

Utility	Legal Protections	Contact Information
<p><b>Electric &amp; Gas</b></p>	<p>If you are experiencing financial hardship <b>and</b> one of the following applies, your electric or gas cannot be shut off without permission from the Dept of Public Utilities (DPU):</p> <ul style="list-style-type: none"> <li>• You, or someone in your home, is seriously ill;</li> <li>• You have an infant under 12 months in your home;</li> <li>• All adults in the home are age 65 or older and a minor child resides in the home;</li> <li>• It is between November 15 and March 15 and the utility service is needed to heat your home.</li> </ul>	<p>If you meet these requirements and your electric or gas has been shut off, you should call your utility company directly.</p> <p>They will ask for proof of your situation, such as a child's birth certificate, doctor's note for a serious illness, or income-based proof of your inability to pay.</p>
<p><b>Water</b></p>	<p>If your water is provided by a company, your water cannot be shut off if one of the following applies:</p> <ul style="list-style-type: none"> <li>• Everyone in your household is age 65 or over;</li> <li>• You, or someone in your home, is seriously ill;</li> <li>• You have an infant under 12 months in your home;</li> <li>• All adults in your home are age 65 or older and a minor child resides in your home;</li> <li>• You are a tenant whose landlord is responsible for the water bill.</li> </ul>	<p>If your water is provided by the city or town where you live, you need to contact the city or town directly to have your service restored.</p>
<p><b>Oil &amp; Propane &amp; Wood</b></p>	<p>There are no specific legal protections for utility customers who heat with oil, propane, or wood. However, providers of these utilities are often willing to work with consumers who find themselves in difficult situations.</p> <p>You should contact your service provider directly and if you cannot get your utility restored, you should file a complaint with the Attorney General's Office.</p>	<p>All complaints must be received in writing: <a href="http://www.mass.gov/how-to/file-a-consumer-complaint">www.mass.gov/how-to/file-a-consumer-complaint</a></p> <p>The Consumer Hotline is staffed from 8AM – 4:00PM, Monday through Friday, to answer your questions, provide information, and give you instructions on how to file a written complaint.</p> <p>Phone: 617-727-8400</p>

Program	Overview	Contact Information
<p><b>LIHEAP</b> <i>(fuel assistance)</i></p>	<p>LIHEAP helps low-income individuals and families with the cost of heating their homes during the winter season.</p>	<p>Citizens For Citizens (CFC) 264 Griffin St. Fall River, MA 02724</p> <p>Fall River: 508-679-0041 Taunton: 508-823-6346 Info: 508-676-7397</p>
<p><b>Salvation Army's Good Neighbor Energy Fund</b></p>	<p>If you are not eligible for LIHEAP, you may be eligible for help from the Salvation Army's Good Neighbor Energy Fund, which offers one-time grants for eligible consumers.</p>	<p>Phone: 800-334-3047</p> <p>magoodneighbor.org</p>
<p><b>RAFT</b> <i>(emergency help for housing costs)</i></p>	<p>The Residential Assistance for Families in Transition (RAFT) program provides short-term emergency funding (up to \$7,000) to help you with eviction, foreclosure, loss of utilities, and other housing emergencies.</p> <p>Check if you are eligible here: <a href="http://www.mass.gov/decision-tree/check-if-youre-eligible-for-raft">www.mass.gov/decision-tree/check-if-youre-eligible-for-raft</a></p>	<p>Apply here: <a href="https://applyhousinghelp.mass.gov/">https://applyhousinghelp.mass.gov/</a></p>