

Resources Available Regardless of Income

Regardless of income, resources are available to help you manage and lower utility costs.

Direct Bill Assistance

Community Electricity Aggregation (Gloucester CEA)

Gloucester CEA gives electricity customers a city-vetted alternative to National Grid Basic Service with long-term, stable pricing. About two-thirds of Gloucester residents are already enrolled. For assistance or to check your enrollment status call (774) 840-5169. To enroll use the online form at gloucester-cea.com/enroll-in-the-program.

Website:

gloucester-cea.com

Monthly Payment Plans and Bill Forgiveness

Gloucester residents struggling to pay their utility bills can consider opting into one of National Grid's payment plans or deferral options. For more help contact Gloucester's National Grid Customer Advocate, Rachel Cruz at (508) 471-7937.

Website:

www.nationalgridus.com/MA-Home/Bill-Help

Phone:

(800) 322-3223

Protection from Utility Termination

Under certain conditions, your utilities may not be shut off, even if you haven't or can't pay your bill.

Website:

www.mass.gov/service-details/when-am-i-protected-from-having-my-utilities-shut-off

Weatherization and Energy Efficiency

MassSave

Gloucester residents living in a single family home or 2-4-unit building or condo are eligible for rebates on energy efficiency upgrades that will lower your gas and electric bills. Get started by scheduling a no-cost Energy Assessment.

Website:

www.homeworksenergy.com/gloucester

Phone:

(781) 305-3319

MassSave® Multifamily Program

If you live in a building with 5 or more units, talk to your building manager about the Mass Save multi-family program.

Website:

www.masssave.com/multi-family/energy-assessments/multi-family-facilities-5-units-plus

Phone:

(800) 594-7277

Get Help

Gloucester Energy Coach/ Office Hours

Thanks to a grant from Mass Save, the City of Gloucester now has an Energy Coach on staff to help you save energy and money. Office hours are the **third Thursday of the month 11:30am - 1:30pm at Rose Backer Senior Center** or call to schedule an appointment.

Phone:

(978) 325-5230

Resources Available Based on Income Eligibility

If you are low or moderate income, you could qualify for additional support. The following table provides a guide to income limits across programs. You are likely to be eligible for all programs (with the exception of Mass Save Enhanced Incentives and the Good Neighbor Energy Fund) if you receive Food Stamps (SNAP), WIC, Supplemental Security Income (SSI), MassHealth (Medicaid), Free/ Reduced School Lunch, Veterans’ Benefits, or Housing Assistance.

| Household Members | 2022 – 2023 Income Thresholds | | |
|-------------------|-------------------------------|---|---|
| | For All Other Programs | For Mass Save Enhanced Incentives & Good Neighbor Energy Fund | For Gloucester Housing Rehab Loan Program |
| 1 | <\$42,411 | \$42,412 – \$56,548 | <\$78,300 |
| 2 | <\$55,461 | \$55,462 – \$73,948 | <\$89,500 |
| 3 | <\$68,511 | \$68,512 – \$91,348 | <\$100,700 |
| 4 | <\$81,561 | \$81,562 – \$108,748 | <\$111,850 |
| 5 | <\$94,610 | \$94,611 – \$126,147 | <\$120,800 |

Use of this table is for information purposes only. Applicants who think they may be eligible for a program based on this table are encouraged to apply directly to determine true eligibility.

Direct Bill Assistance

Action Inc. Bill Support

Action Inc.’s local community services team will provide or connect eligible residents with resources to manage and cover utility costs. **This includes support applying for many of the below programs.**

Website:

actioninc.org/fuel-assistance

Phone:

(978) 281-3900

Mass LIHEAP Fuel Assistance Program

If you need assistance paying your winter heating bills, you may be eligible for the Low-Income Home Energy Assistance Program (LIHEAP). Applications for this program open in October and applicants must re-apply YEARLY.

Website:

www.toapply.org/MassLIHEAP

Phone:

(800) 632-8175

Discount Utility Rate (R2 Rate)

National Grid offers a discount rate program for both gas and electric. Applicants must re-apply YEARLY. For more help contact Gloucester’s National Grid Customer Advocate, Rachel Cruz at (508) 471-7937.

Website:

www.nationalgridus.com/Discount-Rate-App-MA

Phone:

(800) 322-3223

Arrears Management Program (AMP).

For National Grid customers who are eligible, AMP provides 100% forgiveness of a past due bill. For more help contact Gloucester’s National Grid Customer Advocate, Rachel Cruz at (508) 471-7937.

Website:

www.nationalgridus.com/MA-Home/Bill-Help/Forgiveness-Program

Phone:

Electric (888) 211-1313

Gas (800) 233-5325

Massachusetts Good Neighbor Energy Fund

The Good Neighbor Energy Fund is available to Massachusetts residents who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance.

Website:

www.magoodneighbor.org

Phone:

(978) 744-5181

Affordable Connectivity Program (ACP)

Find companies in your area that offer the Affordable Connectivity Program (ACP). These programs can reduce the cost of internet service by providing a monthly discount. Some available services cost \$0 with ACP.

Website:

www.affordableconnectivity.gov

Weatherization and Energy Efficiency

MassSave Enhanced Incentives (Moderate Income Program)

Gloucester residents living in a single family home or 2-4-unit apartment building or condo are eligible for rebates on energy efficiency upgrades that will lower your gas and electric bills. Residents who qualify as moderate income can receive deeper incentives.

Website:

masssave-qualify.clearesult.com

Phone:

(888) 714-3990

Action Inc. Energy Services

Action Inc. Energy Services can help income-eligible residents save money by implementing weatherization and energy efficiency home updates that lower your overall energy expenses at no cost.

Website:

actionincenergy.org

Phone:

(978) 283-2131

LEAN Multifamily Program

The LEAN program offers no-cost energy efficiency upgrades for Gloucester residents living in multi-family affordable housing units. If you are income eligible and live in a multifamily apartment building with 5 or more units, talk to your building manager about the LEAN Multifamily Program.

Website:

leanmultifamily.org

Phone:

(617) 348-6425

Gloucester Housing Rehab Loan Program

The Housing Rehab Loan Program provides assistance to homeowners and rental units in need of emergency repairs, building/health code violation repairs, and/or other repairs in order to improve the safety, accessibility, and energy-efficiency of their home. Assistance is provided as deferred payment, 0% interest loan.

Website:

gloucester-ma.gov/499/Housing-Rehabilitation-Program

Phone:

(978) 325-5238.