



KNOW YOUR RIGHTS

protect your household from heating shutoffs

Eligibility for Key Protections Against Shutoff

PROTECTION	REQUIREMENT
ELDERLY	<p>ALL household members [except for minor children in the care of the elder(s)] must be 65 or older.</p> <p>Household must notify company.</p> <p>NO proof of financial hardship required.</p>
SERIOUS ILLNESS	<p>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.</p> <p>Must be on the discount rate or demonstrate financial hardship.</p> <p>Serious illness letter must be renewed every 30 days or every 90 days for a chronic illness.</p>
WINTER MORATORIUM	<p>Applies to gas (if used to heat) or electricity (if used to operate furnace, boiler, thermostats or heating controls).</p> <p>Runs from November 15th thru March 15th.</p> <p>Must demonstrate financial hardship or be on the discount rate.</p>
INFANT	<p>An infant under the age of 12 months must be living in household.</p> <p>Must submit birth certificate, baptismal certificate or other reasonable proof of age.</p> <p>Must demonstrate financial hardship or be on the discount rate.</p>

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.

BOSTON

ABCD Central Office
178 Tremont Street, 4th Floor
Boston, MA 02111
617.357.6012
TTY: 617.423.9215

ALLSTON/BRIGHTON

640 Washington Street
Brighton, MA 02135
617.903.3640

CHARLESTOWN

John F. Kennedy Center
23A Moulton Street
Charlestown, MA 02129
617.241.8866

55 Bunker Hill Street
Charlestown, MA 02129
617.241.8866

CHINATOWN

Asian American Civic Assoc.
87 Tyler Street, 5 th floor
Boston, MA 02111
617.426.9492

DORCHESTER

110 Claybourne Street
Dorchester, MA 02125
617.288.2700

EAST BOSTON

21 Meridian Street
East Boston, MA 02128
617.567.8857

JAMAICA PLAIN

30 Bickford Street
Jamaica Plain, MA 02130
617.522.4830

CITYWIDE HISPANIC CTR

30 Bickford Street
Jamaica Plain, MA 02130
617.506.7917

MATTAPAN

535 River Street
Mattapan, MA 02126
617.298.2045

MYSTIC VALLEY AREA*

18 Dartmouth Street
Malden, MA 02148
781.322.6284

*Malden, Medford, Everett,
Melrose, Stoneham,
Winchester, Woburn

NORTH END/WEST END

1 Michelangelo Street
Boston MA 02113
617.523.8125

ROXBURY/NO. DORCHESTER

565 Warren Street
Roxbury, MA 02121
617.442.5900

PARKER HILL/FENWAY

714 Parker Hill Street
Roxbury, MA 02120
617.445.6000

SOUTH BOSTON

424 West Broadway
South Boston, MA 02127
617.269.5160

SOUTH END

554 Columbus Avenue
Boston, MA 02118
617.267.7400

BROOKLINE

Brookline Senior Center
93 Winchester Street
Brookline, MA 02446
617.730.2777

NEWTON

Newton City Hall
1000 Commonwealth Ave.
Newton, MA 02459
617.796.1420

For other cities and towns in Massachusetts, call 800.632.8175.

bostonabcd.org