

Berkshire Gas RAMP Program

The Berkshire Gas Company's "Residential Arrearage Management Program" (RAMP) provides financial assistance to eligible low-income customers with active accounts that have outstanding bills in arrears.

Under the RAMP program, eligible low-income customers may qualify for forgiveness of past due bills for natural gas service. Forgiveness of the past due balance is extended "one-time" only. Program participants receive credits to their past due account once all program requirements have been met. (Some restrictions may apply.)

ELIGIBILITY

The following eligibility guidelines must be met to qualify for the Residential Arrearage Management Program (RAMP):

- Must have an active natural gas account.
- Must have outstanding bills with a minimum of \$300.00 and sixty days in arrears.
- The customer of record must reside at the location where the gas service is provided.
- The combined gross annual household income must fall within 60% of the State Median Income (SMI) Guideline for the household size.

The customer of record on the gas service account may apply for the RAMP program at their local community action agency council office:

Berkshire Community Action Council (BCAC)

Great Barrington 413-528-1947

Pittsfield 413-445-5671

North Adams 413-663-3014

Franklin Community Action Council (FCAC)

Amherst 413-774-2310

Greenfield 413-774-2318

PROGRAM REQUIREMENTS

Customer approved for the RAMP must:

- 1) Pay down payment of up to 25% of total account balance.
- 2) Enter into a monthly payment plan that includes:
 - a) remaining arrears balance (if any) after RAMP benefit is applied;
 - b) future projected gas bills for the term of the payment plan.
- 3) Pay the monthly amount agreed to in order to receive the monthly RAMP credit.
- 4) Apply for, and agree to participate in, all other financial assistance programs available (e.g., fuel assistance, weatherization/ conservation, etc.).

Failure to pay monthly amount agreed to will result in termination of the payment agreement, and any remaining RAMP benefit will be forfeited. RAMP payment plan may be reinstated if all missed payments along with the current payments are made.

