



34 Haverhill Street • Lawrence, MA 01841-2884  
 (978) 725-7400 • TTY (978) 689-6438 • Fax (978) 687-3726

### Utilities Rights and Resources (2019)

Organization	<b>Lawrence Department of Transitional Assistance</b>
Programs and Description	<p>-Rental and utility assistance          -Tenancy Prevention Program to protect housing of disabled individuals          -Home Base Program:</p> <ul style="list-style-type: none"> <li>• Re-housing benefit for families in the emergency shelter assistance system</li> <li>• Provides funds for first and last month's rent, security deposit, furniture and monthly stipend to help pay for rent up to 1 year, utilities, and other expenses</li> <li>• Includes support from a case manager and stabilization worker</li> <li>• For families deemed eligible by DHS who are currently in Emergency Shelter Assistance OR families in a housing crisis on the verge of homelessness must be deemed eligible by DHCD Homeless coordinator</li> <li>• Contact:            Housing Consumer Education Centers: 1-800-224-5124            DHCD Division of housing Stabilization: 1-877-418-3308</li> </ul>
Cost	Free
Contact Information	280 Merrimack Street Suite 202, Lawrence, MA 01843 (978) 725-7100 Monday – Friday: 8AM – 5PM

Organization	<b>Salvation Army</b>
Programs and Description	<p>-Emergency utility assistance during winter for those who don't qualify for other utility assistance programs          -Rental assistance for those behind on 1-month rent (maximum) who don't receive other housing benefits</p> <p><b>Massachusetts Good Neighbor Energy Fund</b>          Available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance. Income must fall between 60 and 80 percent of the state's median income levels.</p>
Cost	Free
Contact Information	250 Haverhill Street, Lawrence, MA 01840 (978) 682-8038 Monday-Thursday: 9:00am-4:00pm; Friday: 9:00am-12:00pm

Organization	<b>Veteran's Affairs</b>
Programs and Description	<p>-Rental and mortgage assistance for Chapter 115 veterans living below the federal poverty level          -Eligible dependents of a deceased veteran receives the same benefits as when the veteran was living          *Only for VA health services eligible individuals</p>
Cost	Free



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Contact Information	200 Common Street, Lawrence, MA 01840 Phone: (978) 620-3000 Monday-Friday: 8:30-4:30PM
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Organization	<b>Community Teamwork, Inc.</b>
Programs and Description	-Emergency housing and rent/utility assistance (RAFT) -Section 8 application distribution in Lawrence: Northeast Independent Living Program 20 Ballard Road, Lawrence MA 01843 Monday – Thursday 9:00 AM – 5:00 PM
Cost	Free unless indicated above
Contact Information	17 Kirk Street, Lowell, MA 01852 (978) 459-0551

Organization	<b>Massachusetts Coalition for the Homeless</b>
Programs and Description	-Financial assistance to prevent homelessness and shelter placement -Information about all shelters in the state -“A Bed for Every Child” program offers bed donations for kids -“Room to Breath Program” supports low-income individuals with chronic respiratory disease to improve their home environment -Affordable housing education
Cost	Free
Contact Information	73 Buffum Street, Lynn, MA 01902 (781) 595-7570 Monday – Friday: 8AM – 4PM

Organization	<b>Greater Lawrence Community Action Council, Fuel Assistance Program</b>
Programs and Description	-Can pay a portion of winter heating bills for the primary heat source—applies only to oil, propane, coal, wood, gas, kerosene and electric Aid may be available even if your rent includes heat or you live in subsidized housing. Supplemental benefit considered for eligible households with a high energy burden. -Must live in Lawrence, Methuen, Andover, North Andover, Reading and North Reading. <u><b>-If You Have No Heat.</b></u> Visit LIHEAP at 305 Essex St., 2 <sup>nd</sup> Floor, Lawrence, Monday to Friday, 8 AM - 3:30 PM Priority service, visit between 8-9 AM. or 2-3 PM -Weatherization and heating system services Provides families that are eligible for fuel assistance with full-scale home energy efficiency services Provide emergency heating system repair and replacement services to low-income household
Cost	<u><b>New LIHEAP applicants: must apply in person at GLCAC’s LIHEAP Office.</b></u> Applications accepted November 1 – April 30 <sup>th</sup> Deadline to submit incomplete verifications: June 5th



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	Last day to appeal to your local office: July 10th
Contact Information	305 Essex Street, 2 <sup>nd</sup> floor, Lawrence, MA, 01840 (978) 681-4950 Call for appointments Monday, Wednesday, Friday between 8:30 AM – 3:30PM Home visits available to homebound handicapped and elderly applicants. Hours: Monday – Friday, 8:30AM – 3:30 PM; 8:30AM – 6PM on Thursdays LIHEAP@glcac.org

Organization	<b>National Grid</b>
Programs and Description	-Discount Rates for low-income National Grid clients who are already enrolled in benefits programs or the Home Energy Assistance Plan (HEAP) To see if you are eligible, fill out the Discount Rate application and apply. -Energy Efficiency Services—based on income level and household size, those who are eligible will receive energy efficient light bulbs, water conservation materials, and possibly a new refrigerator, freezer, heating system (or system repair or tune up), and/or window air conditioner if the existing appliance is determined to be inefficient -If you cannot pay your bills due to financial hardship, your utility service will NOT be shut off for nonpayment if: You are 65 years or older You have an infant under the age of one year You have a serious medical emergency
Cost	Dependent on income
Contact Information	1-800-322-3223 Monday – Friday: 7AM – 7PM (operators available that speak Spanish and English) <a href="https://nationalgridus.tfaforms.net/170">https://nationalgridus.tfaforms.net/170</a>

**Your Legal Rights**

1. Your electricity or gas cannot be shut off without permission from the Department of Public Utilities (DPU) if:
  - a. All residents of your home are age 65 and over
  - b. One is experiencing financial hardship AND at least one of the following:
    - i. Someone in the home is seriously ill
    - ii. You have an infant under 12 months in your home
    - iii. All adults in the home are age 65 or older **and** a minor child resides in the home;
    - iv. It is between November 15 and March 15 and the utility service is needed to heat your home.
2. You may need to provide proof of your situation (doctor’s note for a serious illness or copy of income) to the utility company
3. If your electric or gas service is not restored, call DPU at (617) 737-2836 or 1-877-886-5066 (toll-free)
4. Discounted rates on your utility are available if you are eligible for LIHEAP or if you receive:
  - a. **Supplemental Security Income (SSI)**
  - b. Transitional Aid to Families with Dependent Children (TAFDC)
  - c. Emergency Aid to Elderly, Disabled and Children (EAEDC)
  - d. **Food Stamps**
  - e. Refugee Resettlement Benefits
  - f. **MassHealth Basic and Standard**
  - g. Head Start



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- h. Free and Reduced School Lunch or Breakfast Program**
- i. MassVeterans Benefits ([G.L.c. 115](#))
- j. Dependency & Indemnity Compensation (DIC) for Surviving Spouse or Parents of Veterans
- k. Improved Veterans Disability Pension
- l. Commonwealth Care Plan, Types 1, 2, or 2A
- m. Health Safety Net Plan – Primary or Secondary**
- n. Women, Infants & Children (WIC)**