

HOME ENERGY ASSISTANCE ABCD FUEL ASSISTANCE

WHAT HAPPENS AFTER YOU ARE APPROVED?

Here is what happens after you've been approved for ABCD Fuel Assistance:

- We notify you of your eligibility by mail.
- We notify your heating vendor of the amount you have been approved for.
- If you have provided us with an Active Gas or Electric bill, we will notify the company of your eligibility for the discount rate. They apply the discount to your account and this process can take a few billing cycles. The Gas Company may adjust and re-bill your charges back to November 1st for the discount rate. The Electric Company will apply the discount rate moving forward for 12 months.
- We will receive a history of what you were charged directly from your vendor. We will only pay towards charges made to you between November 1st and April 30th. Please do not send us in any bills. Regardless of your current balance, we can make payments for heating bills as far back as November 1st. If you have already paid your bills, payments will still be applied as a credit on your account.
- We make payments directly to your Vendor. It may take a few billing cycles for payments to show on your bill depending on when we receive your billing information. Payments may be applied in portions or as a lump sum. Please be patient and contact us if you ever receive a termination notice.
- Once all payments have been made we will send you a list for your records.

If there are changes to your address, account information, or if you close your account, you MUST contact us immediately because this will affect our ability to make payments.

Turn this flyer around to find out about our energy conservation programs for more savings!



You may use our automated phone line to check the status of your application and payments made 24/7.

Please call:

Boston Brookline & Newton: 617.357.6012

Mystic Valley Area: 781.322.6284