



SHUTOFF MORATORIUM

If you are struggling to pay your utility bills you are protected. There is a moratorium in place that prevents shutting off your gas or electricity until **July 1st**.

But don't wait. You should seek assistance as soon as possible.



INCOME-ELIGIBLE ASSISTANCE PROGRAMS

First, look into Income-Eligible Assistance Programs. You may qualify for your utility's income-eligible rate and/or the federal Low-Income Home Energy Assistance Program (**LIHEAP**). Income eligibility is evaluated based on your gross household income for the past 4 weeks. **The last day to apply to receive LIHEAP benefits is May 28th, so you should apply as soon as possible.** Visit www.mass211.org or dial 211 to find your local community action agency where you can apply for LIHEAP.



NON INCOME-ELIGIBLE ASSISTANCE

There may be funds available to assist you even if you do not qualify as income eligible, but still need assistance paying your bills. If your household income is between 60 to 80 percent of the state median income, you may be able to receive help from the [Good Neighbor Energy Fund](#).



YOUR UTILITY COMPANY CAN ASSIST

You should also call your utility company **TODAY** and **ask about their payment plans**. Utilities are offering several financial assistance programs, including flexible payment and balance forgiveness plans for those eligible. You will be protected by the shutoff moratorium while on a plan, and the plan may help you avoid a shut-off even after the moratorium ends.



ADDITIONAL RESOURCES

As always you can contact our office by calling the AGO **consumer hotline at (617) 727-8400**. You can also find additional COVID-19 resources by visiting mass.gov/ago/covid19 Additionally, you can contact the Massachusetts Department of Public Utilities regarding your utilities company at **(617) 737-2836** or by visiting www.mass.gov/orgs/department-of-public-utilities.

UTILITIES CONTACT INFORMATION

Berkshire Gas

(800) 292-5012

National Grid

(800) 322-3223

Unitil

(888) 301-7700

Liberty

(800) 544-4944

Eversource

East

(866) 861-6225

West

(877) 963-2632