Eligibility for Key Protections Against Shutoff

<table>
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<tr>
<th>PROTECTION</th>
<th>REQUIREMENT</th>
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| ELDERLY    | ALL household members [except for minor children in the care of the elder(s)] must be 65 or older.  
             Household must notify company.  
             NO proof of financial hardship required. |
| SERIOUS ILLNESS | Must show that someone (customer or family member) is seriously ill by submitting a letter from a doctor, nurse practitioner, physician's assistant, or Board of Health.  
                          Must be on the discount rate or demonstrate financial hardship.  
                          Serious illness letter must be renewed every 30 days or every 90 days for a chronic illness. |
| WINTER MORATORIUM | Applies to gas (if used to heat) or electricity (if used to operate furnace, boiler, thermostats or heating controls).  
                           Runs from November 15th thru March 15th.  
                           Must demonstrate financial hardship or be on the discount rate. |
| INFANT     | An infant under the age of 12 months must be living in household.  
             Must submit birth certificate, baptismal certificate or other reasonable proof of age.  
             Must demonstrate financial hardship or be on the discount rate. |

**APPLY TO ABCD FUEL ASSISTANCE FOR HELP WITH PAYING HEATING BILLS FROM NOVEMBER 1ST THROUGH APRIL 30TH!**

- Residents of Boston, Brookline, and Newton can reach ABCD Fuel Assistance at: 178 Tremont Street, Boston MA. Call us at 617.357.6012 TTY: 617.423.9215
- Residents of Everett, Malden, Medford, Melrose, Stoneham, Winchester, and Woburn can reach ABCD Fuel Assistance at: 18 Dartmouth Street, Malden MA. Call us at 781.322.6284

**HEATING EMERGENCIES**

- In addition to contacting ABCD’s Energy Department, you can call:  
  The United Way: 800.231.4377 or dial 211  
  The Salvation Army: 617.542.5420
# ABCD Fuel Assistance Program

**INTAKE SITES: 2020-2021**

Please call for hours and to make an appointment. Translation services are available.

<table>
<thead>
<tr>
<th><strong>BOSTON</strong></th>
<th><strong>CITYWIDE HISPANIC CTR</strong></th>
<th><strong>SOUTH END</strong></th>
</tr>
</thead>
</table>
| ABCD Central Office  
178 Tremont Street, 4th Floor  
Boston, MA 02111  
617.357.6012  
TTY: 617.423.9215 | 30 Bickford Street  
Jamaica Plain, MA 02130  
617.506.7917 | 554 Columbus Avenue  
Boston, MA 02118  
617.267.7400 |
| **ALLSTON/BRIGHTON** | **MATTAPAN** | **BROOKLINE** |
| 640 Washington Street  
Brighton, MA 02135  
617.903.3640 | 535 River Street  
Mattapan, MA 02126  
617.298.2045 | Brookline Senior Center  
93 Winchester Street  
Brookline, MA 02446  
617.730.2777 |
| **CHARLESTOWN** | **MYSTIC VALLEY AREA*** | **NEWTON** |
| John F. Kennedy Center  
23A Moulton Street  
Charlestown, MA 02129  
617.241.8866 | 18 Dartmouth Street  
Malden, MA 02148  
781.322.6284 | Newton City Hall  
1000 Commonwealth Ave.  
Newton, MA 02459  
617.796.1420 |
| 55 Bunker Hill Street  
Charlestown, MA 02129  
617.241.8866 | *Malden, Medford, Everett,  
Melrose, Stoneham,  
Winchester, Woburn | |
| **CHINATOWN** | **NORTH END/WEST END** | **ROXBURY/NO. DORCHESTER** |
| Asian American Civic Assoc.  
87 Tyler Street, 5th floor  
Boston, MA 02111  
617.426.9492 | 1 Michelangelo Street  
Boston MA 02113  
617.523.8125 | 565 Warren Street  
Roxbury, MA 02121  
617.442.5900 |
| **DORCHESTER** | **PARKER HILL/FENWAY** | **SOUTH BOSTON** |
| 110 Claybourne Street  
Dorchester, MA 02125  
617.288.2700 | 714 Parker Hill Street  
Roxbury, MA 02120  
617.445.6000 | 424 West Broadway  
South Boston, MA 02127  
617.269.5160 |
| **EAST BOSTON** | **SOUTH END** |**JAMAICA PLAIN** |
| 21 Meridian Street  
East Boston, MA 02128  
617.567.8857 | **ALLSTON/BRIGHTON** | 30 Bickford Street  
Jamaica Plain, MA 02130  
617.522.4830 |

For other cities and towns in Massachusetts, call 800.632.8175.

bostonabcd.org