



# Winter

is just around the corner...

**Don't wait until Winter is here,  
learn about Fuel Aid today!**

## FUEL AID PROGRAMS

### Valley Opportunity Council (VOC)

413-552-1548 / [www.valleyopp.com](http://www.valleyopp.com)

Spanish Translation Available at [www.valleyopp.com](http://www.valleyopp.com)

VOC's Fuel Assistance Program, LIHEAP, serves households throughout Hampden County. With an office in Holyoke at 300 High Street and an outreach site at the Holyoke Council on Aging, VOC can provide you assistance with your heating bills.

### Springfield Partners for Community Action

413-263-6500 / [www.springfieldpartnersinc.com](http://www.springfieldpartnersinc.com)

Spanish Translation Available at [www.springfieldpartnersinc.com](http://www.springfieldpartnersinc.com)

Locally administers the federally-funded WAP weatherization assistance program.

### Distrigas / Citizens Energy

1-866-GAS-9918 / [www.citizensenergy.com](http://www.citizensenergy.com)

Spanish Translation Available at [www.citizensenergy.com](http://www.citizensenergy.com)

Provides up to \$150 per heating season to natural gas customers who have exhausted their fuel assistance benefits or are ineligible to receive federal fuel assistance.

### Council of Churches of Greater Springfield

413-733-2149

The Emergency Fuel Fund program provides financial support to individuals and families to help them purchase heating fuel during the winter months. Funds are limited and priority is given to senior citizens, first-time callers, and families with young children.

### Salvation Army Good Neighbor Energy Fund

800-262-1320 / [www.magoodneighbor.org](http://www.magoodneighbor.org)

Provides up to \$275 per heating season to needy families who otherwise don't qualify for fuel assistance programs. (60%-80% of State Median Income Level)

## Summary of Aid Programs

	Fuel Assistance Help with paying heating bills.	Weatherization Help with home insulation.	Heating System Help with heating equipment.
Annual Income <b>Below</b> 60% of State Median Income	<b>LIHEAP</b>	<b>WAP</b>	<b>HEARTWAP</b>
Annual Income <b>Above</b> 60% of State Median Income	Salvation Army Good Neighbor Energy Fund  Citizens Energy (Distrigas / Oil Heat Program)	MuniHELPS Line / Free In-Home Energy Audits HG&E Energy Conservation Assistance Program HG&E Digital Setback Thermostat Installation	

▲ **Above:** These charts will help you determine eligibility for various aid programs.

**In just weeks, the Winter heating season will be upon us and HG&E wants to help you prepare:**

Residential Energy Conservation Program  
[www.hged.com/recp](http://www.hged.com/recp) — (413)536-9300

Free Home Energy Audits / Conservation Advise  
[www.hged.com/audit](http://www.hged.com/audit) — (888)333-7525

Payment Plans — (413)536-9300

Energy Star Rebates  
[www.hged.com/energystar](http://www.hged.com/energystar) — (413)536-9300

Winter Check-Up Program — (413)536-9300 (press 1)

## OTHER HELPFUL CONTACTS

211 First Call for Help - United Way  
211 / [www.mass211.org](http://www.mass211.org)

Residential Assistance for Families in Transition  
413-233-1500 / [www.haphousing.org](http://www.haphousing.org)

Holyoke Council on Aging  
413-322-5625 / [www.holyoke.org](http://www.holyoke.org)

### 2014/2015 Fuel Aid Eligibility Chart

LIHEAP / WAP Programs - 60% of the Massachusetts State Median Income

# of people in Household / Maximum Annual Household Income

1	2	3	4
\$32,617	\$42,653	\$52,689	\$62,725
5	6	7	8
\$72,761	\$82,797	\$84,669	\$86,554

# For Your Safety

Holyoke Gas & Electric (HG&E) would like to take this opportunity to point out important community safety precautions.

- ▶ Customers should not allow unauthorized or unidentified individuals into their homes for any reason related to utility services. It is strongly recommended that residents ask for identification prior to granting strangers access to your home, as all HG&E personnel are required to carry an identification badge.
- ▶ Please do not provide payment or personal information regarding utility bills over the phone or in person, unless you are talking to an official HG&E employee. As an HG&E customer, phone calls regarding utility information will only come from the main HG&E phone numbers, (413) 536-9300 or (413) 536-9400. Additionally, HG&E customer service representatives will only ask for credit card information over the phone if the customer chooses this payment option.
- ▶ Prior to termination of gas or electric service, a customer will receive three written notices in the mail.

If you have any questions, please consider your safety and contact HG&E at (413) 536-9300. Thank you for your cooperation!

## A message from the Holyoke Fire Department- Burn Notice

Fire Chief John A. Pond is reminding residents that Holyoke is among 22 cities and towns in the state of Massachusetts where all open burning is prohibited due to the density of population and the close proximity of buildings.

Open burning, the burning of any material outdoors, releases large amounts of carbon monoxide and other gaseous and solid substances directly into the atmosphere, causing air pollution and respiratory problems.

The Massachusetts Department of Environmental Protection (MADEP) regulates open burning in the state. According to the MADEP, under poor atmospheric conditions, open burning creates a smoke and odor nuisance – as well as a health threat to area residents, especially in densely populated areas. For these reasons, open burning is prohibited in Holyoke. The state no-open-burning list also includes Chicopee, Springfield, and West Springfield.

All complaints of open burning will be responded to and extinguished, along with fines levied on the homeowner. Chief Pond asks that everyone obey the law and help keep the City of Holyoke safe.

