

# COMMUNITY ACTION, INC.

Heating Assistance Program  
3 Washington Sq. Haverhill MA. 01830  
978-373-1971 fax 978-374-5407  
app status 978-374-7660

## Notice to Oil Heating Customers

In August, 2022 our Agency signed a three-year contract to deliver oil to all Heating Assistance Program household with Hilton Oil Company 978-687-9763.

Hilton Oil Company was awarded the delivery contract based on an open competitive bid process. The price per gallon charged to eligible Heating Assistance Program customers is the lowest price available. CAI's service area is split into 2 regions Seacoast and Inland. The Seacoast oil price is based on a **15 1/2 cent per gallon** markup over the wholesale and the Inland oil price is based on a **14 9/10 cent per gallon and a 35 cent per gallon for kerosene**. Most oil company's markup the price between **30 to 90 cents per gallon, however some may offer you a discount knowing that you are on the Heating Assistance Program. Check with your current vendor.**

**OIL CO-OP PROGRAM.** The oil co-op allows you to purchase oil all year at our low discount price. To join all you need to do is send to Community Action, Inc. 3 Washington Sq. 4<sup>th</sup> floor. Haverhill, MA 01830 attention Oil Co-op a check or money order for a minimum of \$500 oil \$550 kero or enough for minimum delivery of 100 gallons. We will notify Hilton oil and send you a receipt showing your balance. After each Co-op delivery we will send you a receipt showing the payment and your balance.

For homeowners needing service on your heating system, please call our office at 978-373-1971 ext. 234 or 220. We have contracts with several reliable, established independent oil heating repair companies that serve your community.

***If you DO NOT want to get your oil from HILTON OIL COMPANY, please read the next paragraph carefully and complete, sign, date, and return this form to our office.***

I DO NOT want my oil delivered by HILTON OIL COMPANY. I will get my oil from\_\_\_\_\_.

I understand that I must pay my own oil dealer directly and submit a copy of each delivery bill to Community Action for reimbursement. I understand the reimbursement will be based on the low bid price of 15 1/2 or 14 9/10 cents per gallon over the wholesale price for oil and 35 cents for kerosene, and that any difference will be my responsibility. I understand that I will also be unable to join Community Action Oil Co-op program.

Signed\_\_\_\_\_Dated\_\_\_\_\_

Print Name\_\_\_\_\_

Community Action, Inc.  
Heating Assistance Program  
[heathelp@communityactioninc.org](mailto:heathelp@communityactioninc.org) or 978-374-7660

### **VERY IMPORTANT INFORMATION**

You will be notified **IN WRITING** regarding your application status or benefit grant amount.

If you would like to email required/requested documentation please send them to [heathelp@communityactioninc.org](mailto:heathelp@communityactioninc.org)

If you have not received a written status within 45 days after you have submitted your application, **please call 978-374-7660 to check your application status.**

The program helps you to pay a portion of your primary heating bills (or rent, if heat is included in your rent) incurred from November 1<sup>st</sup> through April 30.

If your primary heat source is National Grid gas or electric you do not need to submit your monthly bills to us. National Grid automatically sends us monthly billing files via a secure website.

If your primary heat source uses propane, wood, wood pellets, coal or electricity from a municipal light company must submit your delivery/monthly bills to our office as soon as you receive a delivery/statement.

If your primary heat source uses oil or kerosene and **do not** use our low bid vendor you must send your delivery tickets in for reimbursement. If **you do use our low bid vendor** they will automatically send the delivery bills to our office on a weekly basis.

If heat is included in your rent we will issue you a direct payment that equals 30% of each month rent (November – April) not to exceed your benefit grant amount. The onetime payment will be issued in late February. Call 978-374-7660 to check payment status after February 28<sup>th</sup>.

If **you are a homeowner** and **no heat or a service issue** please contact our office at 978-373-1971 ext. 221. There is a program to assist homeowners with heating system repair and or replacement costs.

Once your entire Heating Assistance benefit grant is used, no additional funding is anticipated. If your heating bills through April 30 are less than your benefits grant amount, you will only receive up to your billed amount.