

# HOUSEHOLD WATER RATEPAYER ASSISTANCE PROGRAM



Utilities Can Receive Money for Income-Qualified Households in Arrears or with Terminated Service from Non-payment



## HOW DOES A WATER UTILITY TAKE PART?

- Find your Local Administrating Agency:
  - Visit: [hedfuel.azurewebsites.net](https://hedfuel.azurewebsites.net)
  - Enter community name
  - See agency for Fuel Assistance (same for Water Assistance)
- Contact agency & fill out paperwork
- Agency identifies potential households and asks utility to confirm
- If confirmed, agency sends payment to utility to eliminate/reduce arrears and/or restore service



**HURRY! FUNDS MUST BE USED FOR ARREARS FROM OCTOBER 1, 2021 – SEPTEMBER 30, 2022.**



For More Information, contact your Local Administrating Agency or MA DHCD at 617-573-1100

**MA DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT**

Select a Community: Webster



**Regional Admin Agency:  
Section 8,  
MRVP, RAFT, ERMA, HCEC**

[RCAP Solutions, Inc.](#)  
191 May Street  
Worcester , MA 01602  
(800) 488-1969



Google Maps

[Central Massachusetts Housing Alliance](#)  
6 Institute Road  
Worcester , MA 01609  
(508) 791-7265 x172  
  
**(providing ERAP, ERMA, and RAFT assistance only)**



Google Maps

**Local Housing Authority:  
Public Housing,  
Section 8,  
MRVP, AHVP**

Webster Housing Authority  
10 GOLDEN HEIGHTS  
WEBSTER , MA 01570  
508-943-1624



Google Maps

**Emergency Shelter  
Assistance (Families)**

Southbridge TAO  
  
1 North Street  
Southbridge , MA 01551  
508-765-2400



Google Maps

**Emergency Shelter  
Assistance (Individuals)**

Greater Worcester Housing Connection  
  
25 Queen St.  
Worcester , MA 1601  
508-757-0103  
Ext. 6340



Google Maps

[View Statewide Providers](#)

**Community Action Agency**

**Fuel Assistance**

Worcester Community Action Council, Inc.

	<p>(WCAC)</p> <p>484 Main Street, 2nd Floor  Worcester , MA 01608  (508) 754-1176 x110 - Worcester</p>	 Google Maps
<b>Weatherization Services</b>	<p>Worcester Community Action Council, Inc.  (WCAC)</p> <p>484 Main Street, 2nd Floor  Worcester , MA 01608  (508) 754-1176 x110 - Worcester</p>	 Google Maps
<b>Heating System Services</b>	<p>Worcester Community Action Council, Inc.  (WCAC)</p> <p>484 Main Street, 2nd Floor  Worcester , MA 01608  (508) 754-1176 x110 - Worcester</p>	 Google Maps
<b>Housing Mediation</b> <a href="#">Program Details</a>	<p><a href="#">Family Services Center of Central MA</a>  210 Lincoln Street, Lower Level  Worcester , MA 01605  (508) 756-4646</p>	 Google Maps
	<p><a href="#">Mediation Services of North Central MA</a>  435 Lancaster Street, Suite 224  Leominster , MA 01453  (978) 466-9595</p>	 Google Maps
<b>Legal Help</b> <a href="#">Program Details</a>	<p><a href="#">Community Legal Aid</a>  405 Main Street, 4th Floor  Worcester , MA 01608  (855) 252-5342</p>	 Google Maps