



## Heating Assistance Resources

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*(To be updated as information becomes available .Please send updates, questions or comments to Tory Leuteman 324-5762 x2951 toryl@yccac.org)*

This information is also available on our website: [www.yccac.org](http://www.yccac.org)

**211Maine**-is perhaps the most important resource you need to know about. It is a list of 1000's of health and social services, updated regularly, and accessed by calling 211, toll free, 24 hours a day, 7 days a week. Specially trained operators work with the caller to determine what s/he needs and provides resource contact information. The directory is also available online at [www.211maine.org](http://www.211maine.org). If your organization is not able to answer calls after business hours, you should consider including a referral to 211 on your voice mail message.

## Home Heating Resources

**LIHEAP (Low Income Energy Assistance Program): York County Community Action Program, 6 Spruce St., Sanford. Call 1-800-965-5762 or 324-5762. for an appointment to make an application.** Application sites in various locations throughout York County. Home visits available for those who are unable to travel. Program provides heating assistance for apartment or home heating to income eligible households. Households up to 230% of federal poverty guidelines qualify. However those with incomes from 200-230% of poverty must have a member who is at risk of hypothermia, meaning an elderly person, child under 2 or doctor's diagnosis. Payments are made directly to dealers of oil, kerosene, LP gas, coal, electricity or wood. Consumers may choose their own dealer. **Note:** This is not an emergency program; it can take 6-8 weeks to receive benefits. Benefits will not be sent out until October. Appointments will be accepted until April 30, 2009.

**ECIP (Emergency Crisis Intervention Program): York County Community Action Program, 6 Spruce St., Sanford. Call 1-800-965-5762 or 324-5762.** Provides emergency assistance one time during the heating season for home heating fuel bills or heating system emergency repairs. Must have an approved LIHEAP application and have less than ¼ of a tank at time of ECIP request. Usually receive assistance within 48 hours. **Note:** ECIP will not begin until December. Those eligible for LIHEAP under the extended guidelines will also be eligible for ECIP.

**Updated! LIAP (Low Income Assistance Program): York County Community Action Program, 6 Spruce St., Sanford. Call 1-800-965-5762 or 324-5762.** Provides financial assistance for apartment/electric bills. To be eligible must have an approved LIHEAP application plus eligible cost/usage ratio as determined by CMP. Kennebunk Light and Power customers only have to be LIHEAP approved. If eligible, a lump sum will be credited to the account. Will cover balances. **Note:** Those who are eligible for LIHEAP under the extended guidelines are also eligible for LIAP. Residents of subsidized housing are not eligible.

**Citizens Energy:** Citizens Energy Corporation 88 Black Falcon Avenue, Suite 342 Boston, Massachusetts 02210 Main Number: (617) 338-6300 Fax Number: (617) 542-4487 At last report it will be mid-December before applications and information about applying for the 2008-09 heating season will be available. Info and applications will be posted on their website: <http://www.citizensenergy.com/english/pages/33/need-assistance> or by calling toll free (877) 563-4645 Last year, those approved received 100 gallons of fuel oil. **Note:** Applicants are strongly urged to apply online -- most efficient and effective or an application can be mailed in.

**General Assistance: Contact local town office or First Selectman to request an application.** Every municipality is required to administer a General Assistance Program to provide assistance to households that do not have sufficient income to meet their needs. All General Assistance offices are now required to have a 24hr. emergency contact number that is made available to 211Maine. In an emergency, the consumer calls 211 and is given the town's emergency contact number who can assess the situation and makes assistance available, if needed. Callers then meet with the General Assistance Director during regular business hours to apply for assistance. Applicants whose incomes falls within the guidelines and those who are in an emergency situation (as defined by statute) may be eligible to receive assistance with basic needs such as rent, fuel, oil electricity, food, etc. Persons may be eligible if they work and have other sources of income. An applicant does not have to be in an emergency situation (have a disconnect or eviction notice or totally without food) to be eligible for assistance. Applicants will be expected to provide proof of income and expenses so that a determination will be made. A written decision regarding your application must be issued within 24 hours. The application is private and confidential. Questions or concerns DHHS General Assistance Hotline: 1-800- 442-6003.

**Note:** some towns have a special fund (see below) to assist residents. These funds may have different eligibility guidelines than general assistance, so it may be worth inquiring. See below for a sample listing:

**Keeping Neighbors Warm: Residents of Arundel, Biddeford, Buxton, Dayton, Hollis, Kennebunk, Kennebunkport, Old Orchard Beach, Saco only.** Apply via each town's general assistance office Assists those who do not qualify for traditional assistance. Those who are eligible or appear to be eligible for LIHEAP or any other fuel assistance program are not eligible for KNW. Applicants will be expected to demonstrate that there is a need (show income and expenses) and to use whatever resources they have available to them. Extenuating circumstances will be considered. [www.keepingneighborswarm.org](http://www.keepingneighborswarm.org)

**Community Harvest: Residents of Kennebunk, Kennebunkport and Arundel only. Kerry Smith, 967-1911 [projectcommunity@communityharvestonline.org](mailto:projectcommunity@communityharvestonline.org)** . Assists community members with household needs such as home heating and transportation.

**Fuel and More: Residents of Kittery only. 475-1313** Coordinated through the town's general assistance office.

**Warm Hearts Warm Homes: York Community Services, 1320 U.S. Route 1, Cape Neddick, ME 03902 363- 5504** Residents of York only.

**Fuel Fund: Residents for of Sanford and Springvale.** Apply through the General Assistance Office. 324-9110. Starts in January. Provides 100 gallons to low income residents who do not qualify for general assistance.

## Additional Resources, Others Who May Be Able to Help

**Community Outreach: York County Community Action:** Serving all 29 towns of York County, Outreach Workers connect persons in need with community resources; provide information and referral; serve as advocates, provide emergency assistance for shelter, utilities, heat, or food; and make home visits to those who are homebound.

### ➤ **Sanford Area Contact:**

Martha Bresnahan, 1-800-965-5762, 324-5762 x2906 for Acton, Alfred, Lebanon, North Berwick, Shapleigh, Limington, Sanford

Danielle Raitt, 1-800-965-5762, 324-5762 x 2904 for Cornish, Limerick, Newfield, Parsonsfield, Waterboro, Sanford

### ➤ **Biddeford Area Contact:**

Gloria Mayo, 283-2402, 1-800-644-4202 x27 for Arundel, Dayton, Kennebunk, Kennebunkport, Lyman, Old Orchard, Biddeford

Cat Janson, 283-2402, 1-800-644-4202 x26 for Buxton, Hollis, Saco, Biddeford

### ➤ **Kittery Area Contact:**

Christine Johnson or Heather Roberge, 439-2699 for Eliot, Kittery, Ogunquit, Berwick, South Berwick, Wells, York

**Salvation Army-Old Orchard Beach: 2 Church St., Old Orchard Beach, Contact Patti Murray, 934-4381** Serves residents of Old Orchard Beach, Biddeford, Saco, Dayton and Arundel only. Office Hours for Assistance: M, T, Th., F from 1-3PM. Limited amount of funds available to assist with heating assistance, CMP disconnects evictions, food and clothing.

**Salvation Army-Sanford: 891 Main St., 324-3134** Serves residents from towns not served by Old Orchard Beach Corps. Please call for an appointment. Tuesday and Thursday, 9-4 and Friday 9-12. Has some funding for heating emergencies. Also provides food baskets.

**Churches and Other Faith Based Organizations:** Sometimes able to assist. It may be worth inquiring.

**Southern Maine Area Agency on Aging:** [www.smaaa.org](http://www.smaaa.org), 396-6500, 1-800-427-7411, TTY: 883-0532. Provides a wide variety of services to seniors. Start by calling and ask to speak with an Elder Advocate.

**Public Transportation:** Park the car and ride the bus. Go to <http://www.yccac.org/pagestransportation/Transportation1.htm> for details on local fares and schedules. Additional transportation resources (bus, rail, ferry, car pooling): [www.gomaine.org](http://www.gomaine.org)

# Home Repair and Energy Conservation

**Home Energy Loan Program (HELP) 1-800-452-4668 through Maine State Housing ([www.mainehousing.org](http://www.mainehousing.org))** offers loans at a low fixed rate of only 3.95% (4.194%APR) for home improvements that increase home energy efficiency. Loan amounts range from \$2,800 to \$30,000, with loan terms of up to 15 years. An energy audit is required. HELP loans may be used to finance: home energy audits, insulation, air sealing, and weather stripping; heating system repair or replacement, energy star rated windows and appliances, storm doors and storm windows; ventilation and moisture controls; and roof repairs (if attic is insulated to a minimum R38 value).

**Weatherization Program: People's Regional Opportunity Program (PROP) 842-2988 x5902** in Portland administers this program for York and Cumberland County Provides a free home energy audit, attic and wall insulation, and other energy-saving measures that reduce home heating costs. Priority is given to households with elderly or disabled members and to families with children under 24 months. Must have an approved LIHEAP application. Those eligible for LIHEAP under the extended guidelines will also be eligible for Weatherization.

**Rural Housing Repair and Rehabilitation Loans or USDA 504 Loans: USDA Rural Development 1-800-352-8963 x161 or York County Community Action Program, 6 Spruce St., Sanford. 1-800-965-5762 or 324-5762 x 2959** for assistance with preparation and submission of application. Income eligible homeowners may receive a 20 year, 1% subsidized loan provided by USDA to purchase or repair a furnace or water heater, new wood, pellet, gas or kerosene heating appliance, broken or drafty windows or doors, accessibility features and equipment, roof, well, septic or electrical system, insulation, other essential home improvements. Loans have \$20,000 lifetime limit. Grants (\$7500 lifetime limit, do not have to be paid back) are also available to income eligible home owners age 62 and over.

**CHIP (Central Heating Improvement Fund): PROP 842-2988** in Portland administers this program for both York and Cumberland county. Provides assistance for furnaces that are not working and not repairable or have been condemned. Must have an approved LIHEAP application. \$2500 lifetime limit. Funds are limited and not available until after October 1. There is a waiting list. Those eligible for LIHEAP under the extended guidelines will also be eligible for CHIP.

**Update! Appliance Replacement Program: York County Community Action Program, 6 Spruce St., Sanford. Call 1-800-965-5762 or 324-5762.** Program helps low-income people to reduce their energy costs by replacing older refrigerators and other home appliances that are inefficient and expensive to operate. Must have an approved LIHEAP application. **Note:** As this is a program of the Public Utilities Commission, we do not yet know if those who are eligible for LIHEAP under the extended guidelines are eligible fro LIAP

**Maine Home Repair Network: York County Community Action Program, 6 Spruce St., Sanford. 1-800-965-5762 or 324-5762 x 2959** Provides grants or loans to low income homeowners who may not be able to afford necessary home repairs and home replacement. Income guidelines apply.

**Bundle Up! Central Maine Power.: 1-800-750-4000.**

<http://www.cmpco.com/YourHome/appliances/electricwaterheaters/bundleup/default.html>\$20 Contractor installed, \$10.00 Self-Installed Hot Water Heater Insulation Kits for income eligible households.

**Efficiency Maine: [www.energymaine.com](http://www.energymaine.com)** Efficiency Maine is a statewide effort to promote the more efficient use of electricity, help Maine residents and businesses reduce energy costs, and improve Maine's environment. Efficiency Maine is funded by electricity consumers and administered by the [Maine Public Utilities Commission](#).

**Residential Lighting Program:** provides rebates for the purchase of high-efficiency Compact Fluorescent Lamps (CFLs). Retail stores will feature \$1 instant coupons on Energy Star qualified CFLs and \$12 off Energy Star qualified indoor and outdoor CFL hard-wired fixtures.

**Keep Maine Warm Kits:** No longer available. All 171 kits allocated to York County have been distributed.

**York County Cooperative Extension Service: 21 Bradeen Street, Suite 302, Springvale, ME 04083**  
**Phone: (207) 324-2814 or 800-287-1535 (in Maine)** email: [ceyrk@umext.maine.edu](mailto:ceyrk@umext.maine.edu) Staff is available for workshops on energy conservation and saving that you organize/host. Also has an extensive catalog of energy saving and money savings brochures and booklets that can be downloaded for free!  
[www.umext.maine.edu](http://www.umext.maine.edu)

## Financial Assistance/Rebates/Cash

**Maine Resident Property Tax and Rent Refund “Circuit Breaker” Program:.** Apply online at [www.maine.gov/revenue](http://www.maine.gov/revenue), through their town or can contact York County Community Action Outreach Department. Kittery: 439-2699 Sanford: 324- 5762 for both offices: 1-800-965-5762. Biddeford: 283-2402 or 1-800-644-4202. For home owners and those who pay rent. Income eligibility and residency guidelines apply. Applications available in August. Those who were eligible last year will have applications mailed to them

**Tax Exemptions:** <http://www.maine.gov/revenue/propertytax/sidebar/exemptions.htm>

There are several tax exemption programs available for Maine citizens. These include Homestead Exemption, Veterans Exemption and Blind Exemption.

**DHHS Emergency Assistance, Biddeford, 208 Graham St., 286-2400 or 1-800-322-1919. Sanford, 890 Main St., 490-5400 or 1-800-482-0790** provides benefits to low income families with children in some situations when the family is threatened by destitution or homelessness due to an emergency situation. These situations include fire, other natural disasters, termination of utility service, evictions, or lack of adequate shelter. May pay for security deposit on a new rental. Assistance must eliminate the emergency. Heating fuel is not covered under this program. Only certain items can be purchased. Assistance will be provided one time/year. Eligibility based on food stamp guidelines.

**Medicare Savings Program: Contact Maine’s Office of Elder Services, 1-800-262-2232.**

[www.maine.gov/dhhs/beas](http://www.maine.gov/dhhs/beas). Assistance paying for Medicare Part B premium (\$96.40/month). Monthly income must be below \$1581 for a single, \$2162 for a couple. There may be exceptions for couples.

## Consumer Assistance and Regulatory Information

**Public Utilities Commission, Consumer Assistance Division: 1-800-452-4699 or 287-3831.** During the winter special protections for gas or electric service apply. Call for more information or go to [www.maine.gov/mpuc](http://www.maine.gov/mpuc)

**Consumer Home Heating Rights:** The Attorney General has issued rules that regulate the sale of home heating oil during the winter months, from October 15 through April 30. One of the basic consumer rights detailed in these Rules is that an oil dealer cannot refuse to deliver to an established customer\* even if the customer owes the dealer money, providing the following three conditions are met:

- The consumer has cash or government guaranteed payment to pay for the oil being requested;
- The dealer regularly serves the consumer's area; and
- The consumer requests at least 20 gallons.

The dealer does not have to make an emergency or unscheduled delivery (unless they do that for established customers) but must make a delivery the next scheduled trip to the area.

The dealer does have the right to charge for an unscheduled or emergency delivery.

\*An established customer is one who have recently received at least 2 deliveries from the dealer. Once one has become an established customer, the dealer must provide the same service given other established customers.

For additional information check out the Southern Maine Area Agency on Aging's Senior Newsletter at [www.smaaa.org](http://www.smaaa.org)

To view the rules go to [Chapter 19: Consumer Home Heating Rights \(PDF\)](#)

**Pine Tree Legal Assistance: 88 Federal St., Portland. 774-8211, [www.ptla.org](http://www.ptla.org)** Provides free legal assistance to low income Mainers. Website includes information about housing, tenants rights, family law, consumer law, etc.

**Legal Services for the Elderly: 1-800-750-5353, [www.mainelse.org](http://www.mainelse.org)** Provides free, high quality legal services to Maine's socially and economically needy elderly age 60 and over.

## Other Helpful Tips *(questions and concerns shared by providers and suggestions for what to do)*

◆◆ **If someone asks for help and they are eligible and your program has the resources, help them.** In an effort to stretch limited resources, many agencies consider themselves to be the "providers of last resort". Given the challenges providers and consumers will face this winter, it is crucial that we help those in need when they need it and not make them go from program to program. It makes the process more difficult for the consumer and more work for the provider!

◆◆ **Do you need volunteers? Do you want to be a volunteer? Do you have equipment or materials that might help someone get through the winter? Do you need equipment or materials?** The United Way of York County operates a volunteer matching services and donations link. [www.buildcommunity.org](http://www.buildcommunity.org) or contact Mimi Mills, 985-3359, [mmills@buildcommunity.org](mailto:mmills@buildcommunity.org)

◆◆ **Concern for the elderly and others who are unable, unwilling or do not know where to ask for help.** We must all be vigilant about making sure our neighbors get the help they need. Contact the resources listed here if you believe someone needs an outreach call or visit. Talk with local fuel dealers, many may be willing to track the use/purchase of elderly customers and alert agencies if they are concerned.

◆◆ **Minimal delivery requirements are greater than available assistance.** See information about Consumer Home Heating Rights, above. Talk with the fuel company; they may be willing to make an

exception. Also, work with other providers (church, community action, general assistance) to put together enough assistance from different sources to meet the minimum requirement.

◆◆ **Making sure that there is truly an emergency.** Based on usage history and delivery schedule the fuel dealer should be able to provide an estimate of how much fuel is available.

◆◆ **Rent has increased due to an increase in oil prices.** Refer to *Rights of Tenants in Maine* published by Pine Tree Legal Assistance. This handbook can be downloaded at [www.ptla.org](http://www.ptla.org)

◆◆ **Tenant now has to pay heat, though it is included with the rent.** Talk with the landlord, they do not want to risk damage to their property caused by frozen pipes. Consult with Pine Tree Legal Assistance or Maine Attorney General's Consumer Mediation Service.

◆◆ **Not enough heat is provided.** Contact the code enforcement officer in the town.