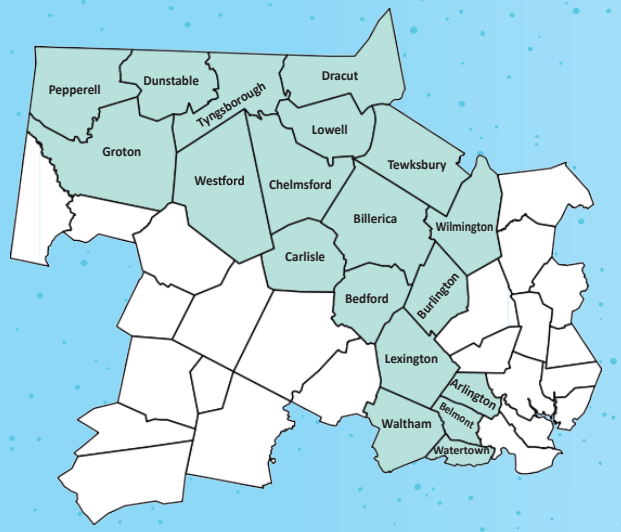
FUEL ASSISTANCE SERVICE AREA



AVAILABLE IN:

Arlington	Dracut	Tewksbury
Bedford	Dunstable	Tyngsborough
Belmont	Groton	Waltham
Billerica	Lexington	Watertown
Burlington	Lowell	Westford
Carlisle	Pepperell	Wilmington
Chelmsford		

Fuel Assistance Programs
978-459-6161 Ph.

Energy Conservation Programs
978-654-4904 Ph.
energyprograms@commteam.org

Trouble Paying Heating Bills?

CTI Fuel Assistance may be able to help you.

Each year, Community Teamwork offers HEAP, also known as Fuel Assistance, to an average of 11,000 eligible households challenged by the high cost of heating.

Who can apply?

- Homeowners & Renters

Payments can be made for:

- Oil
- Kerosene
- Electricity
- Natural gas
- Propane
- *Heat included in the rent

*Some restrictions may apply

2026-2027 HEAP Income Eligibility

Family Size	Maximum Income
1	$53,585
2	$70,073
3	$86,561
4	$103,049
5	$119,536
6	$136,024

Please contact our office or visit our website for families with more than 6 members.

Apply Online

Scan to access our secure online portal at
commteam.org/fuel

Need help? Call 978-459-6161

This publication was funded by a Home Energy Assistance Program grant from the Massachusetts Executive Office of Housing and Livable Communities.

COMMUNITY TEAMWORK

A Catalyst for Change

HEAP

(Home Energy Assistance Program)

also called

Fuel Assistance & Home Energy Assessment

Community Teamwork
45 Kirk Street, 2nd Floor Lowell, MA 01852
Fuel Assistance Programs
978-459-6161

Energy Conservation Programs
978-654-4904
energyprograms@commteam.org

www.commteam.org

Fuel Assistance Program

What is Fuel Assistance?

Fuel Assistance Program helps pay a portion of your winter heating bills between the months of November through April each year.

Who is eligible and what are the benefits?

Eligibility is based on the number of people living in your home and gross annual income of all household members. (See chart below)

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Fuel Assistance payments for actual usage or fuel delivery are made directly to the heating provider for primary energy needs from **November 1st to April 30th,** except when cost of heating is included in the rent.

- Homeowners and renters are eligible
- You may use any type of heating source - oil, kerosene, electricity, natural gas, propane and *heat included in the rent
- You may receive discounted rate on utilities
- Most who get fuel assistance also qualify for other energy conservation programs

* Some restrictions may apply

New Applicants

How do I apply?

Beginning October 1, applications can be submitted through our secure online portal at commteam.org/fuel. Scan the QR code on the back of this brochure for quick access.

If you need assistance with your application, call our office at **(978) 459-6161**. We can help by phone, in person, or by assisting you with completing and submitting your application through our secure online portal.

A valid email address is required to submit an online application.

When can I apply?

CTI begins taking new applications through the online portal or with a scheduled appointment beginning October 1st. The last day to apply is April 30th.

What documentation is needed when I apply?

- Photo ID for Head of Household
- Proof of US Citizenship or qualified Alien Status. Copy of US Passport, Social Security cards, birth certificate or proof of qualified Alien Status for all household members
- Proof of income for the past 30 days before application date for all household members
- Copy of Mortgage, Homeowner's Insurance, Real Estate Tax, Water bill, Sewer bill or lease
- Heating bill and electric bill

Returning applicants (re-certs) must apply each year. Fuel Assistance applications are mailed directly to applicants' home. Applicants are asked to update and make changes to any incorrect information on their application.
Upload: Applicants' can upload their application at commteam.org/fuel. You will need your application number along with the PIN number on your application.
Mail: Applicants can mail the signed application along with current income documentation for all household members back to CTI's Lowell office.
Come to Office: Applicants can drop off their application during business hours. A receptionist will be available to make copies if you need them.
Drop Off: A secure drop off box is located outside of the Kirk St. office and is checked several times a day.

FREE Home Energy Assessment

Contact Energy Conservation
Call: 978-654-4904

In an effort to reduce your energy consumption and save you money on your utilities, CTI, with funding from National Grid, EVERSOURCE, the Executive Office of Housing and Livable Communities, and the Low-Income Network. CTI can conduct a complete Home Energy Assessment—consisting of the following 3 programs:

Appliance Management Program (AMP) Provide eligible households with free energy saving light bulbs, energy conservation on devices and, in some cases, a free refrigerator or freezer.

Weatherization Program

Provides eligible households with free insulation, weather stripping and air sealing installed by licensed contractors.

Heating System Repair & Replacement Program

Provides eligible households with free repairs or replacement of their heating system by licensed contractors.

Air-Source Heat Pumps

An air-source heat pump can provide efficient heating and cooling for your home. When properly installed, an air-source heat pump can deliver up to three times more heat energy to a home than the electrical energy it consumes. If you heat with electricity, oil or propane you may be eligible for a free air-source heat pump funded by your utility company.

To be eligible for these programs, you must be on Fuel Assistance or receiving a utility discount rate and live in a building with less than 5 units. For AMP, you must have an active electric account in your name and lived in your present location for a minimum of 9 months.