



COMMUNITY ACTION PROGRAMS INTER-CITY, INC.

100 EVERETT AVENUE, UNIT 14 CHELSEA, MA 02150

TEL: (617) 884-6130 * FAX: (617) 889-8145 WWW.CAPICINC.ORG



INSTRUCTIONS FOR COMPLETING YOUR 2024 - 2025 CAPIC FUEL ASSISTANCE PROGRAM APPLICATION

The Home Energy Assistance Program (HEAP) helps cover home heating costs from November 1, 2024 to April 30, 2025

FIRST-TIME APPLICANTS: Call CAPIC at (617) 884-6130, Monday – Friday, 9AM – 4PM, to schedule an intake appointment, or visit our website for instructions on how to use our on line application process.

RE-CERTIFICATION: If you applied for HEAP FY2024, you do not need to call CAPIC to set up an intake appointment. You simply need to submit your application documents to CAPIC. All documents can be mailed, emailed, faxed or dropped in the drop box outside of our main office.

HOW TO SUBMIT DOCUMENTS:

- **EMAIL:** Email your documents to fuelassistance@capicinc.org. The subject line of your email must include your CAPIC HEAP Application # and the service address (your home address).
- **FAX:** You can fax your documents to 617-889-8145. You must include a cover letter indicating your CAPIC HEAP Application # and service address (home address).
- **DROP BOX:** There is a drop box available outside CAPIC's main office at 100 Everett Ave, Unit 14, Chelsea. You must include your CAPIC HEAP Application number with your documents.
- **ON LINE PORTAL:** You can submit scanned copies of your documents at the following URL:
<https://toapply.org/CAPIC>.

Please check for the dates when applications for the next winter heating season (2024-2025) will be accepted .

- **MAIL:** You can mail your documents to CAPIC's main office. Please be sure to include your CAPIC HEAP Application # and service address (home address) on the envelope. Address envelopes to:

CAPIC
ATTN: Fuel Assistance
100 Everett Avenue, Unit 14
Chelsea, MA 02150

Please note that if you are mailing in or dropping off documents, do not submit to CAPIC the original of any important document that you need back. **CAPIC is not responsible for mailing original documents back to clients, clients must obtain copies of originals to submit for HEAP application.**

The processing time for your application will be approximately **45** business days from the date you submit the application. If your application is incomplete, CAPIC will mail you back a form indicating what documents are still needed.

Your primary heating bill **will be paid for usage from November 1, 2024 to April 30, 2025** up to your benefit level amount and contingent upon program funding. **If you require additional information or have questions, call CAPIC at 617-884- 6130. Bi-lingual staff (English and Spanish) are available to speak with you Monday through Friday, from 8:30am – 4:30pm.**

***YOU WILL NOT RECEIVE HOME ENERGY ASSISTANCE IF YOU DO NOT SIGN THE
BACK OF THE APPLICATION AND SUBMIT THE NECESSARY DOCUMENTS.***

APPLICATION: The enclosed LARGE form is your application. Cross out any inaccurate information and write in the correct information. **Remember to sign and date the back of the application. All household members over 18 years of age must sign the wage match form also located on the back of the application.** Please read the entire application and follow instructions carefully before returning it.

UTILITY BILLS: All applicants must submit a recent copy of their gas and electric bills. If a utility bill is in the name of a person not living in the home, please submit documentation showing that they live somewhere else.

OIL HEATING: If you heat with oil, submit a copy of a delivery receipt showing the name of the oil vendor.

HOMEOWNERS: If you own your home, submit a copy of your most recent mortgage statement, real estate tax bill, homeowner's insurance and your most recent water/sewer bill.

TENANTS: Verify landlord information on the application such as landlord's name, address, & telephone number. Also, please submit a copy of the lease or a letter from the landlord showing the amount of rent, if your rent is current, and the number of household members.

STUDENTS: High school or college students who are 18 years or older must provide a letter from the school they attend, or class schedule, as proof of active full-time enrollment.

WAGES: See HEAP Income Sheet.

SOCIAL SECURITY & SSI: See HEAP Income Sheet.

TAFDC/EAEDC: See HEAP Income Sheet.

SNAP/FOOD STAMPS: A benefit letter stating the amount of food stamp benefits that your household receives.

WORKER'S COMPENSATION OR SHORT /LONG TERM DISABILITY: See HEAP Income Sheet.

UNEMPLOYMENT BENEFITS: See HEAP Income Sheet.

CHILD SUPPORT/ALIMONY: See HEAP Income Sheet.

SELF-EMPLOYMENT: See HEAP Income Sheet.

RENTAL INCOME: See HEAP Income Sheet.

VETERAN BENEFITS: See HEAP Income Sheet.

PENSION/ANNUITIES/RETIREMENT/IRA: See HEAP Income Sheet.

ODD JOBS: See HEAP Income Sheet.

INTEREST: See HEAP Income Sheet.

CAPITAL GAINS: most recent Federal Tax Form 1040 with all schedules. If taxes were self-prepared, you must call the IRS at 1-800-829-1040 to obtain a **tax return** transcript.