

Last Updated: April 1, 2021

# Utilities

Federal Emergency Rental Assistance Program  
(ERAP)



# ERAP Utilities Guidance

This document outlines important details of utility benefits for the ERAP program. Utility guidance will continue to be published and shared by DHCD as it becomes available.

## Utilities Benefits



ERAP will cover up to twelve (12) months of eligible utility arrears for service on or after March 13, 2020, up to a maximum of \$1,500 per household for the following utilities:

- ✓ Gas arrears
- ✓ Electricity arrears
- ✓ Water/sewer arrears
- ✓ Arrearage and/or a delivery of heating fuel like oil, propane and wood pellets

## Utility Arrears



If the applicant cannot provide a current overdue notice, RAAs may verify the total amount owed by contacting the utility company. RAAs can award up to \$1,500 for utilities. If the applicant has utility arrearages greater than \$1500, the applicant may decide how to allocate the benefit.

## Restoring Service



If the applicant's service has been shut off or if the applicant needs to pay down a balance to start service at a new location, the RAA may contact the utility company to determine the minimum amount required to restore service (typically 25%). If the amount required to restart the service exceeds \$1,500 or the arrears are from before March 13<sup>th</sup>, 2020, then the RAA may not use ERAP, and may be eligible for another program. If the applicant's AMI is below 50%, they could be eligible for assistance through RAFT.

## Other Utility Programs



RAAs should refer applicants to LIHEAP and provide information on utility discount rates and Arrearage Management Plans (AMPs).

## Documentation Requirements



Utility arrears must be demonstrated by a current overdue notice from within 60 days of the application

# Utility Referrals

## Utility Referrals for Households 60% State Median Income or Lower

### As a best practice, RAAs should:

- 1 Recommend that eligible customers work with the utilities to qualify for a discounted rate, start an Arrearage Management Plan, and provide appropriate contact information for the utility.
- 2 Refer the applicant to their local Community Action Program (CAP) agency or LIHEAP Local Administering Agency (LAA) to help them access other protections and assistance, including the discounted utility rate and, if applicable, the Arrearage Management Program.

### Resources

- Contact information for the LIHEAP agencies can be found at [DHCD Resource Locator \(hedfuel.azurewebsites.net\)](https://www.hedfuel.azurewebsites.net/)
- LIHEAP intake and application information is available at <https://www.toapply.org/MassLIHEAP>
- More information about LIHEAP is available at <https://www.mass.gov/doc/cold-relief-brochure/download>

# MA Utility Resources- Public Information (1/2)

RAAs should utilize the below utility resources to make a payment to the utility company. **These contacts may be distributed to the public.**

Contact Type	Email/Phone/Address
<b>Berkshire Gas Company</b>	
Customer Service for AMPs and other resources	<a href="http://www.Berkshiregas.com">www.Berkshiregas.com</a> (Go to Account/Ways to Pay/Help with Bill)  Or Call Customer Care Center 1-800-292-5012, 8am-5pm
Payment Information	Berkshire Gas Company Attn: Customer Service/Kristen 115 Cheshire Road Pittsfield, MA 01201
<b>Eversource</b>	
Customer Service for AMPs and other resources	(866) 315-2496 Ask for "New Start" Program (AMP Program)
Payment Information	Eversource PO Box 56007 Boston, MA 02205-6007
<b>Liberty Utilities</b>	
Customer Service for AMPs and other resources	Customer Care Representative at 1(800) 544-4944
Payment Information	Liberty Utilities Attn: Billing 36 Fifth Street Fall River, MA 02721
<b>National Grid</b>	
Customer Service for AMPs and Other Resources	Ngrid.com/billhelp-magnow 1(888) 211-1313 for Electric 1(800) 233-5325 for Gas
Payment Info.	National Grid (Attn: MA Rental Stimulus), P.O. Box 4708, Syracuse, NY 13221
<b>Unitil</b>	
Customer Service for AMPS and Other Resources	(888) 301-7700
Payment Info.	Unitil Attn: Remittance Department 5 McGuire Street Concord, NH 03301

# MA Utilities Contacts- RAA Only (2/2)

RAAs should reach out to the below utility contacts with specific questions related to an applicant's utility arrears. **These contacts are not to be distributed to the public.**

Contact Name	Role	Email/Phone
<b>Berkshire Gas Company</b>		
Kristen Fellman	Supervisor of Credit & Collections	<a href="mailto:kfellmann@berkshiregas.com">kfellmann@berkshiregas.com</a>
Lisa Rosso	Customer Service Supervisor	<a href="mailto:lrosso@berkshiregas.com">lrosso@berkshiregas.com</a>
<b>Eversource</b>		
Jessica Cain	Vice President, Customer Operations	<a href="mailto:jessica.cain@eversource.com">jessica.cain@eversource.com</a>
<b>Liberty Utilities</b>		
Christine Downing	Director, Customer Experience	<a href="mailto:Christine.Downing@libertyutilities.com">Christine.Downing@libertyutilities.com</a>
Alisha Camara	Supervisor, Credit & Collections/Billing	<a href="mailto:Alisha.Camara@libertyutilities.com">Alisha.Camara@libertyutilities.com</a>
<b>National Grid</b>		
Carole Beaulieu	Manager, Credit & Collections	<a href="mailto:Beaulieuc@unitil.com">Beaulieuc@unitil.com</a> (603) 227-4560
Susan Corson	Supervisor, Credit & Collections	<a href="mailto:corson@unitil.com">corson@unitil.com</a> (603) 227-4611
<b>Unitil</b>		
Carole Beaulieu	Manager, Credit & Collections	<a href="mailto:Beaulieuc@unitil.com">Beaulieuc@unitil.com</a> 603-227-4560
Susan Corson	Supervisor, Credit & Collections	<a href="mailto:corson@unitil.com">corson@unitil.com</a> 603-227-4611