

MASSACHUSETTS FY 2020 LIHEAP PERFORMANCE MANAGEMENT SNAPSHOT

In FY 2020, Massachusetts furnished LIHEAP bill payment assistance to 146,234 households. They collected energy burden data for 85,614 households (59%).

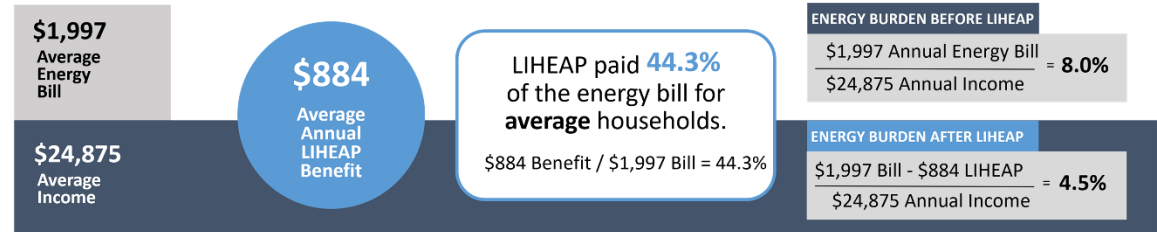
Does LIHEAP furnish higher benefits to higher burden households?

Yes. In Massachusetts, the total LIHEAP benefit received by high burden households in FY 2020 was about **\$206 (23%) more** than the total LIHEAP benefit received by the average recipient household.

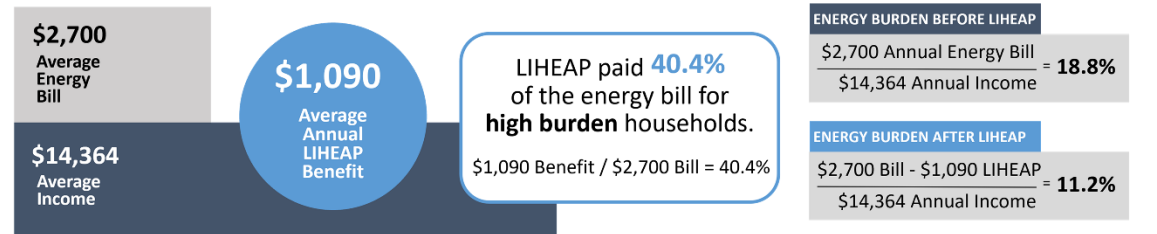
Does LIHEAP pay a larger share of the home energy bill for high burden households?

No. In FY 2020, LIHEAP paid **44.3%** of the energy bill for average households in Massachusetts, while LIHEAP paid **40.4%** of the energy bill for high burden households.

All Households



High Burden Households



Prevention and Restoration of Home Energy Service Loss

As a Result of Bill Payment Assistance



As a Result of Equipment Repair or Replacement



- In FY 2020, LIHEAP benefits in Massachusetts **prevented the loss of service 21,367 times** by stopping threatened utility service disconnections and by delivering fuels to homes that were at risk of running out. In addition, the program **repaired or replaced heating or cooling equipment at imminent risk of failure 5,720 times**.
- In FY 2020, LIHEAP benefits **restored home energy service 8,293 times** for households who had been disconnected by their utility provider or who had run out of fuel oil, propane, or wood. In addition, the program **restored home energy service 26 times by repairing or replacing inoperable heating or cooling equipment**.

* High burden recipient households represent 25% of all recipient households with 12 months of bill data, based on having the highest energy burden. The attached State Snapshot provides detailed income, energy cost, and burden statistics across all fuel types. Data are current as of August 1, 2021.