

New England Farm Workers' Council
Fuel Assistance Program
473 Main Street, 3rd Floor
Fitchburg, MA 01420
978.342.4520 Fax: 978.343.8615

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

NOTICE OF APPEAL RIGHTS

You may appeal to: *New England Farm Workers' Council (NEFWC)* at *473 Main St., Floor 3, Fitchburg, MA 01420* for any of the following reasons, on the Appeal Form provided by *NEFWC*, and within these deadlines:

1. You may appeal if you have been denied LIHEAP assistance or you disagree with the amount of assistance. Your appeal must be received by *NEFWC* within 20 working days of receipt of any notice of eligibility or ineligibility.
2. You may appeal if 45 working days have passed since the date *NEFWC* received your application and the *NEFWC* has not acted on your application (determined it to be eligible, ineligible, or incomplete) or November 1st (whichever date is later).
3. If your household has had a change in income or household size since you completed your application, you may request another review of *NEFWC's* previous decision of eligibility (amount of assistance) or ineligibility. (The change in income or household size must have occurred on or before **April 30, 2019.**) You are encouraged to submit the documentation of the change to *NEFWC* as soon as possible.

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

In no event will an appeal be accepted by NEFWC after Friday, June 28, 2019.

If you do not have an informal, face-to-face hearing, *NEFWC* may still require you to submit new or additional documentation in support of your appeal. *NEFWC* will send you a written decision within 20 working days of receipt of your appeal or within 20 working days of receipt of complete documentation, if new or additional documentation has been requested.

If you want to appeal a written appeal decision from *NEFWC*, you may file an appeal to Department of Housing and Community Development, Attention: LIHEAP Appeals, 100 Cambridge Street, Suite 300, Boston, MA 02114. **Your request for an appeal must be in writing, must contain the reason for the request, and must be received by DHCD within 20 working days after you received the written decision from NEFWC. In no event will an appeal be accepted by DHCD after Friday, August 23, 2019.**

If you do not avail yourself of the opportunity to appeal to *NEFWC*, you may not appeal to DHCD.