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## Citizens Energy Heat Assistance Programs

### Citizens Energy Heat Assistance

- ◆ Information and oil heat application: 1-877-JOE-4-OIL (1-877-563-4645)
- ◆ Printable application: Not available at this time
- ◆ Distrigas application: 1-866-GAS-9918



The Citizens Energy Oil Heat Program has stopped taking applications for the 2007-2008 heating season. The 2008-2009 program will begin in December.

What are Citizens Energy heat assistance programs?

Am I eligible?

What benefits will I get?

How do I apply?

How long does it take?

Useful links

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NOTE: Glossary words are highlighted. Click on any glossary word to see its definition.

### What are Citizens Energy heat assistance programs?

Citizens Energy heat assistance programs help low-income people who cannot afford to pay their heating bills. Citizens Energy has a program for people who use heating oil, and a program for people who heat with natural gas.

- The **Citizens Energy Oil Heat Program** offers free heating oil to people in need. Each eligible household is allowed a one-time delivery per heating season of 100 gallons of home heating oil for free. The Oil Heat Program is a joint effort between Citizens Energy Corporation, CITGO Petroleum, Massachusetts fuel oil dealers, fuel assistance agencies, and the MASSCAP Directors Association.
- The **Citizens Energy / Distrigas Heat Assistance Program** gives a \$150 utility bill credit to eligible households who heat with natural gas. The program is run by Citizens Energy and funded by Distrigas.

Citizens Energy Corporation is a non-profit company started by Joseph P. Kennedy II in 1979. The Citizens Energy heat assistance programs have helped thousands of low-income and elderly families in Massachusetts.

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Am I eligible?

You are eligible for the Oil Heat Program or Distrigas Gas Heat Program if you have a financial hardship and need help paying your heating bills. There are no strict income limits and no citizenship requirements. You do not need proof of immigration status.

You must meet these requirements to be eligible:

- You are facing a financial hardship.
  - You are not eligible for Fuel Assistance (LIHEAP), or you have used up your LIHEAP benefits.
  - You heat with oil or natural gas.
  - You are a resident of Massachusetts.
  - You have not received financial help from Citizens Energy during this heating season.
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## What benefits will I get?

For the **Oil Heat Program**, you will get a voucher for a one-time delivery of 100 gallons of home heating oil for free. You must give your voucher to your oil dealer when you get your delivery.

For the **Distrigas Gas Heat Program**, you will get a \$150 credit on your gas utility bill.

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## How do I apply?

### Oil Heat Program:

There are several ways to apply during the winter heating season:

**Note: The Oil Heat Program is not taking applications at this time.**

- You can apply online. This is a fast, easy way to apply for people with access to a computer and the Internet.
- You can print out an application from the Citizens Energy web site and send it in.
- You can call Citizens Energy toll-free at 1-877-JOE-4-OIL (1-877-563-4645) to apply.
- You can apply at your local fuel assistance agency. For the name, address, and phone number of your fuel assistance agency, see the DHCD Fuel Assistance City Town Listing.

Households that have used up their LIHEAP fuel assistance benefits will automatically get a letter in the mail authorizing a Citizens Energy discount heating oil delivery.

### Distrigas Gas Heat Program:

You should call 1-866-GAS-9918 (1-866-427-9918) and leave a message with your name, address, and phone number. Citizens Energy will mail an application to you within 24 hours.

Once you receive the application, you must fill it out and mail it back to Citizens Energy along with a copy of your gas utility bill.

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## How long does it take?

Citizen Energy will notify you about your oil heat application within 3 weeks by mail. If you are approved, they will send you a voucher that is good for 100 free gallons of home heating oil.

To use your voucher, you should call your oil dealer and schedule a delivery. You must schedule a delivery within 15 days of the day you get your voucher. The last date for deliveries is March 31. You must give your voucher to your oil dealer when you get your delivery.

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## Useful links

These links are external links to web sites that are not part of MassResources.org. When you click on these links, you will leave our site. Click "Back" on your browser to return.

1. Citizens Energy Corporation  
Official site of the non-profit Citizens Energy Corporation, with information about the Oil Heat Program, Citizens Energy/Distrigas Heat Assistance Program, Citizens Health, and other charitable programs.  
Includes:
  - o Oil Heat Program
  - o Distrigas Oil Heat Program

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