



Resources to Help with Rising Home Heating Costs for Low/Moderate Income Households

**December 5, 2022** 

## Home Energy Assistance Program

LIHEAP (FUEL ASSISTANCE)

Eligibility is based on the number of individuals, adults and children, who live in a household, and their combined income.



Provided by Massachusetts Community Action Agencies since 1977.

#### FY23 LIHEAP Income Eligibility

Number in Household	Annual Income	Income Past 4 Weeks
1	\$42,411	\$3,262
2	\$55,461	\$4,266
3	\$68,511	\$5,270
4	\$81,561	\$6,273
5	\$94,610	\$7,277

## Home Energy Assistance Program

LIHEAP (FUEL ASSISTANCE)







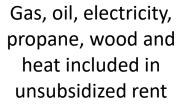


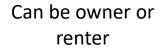






Benefit is paid to vendor for primary heat





Single family home, apartment or condo

Usage between Nov 1 and April 30<sup>th</sup>

<u>Discount Rate</u> on utilities all year





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Energy Efficiency Benefits

Water and Sewer Bill Assistance

Protection from
Service
Termination

Payment and Forgiveness Plans

Applications
Accepted until
April 30<sup>th</sup>

Emergency Assistance Funds

www.WCAC.net

## Convenient LIHEAP Application Options

- Online: Available in dozens of languages
  - https://wcac.net/fuel-assistance/
- Telephone: Call to schedule a telephone intake: 508.754.1176
- In-person no-appointment at the agency: 484 Main St, Worcester
- By appointment at many partner sites (schedule online or via phone)
- Recertification: Applications are mailed to previous participants
- Recertification: Can be done online with a PIN.
- Email questions to: <u>LIHEAP@wcac.net</u>

First time applications require a phone or in person interview prior to certification.







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**December 8, 2022** 



## GREEN WORCESTER ELECTRICITY

MUNICIPAL AGGREGATION PROGRAM



https://www.masspowerchoice.com/worcester/options-prices

#### New prices

Going into effect with December 2022 meter reads and appearing on January 2023 bills. **Compare to National** Grid's Basic Service\*\* 100% STANDARD **GREEN GREEN** 25.632 ¢/kWh\* 33.891 ¢/kWh - Residential **Prices** 27.491 ¢/kWh\* December 2022 to July November 1, 2022, to April December 2022 to July 2023 2023 30, 2023 16.912 ¢/kWh\* 18.763 ¢/kWh\* 32.287 ¢/kWh - Commercial August 2023 to August 2023 to November 1, 2022, to April December 2023 December 2023 30, 2023 27.387 ¢/kWh - Industrial November 1, 2022, to January 31, 2023 30% 80% - 2022 0% Renewable energy content 78% - 2023 From premium renewable energy sources in the New England region (MA Class I RECs), added by Worcester From premium 20% in 2022 20% in 2022 20% in 2022 renewable energy 22% in 2023 22% in 2023 22% in 2023 sources in the New England region (MA Class I RECs), Additional renewable 31% in 2022 31% in 2022 31% in 2022 or clean energy, 36% in 2023 36% in 2023 36% in 2023 required by state law Exit terms Leave any time. Leave any time. Leave any time. No exit charge. However, industrial No exit charge. No exit charge. customers only (rates G-2 and G-3) on the fixed price Basic Service option may receive a billing adjustment, which may be either a credit or a charge.



## GREEN WORCESTER ELECTRICITY

MUNICIPAL AGGREGATION PROGRAM



**Electric Discount Rate is also applied to aggregation rate** 

#### HOW TO ENROLL

Enroll over the phone: 1-

833-926-1207

https://www.masspowerchoice.com/worcester/enroll

Have your National Grid account information available.

Please note: If you receive mail about an electricity offer, but you do not see the Worcester City Seal, the mail is NOT from the Green Worcester ElectriCITY Aggregation Program.





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**December 8, 2022** 

#### **EVERSURCE**

#### Discount Rate - How Do Customers Enroll on the Discount Rate?

Massachusetts residential gas and electric customers receiving qualifying state benefits or whose income is at or below 60% of the state median income ("SMI") can receive a discount on the supply and delivery portion of their utility bill.

	Electric Discount Rate	Gas Discount Rate
Eversource Energy	36% off	25% off
National Grid	32% off	25% off

Qualifying customers will either be automatically or temporarily enrolled on the discount rate.

#### **Automatic Enrollment**

- The Dept. of Transitional Assistance ("DTA") will share with the utilities a list of qualifying customers on a monthly/quarterly basis
- LIHEAP Agencies share eligibility files with utilities throughout the heating season

#### **Temporary Enrollment**

- By request, customers will be placed on the discount rate for 60 days and must submit to the utility proof of a qualifying benefit.
- Without confirmation of a qualifying benefit, the customer will be returned to standard billing after 60 days

For applications and support, please visit our websites <a href="https://www.eversource.com/BillHelp">www.eversource.com/BillHelp</a> and <a href="https://www.ngrid.com/madiscount">www.ngrid.com/madiscount</a>

#### **Budget Billing**

- Customers who are current on their utility bill can enroll in a Budget Plan to level payments over a 12 month period.
- Based on the customer's usage history, the customer pays a relatively set amount monthly.
- To address seasonable peaks, the budget may adjust up or down depending on energy usage.
- Before the end of 12 months, the difference between the actual energy costs and the budget will be billed or credited to the customer.

#### **EVERSURCE**

#### **Forgiveness Program**

- Helps eliminate the outstanding balance.
- A portion of your past due balance is eliminated, or "forgiven."

How does a customer qualify for the Forgiveness Program?

- The customer must have an active residential gas or electric account.
- The utility service must be on.
- A past-due balance of at least \$300, 60+ days past due.
- Customer must be currently enrolled on the discount rate.

#### **How Does the Forgiveness Program Work?**

- A monthly payment is determined based on the average utility usage in the past 12 months.
- This amount may increase or decrease if usage changes.
- With each on-time monthly payment, the account is credited with an amount calculated on the total past-due balance divided by 12.
  - 1/12th of the enrollment balance is eliminated or forgiven
  - Up to \$12,000 can be forgiven annually

#### **Protections from Disconnect**

Protection from disconnection of service for non-payment <u>may be</u> available for customers with <u>financial hardship</u> and specific household circumstances such as:

- Medical
- Infant
- Elderly
- Winter Protection

Protected customers are still responsible for their usage and utility bill. We encourage these customers to make a payment, enroll in a payment plan, or apply for the Forgiveness Program.

### **Eversource Utility Contacts**

Program	<b>Eversource West</b>	Eversource East
Arrearage Management Programs	800-286-5844	866-315-2496
Billing/Payment	877-659-6326	800-592-2000
Credit and Collection Payment Arrangements	877-963-2632	866-861-6225
Customer Service	877-659-6326	800-592-2000
Emergency Outage/Gas Leak	877-659-6326	800-592-2000
Special Assistance Protections	800-286-5844 Fax: 800-238-4067 P.O. Box 270 Hartford, CT 06141	866-315-2496 Fax: 781-441-3686 247 Station Drive, NW200 Westwood, MA 02090

### **National Grid Utility Contacts**

Program	National Grid Electric	National Grid Gas
Arrearage Management Programs	866-580-7617	800-233-5325
Billing/Payment	800-322-3223	800-233-5325
Credit and Collection Payment Arrangements	888-211-1313	800-233-5325
Customer Service	800-322-3223	800-233-5325
Emergency Outage/Gas Leak	800-465-1212	800-233-5325
Special Assistance Protections	888-211-1313 Fax: 866-460-8549 E-Mail: NEProtections@nationalgrid.com PO Box 960 Northborough, MA 01532-0960	800-233-5325 Fax: 866-713-0714 E-Mail: Walthamspecialprotections@nationalgrid.com 300 Erie Blvd, Attn: Protections Syracuse, NY 13202





## Thank you for joining us

A copy of today's webinar will be posted to www.WCAC.net