

NSCAP FUEL ASSISTANCE

FREQUENTLY ASKED QUESTIONS

WHAT IS FUEL ASSISTANCE?

Fuel Assistance is a federally funded program that helps eligible households pay winter heating bills. Payments are applied towards deliveries made from November 1 to April 30. NSCAP pays for oil, natural gas, propane, kerosene and electric heat as well as heat included in rent.

WHO IS ELIGIBLE?

Eligibility is based on the gross annual income and the number of household members. NSCAP serves Beverly, Danvers, Peabody, Salem, Topsfield, Middleton, and Marblehead residents who rent or own their home. Applicants may pay for their heat or it may be included in rent. Note: Applicants with a rental housing subsidy whose heat is included in rent are only eligible if their rent exceeds 30% of their monthly income.

WHAT DOCUMENTS ARE NEEDED TO APPLY?

*Applicants need to submit photo IDs for all adults, birth certificates for children under 18, social security cards for all household members, documentation of all sources of income and current heating and electric bills. Renters must submit a current lease (and/or housing subsidy). Homeowners must submit a mortgage statement, property taxes and home insurance premium. *Additional documents may be requested.*

HOW DO I APPLY FOR THE FIRST TIME?

First time applicants must schedule an appointment (Starting October 1st) to come to NSCAP for an initial intake interview. Interested applicants will be sent a list of what to bring in for their appointment and will receive a letter if any documents are missing. Call (978)531-0767 x 136

I RECEIVED FUEL ASSISTANCE IN THE PAST. HOW DO I RE-APPLY?

In the fall, applications are mailed to any household that applied in the previous year. Applicants who have previously applied and did not receive an application in the mail can call to request that another be sent. The application will include instructions and a list of what documents are needed to process your application. Be sure that everyone 18 and older signs the application then return it to NSCAP with required documents.

WHY DO I HAVE TO SEND IN NEW DOCUMENTS EVERY YEAR?

The Massachusetts Department of Housing and Community Development requires that information is updated each year you apply for assistance.

ONCE I HAVE APPLIED, HOW DO I KEEP TRACK OF THE STATUS OF MY APPLICATION?

Please call 978-531-8810 to hear the status of your application. You will learn when your application was received, the current status (Received, Incomplete, Pending Determination, Eligible or Denied), the amount of your benefit (if eligible) and any payments made to your heating vendor.

HOW SOON WILL I KNOW IF I AM ELIGIBLE?

If you have submitted all the necessary documents, you will be notified by mail within 45 days of the receipt of your application. If you are still missing documents, you will receive a letter telling you what is needed to complete your application. Once your application is completed, you will receive a determination letter and, if eligible, the amount of your benefit as well. You can call your vendor to schedule a delivery once you receive your eligibility notice.

SHOULD I CONTINUE TO MAKE PAYMENTS ONCE I AM DETERMINED ELIGIBLE?

Your Fuel Assistance benefit is meant to help pay a portion of your heating bills during the winter months. NSCAP encourages clients to make at least some payment towards their balance if they are able. It shows good faith and may prevent a shut off in the future if your utility sees that an effort has been made to keep current. If you have been paying your monthly bill, your Fuel Assistance benefit for any usage from November 1 to April 30 will be applied to your account as a credit for future months' usage. If you are having difficulty paying your heating or utility bills, contact your utility company to arrange a payment plan for any outstanding charges not covered by your Fuel Assistance benefit.

HOW ARE BENEFITS PAID TO UTILITIES?

If you are determined eligible, NSCAP will notify NGRID or your Public Utility of the amount of your benefit. Payments are made directly to your heating vendor. Your Utility will submit billing to NSCAP for deliveries made between November 1 and April 30th and NSCAP will make payments on those bills up to the amount of your benefit. Any outstanding balance not paid by Fuel Assistance is your responsibility. Call 978-531-8810 to keep track of payments made and remaining benefit you may have.

HOW ARE BENEFITS PAID FOR OIL, KEROSENE AND PROPANE DELIVERIES?

If you are determined eligible, your fuel vendor will be instructed to deliver up to the amount of your benefit. Payments are made directly to your heating vendor. Payments are applied towards any deliveries made between November 1 and April 30 only. Call 978-531-8810 to keep track of payments made and remaining benefit you may have.

HOW ARE BENEFITS PAID TO HOUSEHOLDS WITH HEAT INCLUDED IN RENT?

NSCAP will mail one check payable to the head of household for the full amount of the benefit once determined eligible, beginning in February. Call 978-531-8810 to keep track of payments made and remaining benefit you may have.

HOW LONG BEFORE FUEL ASSISTANCE PAYMENTS APPEAR ON MY GAS / ELECTRIC BILL?

The payment on your NGRID GAS, NGRID ELECTRIC or Municipal Light bills often take 2-3 statements before they appear as a HEAP CREDIT. Payments are made retroactive to November 1st, regardless of when you are determined eligible. Call 978-531-8810 to keep track of payments made and remaining benefit you may have.

HOW DO I BECOME ELIGIBLE FOR NATIONAL GRID GAS or ELECTRIC DISCOUNTS?

NSCAP notifies National Grid of your eligibility. NGRID Gas discounts are applied retroactively to November 1st, and NGRID Electric discounts are effective the date your notification is received by NGRID Electric.

KEEP TRACK OF THE STATUS OF YOUR APPLICATION, HEAR WHAT HAS BEEN PAID ON YOUR ACCOUNT AND ANY REMAINING BENEFITS BY CALLING (978)531-8810.

YOU CAN EMAIL YOUR INQUIRIES TO FUELASSISTANCE@NSCAP.ORG AS WELL.

PROGRAMA DE ASISTENCIA DE COMBUSTIBLE PREGUNTAS FRECUENTES

¿CÓMO FUNCIONA LA ASISTENCIA DE COMBUSTIBLE Y CUÁLES SON LOS REQUISITOS DE ELEGIBILIDAD? Por favor llame a nuestra Línea de Información para su estado de solitud o para saber mas sobre el programa de combustible al (978)531-0767 x 136 o visite www.nscap.org

¿RECIBÍ LA ASISTENCIA DE COMBUSTIBLE EL AÑO PASADO. CUANDO VOY A RECIBIR MI SOLICITUD? Las solicitudes de los hogares que se calientan con Combustibles entregables (aceite, queroseno y propano) se enviarán por correo a partir de finales de agosto. Los hogares con calefacción de gas o electricidad se enviarán por correo comienzo a mediados de septiembre. Una lista de los documentos necesarios sera incluida con su aplicacion.

¿NO HE APLICADO PARA LA ASISTENCIA DE COMBUSTIBLE ... CUANDO PUEDO APLICAR? Vamos a comenzar la programación de citas para los hogares que se calientan con aceite, queroseno o propano en o alrededor del 2 de octubre, para gas y calor eléctrico comenzando el 1 de noviembre y la calefaccion Incluida en Renta a partir de diciembre. Para una cita llame a 978-531-0767 x 138 en el momento apropiado. Una lista de los documentos necesarios sera incluida o con la confirmacion de su cita.

¿CÓMO PUEDO MANTENER UN SEGUIMIENTO DEL ESTADO DE MI SOLICITUD? Por favor llame a 978-531-8810 antes de contactar a su trabajador. Aquí aprenderás: la fecha que su SOLICITUD fue RECIBIDA, estado (INCOMPLETO, DETERMINACIÓN PENDIENTE, NEGADO o elegible) CANTIDAD de su beneficio y todos los pagos realizados a su vendedor.

¿ENVIÉ TODOS LOS DOCUMENTOS NECESARIOS PERO LA LÍNEA AUTOMÁTICA DICE QUE ESTOY TODAVÍA INCOMPLETA. ¿POR QUÉ? Estamos obligados a seguir las pautas específicas al completar su solicitud. Por favor revise su carta incompleta y confirma que ha enviado todos los documentos requeridos antes de contactar a su trabajador.

¿CÓMO SABRÉ SI SOY ELEGIBLE? Si usted ha proporcionado toda la documentación necesaria, se le notificará dentro de los 45 días hábiles siguientes a la recepción de su solicitud. Usted recibirá una carta confirmando la determinación de elegibilidad y, si es elegible, el monto de su beneficio. Si le faltan documentos, usted recibirá una carta informándole lo que se necesita para completar su solicitud.

¿CÓMO SE PAGAN LOS BENEFICIOS? Los pagos se hacen directamente a el proveedor de calefacción. Una vez que se determina que es elegible, notificamos a su proveedor de la cantidad de su beneficio. Su proveedor enviará los boletos de entrega NSCap para las entregas del 1 de noviembre, 2017 y 30 de abril de 2018. Vamos a hacer los pagos de las facturas hasta el monto de su beneficio. Cualquier saldo restante previa o es su responsabilidad. Una vez más, por favor llame al 978-531-8810 para realizar un seguimiento de los pagos efectuados y el saldo restante de su beneficio.

¿YO CALIENTO CON ACEITE, QUEROSENO O PROPANO. CÓMO SE HACEN LOS PAGOS? Una vez determinado elegible, su proveedor será instruido para hacer las entregas hasta el monto de su beneficio. Si usted tiene una cuenta pendiente durante la temporada de calefacción (11/01/16 a 04/30/17) el pago se aplica a ese equilibrio, y luego a las futuras entregas hasta que su beneficio se ha agotado.

¿CUANDO PUEDO LLAMAR A MI PROVEEDOR DE CALEFACCIÓN PARA SOLICITAR UNA ENTREGA? Puede ponerse en contacto con su proveedor una vez que reciba su aviso de elegibilidad.

¿DEBO SEGUIR PAGANDP MI FACTURA DE GAS/ELECTRICIDAD YA SIENDO ELIGIBLE? Le animamos hacer por lo menos algún pago a su saldo si usted es capaz. Esto demuestra la buena fe y puede prevenir una apague en el futuro si la Utilidad determina que usted ha estado haciendo un esfuerzo por mantener actual.

¿CUÁNTO TIEMPO SE TARDA EL PAGO DE ASISTENCIA DE COMBUSTIBLE PARA APARECER EN MI FACTURA DE SERVICIOS PÚBLICOS? El crédito en su factura eléctrica Municipal National Grid gas o eléctrica o se toman a menudo 2-3 declaraciones antes de que aparezca como un MONTÓN DE CRÉDITO. Nota: Los pagos se realizan con carácter retroactivo al 1 de noviembre, cuándo usted sera elegible.

¿QUÉ PASA SI HE ESTADO PAGANDO MI FACTURA DE GAS/ELECTRICIDAD TODO EL TIEMPO? Si usted no tiene *saldo pendiente*, su beneficio será aplicado a su cuenta como crédito para el uso de los futuros meses.

¿CÓMO PUEDO SER ELEGIBLE PARA DESCUENTOS NATIONAL GRID? Notificamos National Grid de su elegibilidad para la asistencia de combustible y el descuento se aplicará a su factura de manera retroactiva al 1 de noviembre.