

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 in Gloucester a city-vetted alternative to National Grid's Basic Service, access to cleaner electricity, and long-term, stable pricing. Most Gloucester residents are automatically enrolled in Gloucester CEA's Local Green product. Call to check your enrolment status.

Website:

gloucester-cea.com

Phone:

(833) 942-3018

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.

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 apartment building or condo are eligible for rebates on energy efficiency upgrades that will lower your gas and electric bills. Schedule your no-cost Home Energy Assessment to get started.

Website:

www.homeworksenergy.com/gloucester

Phone:

(781) 305-3319

MassSave Multifamily Program

If you live in a multifamily apartment 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

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 the moderate income program) 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 MassSave Enhanced Incentives	For 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. Eligibility for each program will be determined based on a number of factors. Applicants who may be eligible based on this table are encouraged to apply directly to determine full eligibility.

Direct Bill Assistance

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). Applicants must re-apply YEARLY.

Website:

www.toapply.org/MassLIHEAP

Phone:

(800) 632-8175

Action Inc. Bill Support

Action Inc.’s fuel assistance program can help you pay your utility bills. 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

Discount Utility Rate (R2 Rate)

National Grid offers a discount rate program for both gas (approximately a 25% discount) and electric (approximately a 32% discount). Applicants must re-apply YEARLY.

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.

Website:

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

Phone:

Electric (888) 211-1313
Gas (800) 233-5325

Weatherization and Energy Efficiency

MassSave Enhanced Incentives

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.clearexult.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.