious and Chronic Illness Protection	Letters can be written by a nurse practitioner or physician assistant. Serious illness letters need to be written every 90 days. Chronic illness letters need to be submitted semi-annually. <i>Must demonstrate financial hardship.</i>
Infant Protection	Protection if non-payment occurred BEFORE or AFTER the birth of the child. <i>Must demonstrate financial hardship.</i>
Winter Moratorium	Utilities can not terminate service that is heat related between November 15th and March 15. <i>Must demonstrate financial hardship.</i>

Service Area: Statewide
Eligibility Guidelines: See explanation above
Contact: Contact your customer service number on your bill or one of the advocacy organizations listed in this booklet.

UTILITY RIGHTS

Electric and Gas Companies

Type of Program: Arrearage Management Programs

Program Description: Arrearage Management Programs are utility company programs that work with eligible low-income customers to establish affordable payment plans and provide credit to those customers towards accumulated arrears where such customers comply with the terms of the program. Utility companies are not allowed to shut off service to customers with approved payment plans.

Service Area: Massachusetts

Eligibility Guidelines: Low income

Contact: 1.800.632.8175

NSTAR

Type of Program: Financial Hardship and Over Age 65

Program Description: There are protections from having your electric or gas shut off if you have a financial hardship and someone in the household is seriously ill, or there is an infant under the age of 12 months in the home; or it is between Nov 15 - March 15 and you need the service to heat your home. For those age 65 and over, electric and gas can not be turned off without an investigation by the Department of Telecommunications.

Service Area: Massachusetts

Contact: 800.592.2000

Eligibility: Complete Financial Hardship Certification (renewed every 3 months) and return to NSTAR

Contact: 1.800.244.9023
8:30 a.m. - 2:30 p.m. Monday-
Thursday, 5:00 p.m. - 7:30 p.m.
Tuesday. LegalSupport@ncla.net

South Coastal Counties Legal Services

Type of Program: Legal Assistance

Program Description: Free civil legal services

Service Area: Southeastern MA

Eligibility Guidelines: Low Income & Elderly

Contact: Main Phone: 508.775.7020

Secondary Phone: 508.775.7021

Toll Free: 800.742.4107

TTY: 508.775.7020

website: <http://www.sccls.org/>

COOPERATIVES

Cape and Islands Self Reliance

Type of Program: Home Heating Oil Cooperative

Program Description: Oil cooperative program with negotiated fixed profit margin over the wholesale price. The profit margin is always less than the profit margin charged to the general public. The wholesale price fluctuates on a daily basis according to the market.

Service Area: Cape Cod and most of Southeastern MA – call to see if your town is included in our service area.

Contact: 1.888.808.0120. Membership application is available online at www.reliance.org. You can either complete the entire transaction online with a credit card or print application and mail it in with a check.

FUEL ASSISTANCE

South Shore Community Action Agency

Type of Program: LIHEAP/Fuel Assistance
Program Description: The Low Income Home Energy Assistance Program (LIHEAP), more commonly known as the Fuel Assistance Program, provides low income households with help in paying heating bills. Fuel Assistance can assist with any primary heat type: oil, natural gas, electricity, propane, kerosene, wood or coal.
Service Area: Cape Cod and South Shore
Eligibility Guidelines: Yes - 60% of Area Median Income, renters (subsidized and non subsidized) and homeowners

Contact: South Shore Community Action Agency is the agency responsible for LIHEAP and it coordinates with many other agencies in the area, such as the Councils on Aging, to do intake for fuel assistance. If you are new to fuel assistance you must apply in person. For a full listing of sites where you can go to complete an application for fuel assistance call 877. FUEL.AID, 24 hours/day, 365 days/year or in Hyannis at 508.778.0870 or go to www.ssac.org

HEATING SYSTEM REPAIR

Housing Assistance Corp.

Type of Program: Heartwap
Program Description: A federally funded emergency heating assistance program for homeowners on Fuel Assistance who meet the necessary guidelines. This program offers financial help with repair or replacement of a homeowners heating system. Between May and September you may also qualify to receive \$ 100 towards your cleaning bill.
Service Area: Cape Cod & the Islands
Eligibility Guidelines: Homeowner, 60% of FPL, Must be Eligible for Fuel Assistance Program
Contact: 508.771.5400 Ext. 389

Type of Program: Major Home Repair
Program Description: Payment for repairs, installation of new energy efficient system, yearly cleaning of heating system, zero interest loans up to \$10,000 which is paid back if you sell or refinance your home.
Service Area: Cape Cod & the Islands
Eligibility Guidelines: Low and Moderate Income
Contact: 508.790.7105 ext 106

Type of Program: Appliance Management
Program Description: The Appliance Management Programs (AMPS) provide income eligible households with an energy audit to determine where savings can be made. Homeowners and renters are eligible for this program. Light bulbs, lighting fixtures and, in some instances, new refrigerators or freezers are offered at no cost to households with high electric use. This program is funded by electric rate payers and administered by Housing Assistance Corp. for the Cape & Martha's Vineyard.

Type of Program: Weatherization
Program Description: Weather stripping, water conservation devices, insulation, energy star refrigerator
Service Area: Barnstable County
Contact: Tel: 1.800.797.6699

National Grid

Type of Program: Energy Audits for Gas Customers
Program Description: National Grid will fund 75% of the cost (up to \$2,000) of insulation, air sealing, and other weatherization measures. Call to schedule a free in-home energy audit.
Service Area: Massachusetts
Eligibility Guidelines: None
Contact: Tel: 1.800.632.8300

AIDS Support Group

Type of Program: LIHEAP/Fuel Assistance
Program Description: Intake for Fuel Assistance
Service Area: Cape Wide
Eligibility Guidelines: Yes - 60% of AMI
Contact: 508.487.0565

Citizens Energy

Type of Program: Citizens Energy/Distrigas Heat Assistance Program
Program Description: The Citizens Energy/Distrigas Heat Assistance Program was created for people who are struggling to pay their natural gas heating bills in Massachusetts. The program is open to those low income families that have exhausted their federal fuel assistance benefit or to individual's ineligible to receive federal fuel assistance but cannot afford to pay their heating bills.
Service Area: Massachusetts
Eligibility Guidelines: Yes - low income families
Contact: Households that heat their home with natural gas and believe they may qualify for assistance through this program should call 1.866.GAS.9918. Callers to this hotline will be asked to leave a name and address on the message so that Citizens Energy can mail out an application form. Applicants need to complete the form and mail it back to Citizens Energy, along with a copy of their gas-utility bill. If the applicant is eligible, Citizens Energy will work with their gas utility to credit \$150 towards the household's gas account.

Councils on Aging

Type of Program: LIHEAP/Fuel Assistance
Program Description: Intake Sites for Fuel Assistance at each COA
Service Area: Cape Wide
Eligibility Guidelines: 60% AMI
Contact: Call your Town's Council on Aging for intake hours - outreach workers at Councils on Aging will enroll all eligible people not just seniors. (AMI= Area Median Income)

FINANCIAL ASSISTANCE

Cape Cod Times

Type of Program: Needy Fund
Program Description: Help needy families through emergencies and pays for food, rent, mortgage payments, utility and heating bills, medical costs and other one-time expenses. Those helped by the Needy Fund do not receive cash. Payments are made directly to vendors through a voucher system, so most of the money spent ends up back in the community.

Service Area: Cape Cod
Eligibility Guidelines: Local Needy Families & Individuals
Contact: Cape Cod Times Needy Fund
PO Box 36, Hyannis, MA 02601
Tel: 508.778.5661 or 1.800.422.1446

partment of Housing and Community Development and National Grid Gas Programs .

Residential Program:

- 60-80% Residential Program
- FREE high efficiency lighting
- 100% incentive up to \$2,000 for recommended insulation, and other weatherization measures
- \$150 rebate toward refrigerator replacement (if existing model is inefficient)

Residents with incomes above the 2011 income guidelines:

- FREE high efficiency lighting
- 75% incentive up to \$2,000 for recommended insulation, and other weatherization measures
- \$150 rebate toward refrigerator replacement (if existing model is inefficient)

Rebates for heating systems, programmable thermostats, and other energy efficiency measures. Go to <http://www.capelightcompact.org/rebates-applications/residential-rebate/> for more rebate info

Cape Light Compact Programs Administered by Housing Assistance Corp

Type of Program: Energy Efficiency for Low Income Customers

Program Description: If you currently receive NSTAR's Discount Rate and/or household income is below 60% of median income, you may be eligible for a free home energy consultation, which may include the installation of conservation measures all at no cost if you qualify.

Service Area: Barnstable & Dukes County
Eligibility Guidelines: 60% of Area Median Income available for home owner and renters

Contact: Tel: 1.800.797.6699

St. Vincent DePaul Society/Our Lady of Lourdes

Program Description: Emergency Financial Assistance. Paid directly to vendors.
Service Area: Wellfleet
Eligibility Guidelines: Need
Contact: Tel: 508.240.7772

Town of Harwich

Type of Program: Calab Chase Fund
Program Description: One time payment for utility bills - \$500.00 limit
Service Area: Harwich
Eligibility Guidelines: Documentation of need: bills, proof of residency
Contact: 508.430.7513

ENERGY EFFICIENCY

Cape Light Compact

2011 Income Guidelines & Incentives

To implement qualified energy efficient measures in your home, call Cape Light Compact at 1-800-797-6699 to schedule your FREE energy assessment.

Type of Program:

Enhanced Residential Program:

- FREE high efficiency lighting
- FREE refrigerator replacement (if existing model is inefficient)
- FREE insulation, air sealing & other weatherization (up to \$3,000 value)
- FREE heating system upgrade (if existing system is determined to be highly inefficient). Upgrade determined and implemented in conjunction with the De-

Catholic Social Services

Program Description: Emergency Funds
Service Area: Cape Cod
Eligibility Guidelines: Need
Contact: Tel: 508.771.6771

Chatham Teachers Children's Friend

Type of Program: Angel Fund
Program Description: Assistance to families with children
Service Area: Chatham
Eligibility Guidelines: Need
Contact: Contact School Nurses at 508.945.5140

Falmouth Service Center

Program Description: Emergency financial assistance
Service Area: Falmouth
Eligibility Guidelines: Need
Contact: Tel: 508.548.2794

Helping Our Women

Type of Program: Stipend
Program Description: Financial assistance
Service Area: Eastham to Provincetown
Eligibility Guidelines: For women with chronic or life threatening illnesses less than 210% of Federal Poverty Level
Contact: www.helpingourwomen.org or 508.487.4357

Housing Assistance Corp.

Type of Program: Residential Assistance for Families in Transition (RAFT) Program

Program Description: RAFT is a state-funded program that helps low-income families avoid homelessness by providing assistance to keep or obtain a home. Families can receive up to \$3,000 in financial assistance toward certain household expenses, including security deposits, first/last month's rent, and utility arrears.

Service Area: Massachusetts

Eligibility Guidelines: A family under this program is two or more people living with a dependent child under the age of 21, or one of the adults is disabled, or a single, pregnant head of household. Participants must have incomes at or below 50% of area median income. In general, a participant's housing costs cannot be more than 50% of the household income.

Contact: Tel: 508.771.5400 X 345

Lower Cape Outreach Council

Type of Program: Emergency Financial Assistance

Program Description: Financial assistance is available to qualified applicants for payments of essential household services including electricity, heat, rent/mortgage payments, insurance, medical and prescription drug expenses, transportation and other short term expenses.

Service Area: 8 Towns in Lower and Outer Cape

Eligibility Guidelines: Families & Individuals in need

Contact: 508.240.0694 or
866.TRY.LCOC
E-mail: lcoc@lcoutreach.org
19 Brewster Cross Road, Orleans

Orleans/Eastham Elks

Program Description: Emergency Funds

Service Area: Lower Cape

Eligibility Guidelines: Need

Contact: Tel: 508.255.4258

Salvation Army

Type of Program: Good Neighbor Fund

Program Description: Funds available to any MA resident who because of temporary financial difficulty can not meet one month's energy expense and is not eligible for state or federal energy assistance.

Service Area: Massachusetts

Eligibility Guidelines: 200%-275%
of Federal Poverty Income

Contact: 1.800.334.3047

St. Vincent DePaul Society/Our Lady of the Cape

Program Description: Financial Assistance

Service Area: Brewster

Eligibility Guidelines: Need

Contact: Tel: 508.385.7582

St. Vincent DePaul/Christ the King

Program Description: Emergency Financial Assistance. Paid directly to vendors

Service Area: Mashpee

Eligibility Guideline: Need

Contact: Tel: 508.477.7700