

Community Conversations



*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



Gas, oil, electricity, propane, wood and heat included in unsubsidized rent



Can be owner or renter



Single family home, apartment or condo



Usage between Nov 1 and April 30th



Discount Rate on utilities all year



Energy Efficiency Benefits



Water and Sewer Bill Assistance



Protection from Service Termination



Payment and Forgiveness Plans



Applications Accepted until April 30th



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: LIHEAP@wcac.net

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

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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.

	STANDARD GREEN	100% GREEN	Compare to National Grid's Basic Service**
Prices	25.632 ¢/kWh* December 2022 to July 2023 16.912 ¢/kWh* August 2023 to December 2023	27.491 ¢/kWh* December 2022 to July 2023 18.763 ¢/kWh* August 2023 to December 2023	33.891 ¢/kWh - Residential November 1, 2022, to April 30, 2023 32.287 ¢/kWh - Commercial November 1, 2022, to April 30, 2023 27.387 ¢/kWh - Industrial November 1, 2022, to January 31, 2023
Renewable energy content From premium renewable energy sources in the New England region (MA Class I RECs), added by Worcester	30%	80% - 2022 78% - 2023	0%
From premium renewable energy sources in the New England region (MA Class I RECs),	20% in 2022 22% in 2023	20% in 2022 22% in 2023	20% in 2022 22% in 2023
Additional renewable or clean energy, required by state law	31% in 2022 36% in 2023	31% in 2022 36% in 2023	31% in 2022 36% in 2023
Exit terms	Leave any time. No exit charge.	Leave any time. No exit charge.	Leave any time. No exit charge. However, industrial 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.



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

HOW TO ENROLL

Enroll over the phone: 1-

833-926-1207

[https://www.masspowerchoice.com/
worchester/enroll](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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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 www.Eversource.com/BillHelp and www.ngrid.com/madiscount

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.

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 may be available for customers with financial hardship 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	Eversource West	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

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*Thank you for
joining us*

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