

# Southwestern Community Services



A Community Action Agency Serving  
Cheshire and Sullivan Counties

## CHESHIRE COUNTY

PO Box 603  
63 Community Way  
Keene, New Hampshire 03431  
Phone: (603) 352.7512  
Fax: (603) 352.3618

Open 8:30 to 4:30, Monday-Friday

## SULLIVAN COUNTY

PO Box 1338  
96-102 Main Street  
Claremont, New Hampshire 03743  
Phone: (603) 542.9528  
Fax: (603) 542.3140

Open 8:30 to 4:30, Monday-Friday

Toll Free: (800) 529.0005

or

Visit us on the web at  
[www.scshelps.org](http://www.scshelps.org)



<https://www.facebook.com/scshelps>



Southwestern Community Services  
PO Box 603 / 63 Community Way  
Keene, New Hampshire 03431



# Fuel Assistance Program

Serving the eligible residents of  
Cheshire and Sullivan Counties



Southwestern  
Community Services

Since 1965, people helping people in Cheshire and Sullivan Counties



## CHALLENGING HEATING COSTS

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Are you having trouble paying for your heating costs?

The Fuel Assistance Program provides benefits on a funds-available basis to qualified households in New Hampshire to heat homes or apartments during the heating season.

Southwestern Community Services is the provider of this service to residents of Cheshire and Sullivan Counties.

The Fuel Assistance Program may be able to help in a heating emergency by securing an emergency delivery of fuel (out of the applicant's fuel assistance benefit), delaying a shut-off notice, or referring applicants to other sources of assistance.

Fuel assistance benefits are a grant and do not have to be repaid.

Eligibility and benefits are determined by the gross household income of all members, and the total energy cost of the household.

All low-income, elderly, disabled, and other households are encouraged to apply for fuel assistance.

"I just wanted to send a little note with a BIG thank you for helping my father each year with fuel assistance! He is 87 and has only a very small pension and it helps tremendously to have the tank of oil you provide."

## FREQUENTLY ASKED QUESTIONS

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### **How do I apply for Fuel and Electric Assistance?**

Call the SCS Office at 603.352.7512 and ask to set up a Fuel Assistance appointment; you will be directed to the appropriate intake technician.

### **When will I know if I am enrolled?**

Applicants will receive notification from the program whether or not they are enrolled.

If you are enrolled in either the Fuel or Electric Assistance Programs (or both), you will receive a letter in the mail. Your heating dealer and/or electric provider will receive notice as well. Notification will be sent as funding allows.

If you are denied, you will still receive a letter informing you as to why your application was denied. You are encouraged to re-apply if you were over-income and your income changes, or if you were missing documentation.

### **If I receive a rent subsidy and heat is included in my rent, am I eligible?**

Fuel assistance is unavailable to individuals who receive a rent subsidy with heat included.



## NEIGHBOR HELPING NEIGHBOR

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Are you not eligible for the Fuel Assistance Program but have a disconnect notice from your utility company?

Neighbor Helping Neighbor may be able to assist you.

Who qualifies for the Neighbor Helping Neighbor Program?

There are no income guidelines. The program is based on hardship, usually unemployment or medical circumstances. Applicants must not have received fuel assistance within the past 12 months or help from Neighbor Helping Neighbor within the past 24 months. Also, there must be an active disconnect notice from the utility company or a shut-off notice for non-payment.

The maximum benefits are \$200 if heating with oil or propane, or \$300 if heating with electricity.

"Dear SCS Folks,  
I want to thank you so very much for your assistance with my oil needs over the past two seasons. It helped to keep my roof over my head! I am so grateful!"

"Due to my health issues over the past three years, I have found myself in situations I've never dreamed I would be in. I still get a queasy feeling in my gut remembering the day I ran out of oil. I had planned on my oil lasting until March. My fuel vendor was able to calm me down and gave me your name to call. What you do matters. I hope you have a great day!"