

**NEW ENGLAND FARM WORKERS' COUNCIL
FUEL ASSISTANCE PROGRAM
1666 MAIN STREET
SPRINGFIELD, MA 01103
(413)272-2209**

Your application number for Fuel Assistance is: _____

- If your application was complete when you applied, it could take up to six weeks to hear from us.
- If your application was incomplete, it could be up to six weeks from when we receive the last piece of documentation that completes your application until you hear from us.
- If you complete your application, we will notify you by mail whether you are eligible or ineligible for assistance. If you are eligible, we will notify your primary fuel vendor. Your vendor will bill us and we will pay your vendor directly.
- If you become eligible, we will make payments towards your primary source of heat from the date you contacted us (or November 1, if you contacted us before November 1) up to your benefit level or through **April 30, 2010** whichever comes first.

Low Income Home Energy Assistance Program

Notice of Appeal Rights

You may appeal to NEFWC at 1666 Main Street Springfield, MA 01103 for any reason of the following reasons according to the following schedule:

1. If you have been denied assistance or you disagree with the amount of assistance, you may appeal within **20 working days** of receipt of any eligibility or ineligibility. (This is further subject to a final date of **Friday, June 25, 2010** for all appeals to NEFWC.
2. If you have not received any decision on your application (eligible or ineligible) after **40 days** from date of your application, you may appeal. The last day to appeal to NEFWC is, **Friday, June 25, 2010**.
3. If your household has had a change in either income or household size since your original application date, you may request another review of NEFWC's previous decision of eligibility (amount of assistance) or ineligibility. (The change in either income or household size must occur **before April 30, 2010**. The last day to appeal to NEFWC is, **Friday, June 25, 2010**).

NEFWC will schedule an informal face-to-face hearing **only** if you request it on an appeal form provided by NEFWC or if NEFWC deems it necessary. NEFWC will reach a decision and send you written notice within 10 working days after a hearing.

If you do not have a face-to-face hearing, you may still be required by NEFWC to submit new or additional documentation in support of your appeal. NEFWC will reach a decision and send you written notice, within 20 days of receipt of your appeal or within 20 working days of receipt of complete documentation, if new additional documentation has been requested. **No appeal will be accepted by NEFWC after Friday, June 25, 2010.**

You may, within **20 working days** after receiving a written decision from NEFWC, file an additional appeal in writing to the LIHEAP Appeals Officer, Division of Community Services/Community Services Unit (DCS/CSU), Department of Housing and Community Development (DHCD), 100 Cambridge Street, Suite 300, Boston, MA 02114. **No appeal will be accepted by DHCD after Friday, August 27, 2010.**

YOU MUST APPEAL TO NEFWC BY Friday, June 25, 2010 BEFORE APPEALING TO DHCD.