



DEPARTMENT OF ENERGY
21 S. Fruit St., Suite 10
Concord, N.H. 03301-2429

Important Program Changes – Please Read

Greetings,

Thank you for being part of the Fuel Assistance Program. The Fuel and Electric Assistance programs are transitioning to a new software system statewide. This will help us serve you better in the long run but may affect applications temporarily.

During this transition you will encounter two changes:

1. You must provide proof of Social Security numbers for every person this year.

Even if you've previously submitted a copy of Social Security cards, tax returns, or other legal documents, you need submit this for all household members. This will only need to be provided once; once it is saved in our new system, you won't need to resubmit.

If someone in the household is an infant or a legal non-citizen without SSN documentation, please let us know when you apply so we can assist you.

2. Staff will experience a delay before beginning to process applications.

You may experience temporary delays as staff work to learn a new system. We encourage you to submit your application as early as possible and ask for your patience and kindness. We know that timely assistance is critical, so we are working hard to minimize delays and support applicants as quickly and carefully as possible.

We kindly ask for your patience and understanding as we all adjust together. The dedicated staff are here to help you and are working under new systems. We deeply appreciate your cooperation to help us serve all applicants as quickly as possible.

Thank you,

Leah Richards

Leah Richards
NH Fuel Assistance Program Administrator