COMMUNITY ACTION FUEL ASSISTANCE

Facts and FAQ

In normal times, Fuel Assistance helps people pay for part of their heating costs each winter. The government shutdown has changed what we can do to help right now. We know it is getting cold and this has a HUGE impact on our neighbors. CAPV is still here and still working. We will do everything we can to help. *Updated 11/7/2025*

SHUTDOWN IMPACT

- The budget for this year's Fuel Assistance was NOT approved before the government shut down. So, Fuel Assistance is not operating normally.
- When the shutdown ends, and the funds are authorized, we will get them out to our neighbors as soon as possible.

RIGHT NOW

- The state has authorized use of some "leftover funds" from last year to handle **emergencies only**.
- CAPV Fuel Assistance staff is working reduced hours and are all working hard to process applications, answer phones and emails, and **help with heating emergencies .**

We are *allowed* to help with THESE emergencies:

- Delivered heating fuel sources (oil, propane/LPG, kerosene, wood, pellets, coal): **no fuel available, within 3 days of running out, or 1/8th tank of oil/kerosene or 20% tank propane/LPG**
- ·Electric or natural gas primary heat source with a **shut-off notice**
- ·Electric account that powers primary heat with a **shut-off notice**

WHAT CAN I DO?

- You can apply for Fuel Assistance! See our website (below).
- **If you are having a fuel emergency, you can email or call** to let us know so we can help.
- You can call your legislators and tell them how important Fuel Assistance is to you, and that they should release those funds ASAP.

WINTER MORATORIUM

- Some gas or electric companies CAN NOT shut your heat off until April 1 if you have filled out the form telling them you have financial hardship.
- This does NOT apply to municipal-owned utilities like SHELD or Holyoke.
- You can find the forms on our website, or on your utility company website.

HOW TO REACH US

📞 413-774-2310 (leave a message)

🌐 www.communityaction.us

or scan this

QR code: