

WINTER IS COMING



Stay warm this winter with these consumer tips!

❄️ Winter Moratorium ❄️

As long as the heating bill has been paid up to November 14, gas & electric suppliers cannot shut off your heat between:

November 14 - March 15

From September 16 to June 14 your landlord needs to keep the heat at a minimum temperature at these times:

7am-11pm: 68 degrees

11pm-7am: 64 degrees



Right to Stay Warm

If you cannot pay your heat bill, you still have the right to keep it on under these circumstances:

- ❄️ You are able to show your utility company that you can't afford to pay your bill
- ❄️ You or someone in the home is seriously ill
- ❄️ A child under 1 year old lives in the home
- ❄️ Everyone in the home is over 65

Fuel Assistance

Consumers struggling to pay the utility bill can get help! Apply for assistance early.

Salvation Army Good Neighbor Energy Fund
www.use.salvationarmy.org
(800) 334-3047

Cold Relief Heatline
www.mass.gov/dhcd
(800) 632-8175

Avoiding Scams



Heating Scams

- ❄️ Heat suppliers will not charge application fees. If there's an upfront fee, it is likely a scam.
 - ❄️ Do not give your heating bill to a door to door utility supplier salesman.
 - ❄️ Before switching utility suppliers, check with the Department of Public Utilities to make sure the utility supplier is legitimate - call (877-886-5066)
- ### Ice Dam or Snow Removal Scam
- Scammers will often charge you for snow removal and leave before finishing the job or charge an exorbitant rate after removal
- ❄️ Get an estimate before you agree to the work.
 - ❄️ Check to make sure the company is legitimate - call your city or town to see if they are licensed.



Snow Removal & Heating Maintenance

- ❄️ Landlords are required by law to clear ice and snow from walkways and entry areas, but renters may be required by their lease to clear ice and snow from walkways that lead only to their rental unit.
- ❄️ Avoid fines - check with your city or town on the timeline for removing snow after a snow fall.
- ❄️ Have a licensed professional inspect your heating system before winter each year.

Contact our office if you have any questions or concerns:

Consumer Hotline: 617-727-8400

File a complaint: Mass.gov/ago

 @mass_ago

 /MassAttorneyGeneral

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