***If you have trouble paying your home heating bills, help may be available.***

Eligibility for the CT Energy Assistance Program is based on **annual gross income** and **household size**. Assistance is for your **primary source of heating**, including oil, electricity, and propane. Renters and homeowners may apply. Renters whose heating costs are included in their rent may also apply.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Maximum Household Income: 2023/2024 Program Guidelines\*** | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| $41,553 | $54,338 | $67,124 | $79,910 | $92,695 | 105,481 | $107,878 |

* ***Any household with an individual who receives Cash Assistance, SNAP or Supplemental Security Income will be categorically eligible for CEAP benefits but still need to apply.***

***How to Apply***

* Residents can apply online @ <https://portal.ct.gov/heatinghelp/ctenergy>
* Residents can apply at the **Access Agency** in Willimantic 860-450-7400.
* Residents can apply through **Tolland Human Services** 860-871-3648. Please call in advance to set up an appointment if you would like to meet with someone from Human Services. Tolland seniors can contact Rebecca Ellert at the Senior Center, 860-871-3726. Required documentation is listed on the next page.

***When to Apply ……….* Starting September 2023**

**November 1** is the first day for fuel authorization or deliveries.

***Other Energy Assistance Programs***

**Operation Fuel** provides emergency energy and utility assistance to household in CT that are facing financial crisis. They can be reached via email at [opfuelapplications@operationfuel.org](mailto:opfuelapplications@operationfuel.org) or call (860) 243-2345.

The **Connecticut Low Income Water Assistance Program** can help with paying your water bills. If you receive a water and/or sewage bill, you should submit these as part of your heating assistance application.

Contact Eversource for more information regarding their NEW START program for those who have an outstanding balance:

<https://www.eversource.com/content/ct-c/residential/account-billing/payment-assistance/nu-start>.

**REQUIRED DOCUMENTATION**

### Required Family Member Information/Documentation For New Applications:

- Social Security Number(s) - Date(s) of Birth

### Required Income Information/Documentation for those who do not receive Cash Assistance, SNAP or Supplemental Security Income:

* Proof of all household income (i.e. income from any person living in the home) from the **four weeks prior or any 4 consecutive weeks in the last 3 months prior to the application.**
* Paystubs with name and/or SSN **or** Statement on company letterhead from your employer stating your gross wages & date paid for the last four (4) weeks, signed by employer or payroll department
* Unemployment benefit
* Social Security, SSI, SSDl, Cash Assistance, Food Stamp Letter (SNAP), Rental Income (Monthly)
* Annuities, Pensions, VA Benefits: verification of gross benefit amount
* Bank Interest (CD, IRA)
* Child Support, Alimony (Court Documents, Direct Deposit from Child Support Enforcement or other verification)
* If self-employed, most recent Federal tax return; income from previous six (6) months

### Required Housing Information/Documentation:

* For Renters – Rent Receipt or Lease (with Landlord name, address & phone number)
* Renter’s Insurance payment (if applicable)
* For Home Owners – Mortgage Statement

- Tax Bill & Homeowner’s Insurance payment (if not included in your mortgage)

* Most recent Eversource bill (unless included in rent)
* Water and sewer bills, if applicable

For your reference if Phone or Office Appt. is scheduled:

Staff Member: Phone:

Date: Time:

Town of Tolland Human Services 21 Tolland Green Tolland, CT 06084

860-871-3648 [www.tolland.org](http://www.tolland.org/)