

Are you a first time fuel assistance applicant looking to make an appointment?

You can make your appointment at any one of our three sites. These are the days of the week and times when you can make an appointment with someone who speaks a language other than English:

HOLYOKE:

300 High Street, 2nd floor, Holyoke, MA

Appointments available Monday-Friday
From 9:00 AM to 3:00 PM

CHICOPEE:

35 Mt. Carmel Avenue, Chicopee, MA

Appointments available Monday-Wednesday
From 9:00 am to 3:00 PM

WESTFIELD:

100 Elm Street, Westfield, MA

Appointments available Wednesday & Thursday
From 9:00 AM to 3:00 PM

SPRINGFIELD:

555 State Street, Springfield, MA

2460 Main Street, Springfield, MA

Appointments available Monday-Friday
From 9:00 AM to 3:00 PM



Those we serve



\$31.M

Our investment in the
Holyoke and Chicopee communities



250

Staff Members



155

Community Partners



88,000

People who want to better themselves

These dollars translate into active and real revenues for the payment of services, training, and materials acquired in support of our many community-based programs.

VOC also represents a significant economic investment in the community as a major employer of over 250 staff members and 155 community partners.

VOC leads the way for individuals and families to access education and training aimed at developing skills vital to their goals of attaining self-sufficiency.

VOC reaches 88,000 people of all age groups, backgrounds and circumstances who want to better themselves.



Energy Assistance



413-552-1548

300 High Street, Holyoke, MA 01040

35 Mt. Carmel Avenue, Chicopee, MA 01020

100 Elm Street, Westfield, MA 01085

555 State Street, Springfield, MA 01109

2460 Main Street, Springfield, MA 01107

www.valleyopp.com

www.facebook.com/valleyopportunitycouncil

FUEL ASSISTANCE

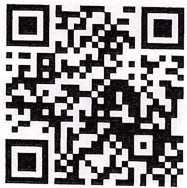
(Also known as the Low Income Home Energy Assistance Program)

Helps eligible households challenged by the high cost of home heating fuel pay a portion of their winter heating bills.

This program provides assistance through a fixed benefit amount for the cost of the primary source of heat which includes, but is not limited to:

- Oil
- Electricity
- Natural Gas
- Propane
- Kerosene
- Wood
- Coal

For income eligibility go to



For new clients who wish to apply, they can apply at the link at <https://toapply.org/MassLIHEAP>

or call at **413-552-1548** to schedule an appointment by phone.



HOMEOWNERS HEATING SYSTEM REPAIR

(Also known as the Heating Emergency Assistance Retrofit Task Weatherization Assistance Program, or HEARTWAP) provides heating system repair and replacement services to eligible low-income households.

Throughout the heating season, the program primarily helps eligible homeowners pay to repair or replace defective or unsafe heating systems on an emergency basis. If sufficient funds are available after the heating season, HEARTWAP will perform maintenance work (clean and tune) and replace heating systems that are in poor condition and beyond repair. Funds are also available for asbestos abatement only as needed to enable heating system repairs or replacement to be safely completed. Some additional funds are available for chimney liners. There is a maximum amount of money that may be applied to any of these services; therefore the program may not be able to cover the entire cost.

ELIGIBILITY:

- Applicant must reside in Hampden County
- Household income cannot exceed 60% of the estimated state median income
- Those who have heat included in their rent and meet income and residence eligibility may be eligible to receive a subsidy for a portion of their monthly income from November to April
- Those who have heat included in their rent and have a subsidy must pay over 30% of their income towards rent in order to be eligible
- Those who live in public housing are not eligible (are already state or federally aided)



Need Help Paying Your Heating Bills?

VOC's Fuel Assistance program helps income-eligible households pay part of their winter heating bills.

Help is available for Oil, Natural Gas, Electric, Kerosene, L.P. Gas, Firewood, Wood Pellets, Coal and Water bills.

HEAT included in the RENT? You may be eligible for a refund of 30% of your rent. (Subsidized housing must pay more the 30% of the rent to qualify)

HOMEOWNER? We may also be able to assist with your heating system repairs.

Apply online today! <http://toapply.org/VOC>

NUMBER OF PEOPLE IN THE HOUSEHOLD	MAXIMUM ANNUAL INCOME
1	\$49,196
2	\$64,333
3	\$79,470
4	\$94,608
5	\$109,745

NUMBER OF PEOPLE IN THE HOUSEHOLD	MAXIMUM ANNUAL INCOME
6	\$124,882
7	\$127,720
8	\$130,559
9	\$133,397
10	\$136,235



For information on how to apply, call your local Fuel Assistance office:

Valley Opportunity Council
300 High Street, Holyoke, MA 01040

Call: 413-552-1548
www.valleyopp.com

Do you or someone you know have other needs? VOC may be able to help with those too! Call us at 413-552-1554 about Housing, Senior Companionship, Adult Education, Child Care, WIC and more!

Serving the following communities: Agawam, Blandford, Bondsville, Brimfield, Chester, Chicopee, East Longmeadow, Feeding Hills, Granville, Hampden, Holland, Holyoke, Indian Orchard, Longmeadow, Ludlow, Monson, Palmer, Russell, Springfield, Southwick, Thorndike, Three Rivers, Tolland, Wales, West Springfield, Westfield, Wilbraham, Woronoco

Please have these documents ready for Fuel Assistance,

Application

Proof of all income

Proof of Citizenships

Picture Id or Driver's License

Proof of address (Utilities Bills)

Proof of Housing Cost (mortgage/lease)

Make sure you signed the application.

Emergency is from Monday through Friday

8:30 am to 3:00pm

For Utilities emergency, you need to provide proof of

Shut off notices

You may email documents to

Fuelassistance@valleyopp.com

Drop off in Mail Box in First Floor or Second Floor.

Thank You!

Favor de tener estos documentos listo!

Aplicacion

Prueba de ingreso

Prueba de ciudadania

Identificacion con retrato o licencia

Prueba de direccion (Facturas de Utilidades)

Prueba de gasto (contrato de renta o de hipoteca)

Asegure que firmo la applicacion

Emergencias son de Lunes a Viernes

De 8:30 am hasta 3:00 pm

**Emergencias de utilidades, necesitamos prueba
que los servicios van hacer desconectados**

Puede enviar los documentos por email

Fuelassistance@valleyopp.com

**Documentos pueden ser depositados en el buzón
en el primer piso or en el segundo piso.**

Gracias!