

AARP Public Policy Institute

**ENERGY AND TELEPHONE  
ASSISTANCE  
IN THE STATES**

**II:**

**Public Programs  
that Help  
Low-Income  
Households**

**AARP<sup>SM</sup>**

# Energy and Telephone Assistance in the States: Public Programs that Help Low-Income Households

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This report is dedicated to the memory of Gabriel Montes, who served the Public Policy Institute and AARP with creativity, energy and passion between 2000 and 2005. May he rest in peace.

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# Energy and Telephone Assistance in the States

## Introduction

The 2007 edition of *Energy and Telephone Assistance in the States: Public Programs That Help Low-Income Households* identifies and describes current programs that federal and/or state governments have developed, authorized, funded, or administered to help low-income households initiate and maintain home energy and telephone service.

These programs vary significantly among the 50 states and the District of Columbia, with regard to the type and amount of assistance, the level of government support, the rate of participation, and the requirements for eligibility. This publication, however, is specifically designed to facilitate comparisons between and among states and across services. The structure and effectiveness of a low-income energy assistance program, for example, may be relevant to policymakers or advocates seeking to create or redesign a low-income telephone assistance program.

*Energy and Telephone Assistance in the States: Public Programs That Help Low-Income Households* consists of three main sections. The *Federal Programs* section describes the role of the federal government in helping low-income households afford telephone and home energy services. Lifeline and Link-Up are the federal low-income telephone assistance programs. Lifeline reduces the monthly cost of telephone service to eligible low-income households through a credit on local telephone bills. Link-Up provides eligible low-income households with a one-time credit to reduce the cost of installing telephone service.

The Low-Income Home Energy Assistance Program (LIHEAP) and the Weatherization Assistance Program (WAP) are the primary federal low-income energy assistance programs. LIHEAP provides eligible low-income households with financial assistance to offset the costs of heating and/or cooling their homes. WAP helps eligible low-income households increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

The *State Programs* and *State Profiles* sections highlight the government-related assistance programs provided in the 50 states and the District of Columbia that help low-income households afford home energy and telephone services. *State Programs* explores some of the similarities and differences among these programs across all states. Then, in the *State Profiles* section, each profile describes the primary low-income assistance programs that the particular state has developed, administered, authorized, or funded, including key data such as benefit amounts, eligibility requirements, funding, and participation levels. To provide a basic understanding of each state's unique environment, each profile also includes demographic data such as state population, state median income, percentage of households in the state headed by persons age 50 and older, and percentage of households in the state with total income below 150 percent of the federal poverty guideline.

## **FY2006 Telephone and Energy Assistance in Context.**

**Telephone Assistance—Recent Developments** Lifeline and Link-Up ensure that low-income consumers can access quality telecommunications services at reasonable and affordable rates. These programs provide discounts to low-income households for the initial installation of phone service (Link-Up) and monthly phone bills (Lifeline). Lifeline and Link-Up have provided assistance to many subscribers, yet many citizens eligible for these programs may remain unaware of their existence and benefits.

In 2004, in an effort to encourage greater participation in the programs, the Federal Communications Commission (FCC) broadened the federal default eligibility criteria to include an income-based criterion of 135 percent of the federal poverty guidelines (FPG), and participation in the Temporary Assistance for Needy Families (TANF) program, and the National School Lunch's free lunch program.

To further help increase awareness and enrollment in state and federal Lifeline and Link-Up programs, the FCC formed a working group

## Energy and Telephone Assistance in the States

composed of State Public Utility Commissions and federal FCC employees and created a website ([www.lifeline.gov](http://www.lifeline.gov)) in 2005 to provide information about the programs to consumers, the industry, and the media. It is too early to tell if the website and actions of the federal/state working group will be effective in increasing Lifeline and Link-Up participation<sup>1</sup>.

### *Energy Assistance*

The winter of 2005–2006 (FY2006) was expected to be extraordinarily challenging for consumers in terms of high heating costs and colder-than-average temperatures. Many consumers were expected to face substantial increases in their winter heating bills during this period as a result of rising energy costs exacerbated by the effects of two hurricanes that disrupted natural gas and petroleum production and distribution. It was expected to be especially difficult during this period for low income households, especially those in the Northeast and Midwest, to afford to heat their homes adequately.

In response to the expected increases in home heating costs and the increased need for energy assistance among low- and lower-middle income households, the federal government as well as several state, city, and local governments increased funding to existing energy assistance programs and initiated new ones.

The federal government increased LIHEAP funding by \$100 billion in March of 2006, while the 50 states and the District of Columbia increased funding for energy assistance by almost \$450 million.<sup>2</sup>

Although these combined increases in energy assistance protected many low income households from the consequences of inadequate energy, many appropriations were “one-time only” and cannot be relied on to meet the energy needs of low-income households currently or in the future.

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<sup>1</sup> FCC and NARUC Launch “Lifeline Across America” to Raise Awareness of Lifeline and Link-up Programs: Discount Programs Help Low-Income Households Afford Phone Service. (July, 2005, ). Federal Communications Commission. Retrieved January 11, 2007, from FCC Web site: [http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/DOC-260129A1.doc](http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-260129A1.doc)

<sup>2</sup> *Low-Income Energy News Archive for 2006*. (n.d.). Retrieved January 11, 2007, from U.S. Department of Health and Human Services, Administration for Children and Families, LIHEAP Clearinghouse web site: [www.liheap.ncat.org/news/archive2006.htm](http://www.liheap.ncat.org/news/archive2006.htm).

## The Role of the Federal Government in Providing Telephone and Energy Assistance to Low-Income Households

### Telephone Assistance Programs

Providing all consumers, including low-income consumers and those in rural, insular, and high-cost areas, with access to quality telecommunications services at just, reasonable, and affordable rates has been a national policy goal for more than 70 years. In seeking to promote this goal of universal service, the federal government created the Lifeline and Link-Up programs to assist low-income persons in obtaining and maintaining telephone service.

### *Lifeline*

The Lifeline program, which was established in 1984 by the Federal Communications Commission (FCC) in conjunction with the states, reimburses local telephone service companies for reducing the amount eligible low-income households must pay for local monthly telephone service. Lifeline service is available to low-income consumers nationwide. All eligible telecommunications carriers in each state must provide and publicize availability of the Lifeline program.

### **Benefits**

The Lifeline program reimburses local telephone companies for providing a monthly credit toward the price of basic local telephone service to qualified telephone subscribers. In 2005, the amount of the monthly credit varied by state, ranging from \$8.05 to \$19.50 (see Table 1), depending on whether and how much an individual state supplements the federal Lifeline benefit. This is up from 2002, where the amount of the monthly credit ranged from \$6.75 to \$14.78. This range does not include Oklahoma and Alaska, which reflect higher

monthly credit amounts. Most of Oklahoma and Alaska are considered tribal lands and thus most or all of their respective eligible low-income population qualifies for the Enhanced Lifeline program. Of the total Lifeline credit, the federal government distributes a basic benefit of up to \$8.25 per month<sup>3</sup>, plus an additional \$1 for every \$2 of support provided by the states, up to a maximum of \$1.75 per month. Thus, states secure the maximum federal support amount of \$10 by contributing at least \$3.50 per subscriber household.

The Enhanced Lifeline program, implemented in October 2000, provides an additional discount of up to \$25 off the local telephone bill for telephone subscribers living on tribal lands. As a result, the total federal Lifeline benefit for eligible residents of tribal lands increases to a maximum of \$35, with qualified subscribers on tribal lands paying a minimum of \$1 per month for local phone service.

All Lifeline recipients receive the following services:

- Voice-grade access to the public switched telephone network
- Single-party service
- Dual Tone Multifrequency signaling to allow for the use of a touch-tone telephone
- Access to emergency services, operator services, interexchange service, and directory assistance
- The option of toll limitation at no cost, including either toll control, which allows the subscriber to select a preset cap on the amount of long-distance calls placed, or toll blocking, which prevents placement of long-distance calls

<sup>3</sup>This consists of a baseline amount of between \$3.50 and \$6.50 (Tier One) and an additional \$1.75 per subscriber if the state commission authorizes a reduction in local rates equal to that amount (Tier Two).



# Energy and Telephone Assistance in the States

Telephone companies are prohibited from disconnecting Lifeline service for nonpayment of toll charges and from requiring a service deposit from customers who accept toll limitation.

## Federal Funding

The Universal Service Fund (USF), established in 1983 to ensure that all Americans can afford telephone service, provides federal funding for Lifeline and Link-Up. The USF is administered by the Universal Service Administrative Company under the direction of the FCC. Financial support is provided through contributions from all telecommunications companies that provide interstate telecommunications service, including local and long-distance telephone companies, wireless and paging companies, pay phone providers, and some voice over internet protocol (VoIP) providers. Telecommunications providers typically pass along the cost of these contributions to ratepayers in the form of a monthly surcharge on their telephone bills.

Federal Lifeline funding was \$748.8 million in 2005 (see table 2), a 55 percent increase over the federal funding level of 2000 (\$481 million).

## Eligibility

Lifeline applicants must certify with their local telephone provider that they qualify for the Lifeline program. In a few states, applicants must verify their eligibility with the state.

For states that do not mandate state Lifeline support, household eligibility for federal Lifeline support is contingent upon household income at or below 135 percent of the federal poverty guideline, or participation in one of the following programs:

- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Federal public housing assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance for Needy Families (TANF)

- National School Lunch Program's free lunch program
- Bureau of Indian Affairs general assistance
- Tribally-administered Temporary Assistance for Needy Families (TTANF)
- Head Start (if income eligibility criteria are met)
- Tribal National School Lunch Program

States that mandate state Lifeline support are allowed to create their own eligibility requirements, with the FCC guidance that they adopt "narrowly targeted qualification criteria that are based solely on income or factors directly related to income." Many states choose to implement most or all of federal eligibility requirements, although they maintain the freedom to choose their own eligibility criteria as long as those criteria are based on income or factors specifically related to income.

## Participation

Approximately 7 million households nationwide participated in the Lifeline program in 2005. In that same year, 21.7 million households each had a total income at or below the income limit used to define eligibility for this program. Approximately 32.2 percent of income-eligible households nationwide participated in the Lifeline program in 2005 (see table 3).

The 2005 participation rate is similar to the participation rate of 2000, when 30 percent of eligible households participated in the program. As was the case in 2000, the rate of participation drops dramatically when California<sup>4</sup>—which has a participation rate of over 100 percent—is omitted from the calculation. Without California, the 2005 national participation rate was 20.3 percent, compared to 16 percent in 2000.

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<sup>4</sup> Eligibility for Lifeline and Link-Up in California is based on 150 percent of federal poverty guidelines. There are approximately 2.5 million households in the state at or below this income level, yet there were 3,104,117 households participating in the program as of 2005. This evidence suggests that a number of households currently participating in the program are above the income requirement set by the state.

# Energy and Telephone Assistance in the States

## *Link-Up*

In 1987, the FCC established the Link-Up program, also known as Link-Up America, to help low-income households pay the costs of initiating telephone service. All carriers designated as eligible telecommunications carriers in each state are reimbursed for discounting connection charges to eligible customers through the Link-Up program.

### **Benefits**

The Link-Up program offers the following benefits to eligible low-income consumers:

- A credit of \$30 or a 50 percent reduction in the charges customers pay for connecting to new telephone service, whichever is less.
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year.

The Enhanced Link-Up program helps eligible low-income consumers on tribal lands afford the cost of initiating new telephone service by increasing the amount of assistance available under the regular federal Link-Up program by \$70, for a total of \$100 per customer.

### **Funding**

As described in the previous section on Lifeline, the Link-Up program is funded through the Universal Service Fund. Federal Link-Up funding was \$34.1 million in 2005 (see table 4), a 12.2 percent increase over 2000 funding.

### **Eligibility**

The eligibility standard for Link-Up is the same as that for the Lifeline program.

### **Participation**

Approximately 1.7 million households nationwide participated in the Link-Up program in 2005 (see table 4), the same as in 2000.

Table 1: Lifeline Monthly Support by State or Jurisdiction, as of November 2006

	Basic Federal Support	State Matching*	Federal Matching	Total Federal Support	Total Federal and State Support
Alabama	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Alaska	\$8.25	\$3.50	\$1.75	\$35.00 <sup>a</sup>	\$38.50
Arizona	\$8.05	None <sup>b</sup>	-	\$8.05	\$8.05
Arkansas	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
California	\$8.25	\$5.92 <sup>d</sup>	\$1.75	\$10.00	\$15.92
Colorado	\$6.50	\$6.50	\$3.50	\$10.00	\$16.50
Connecticut	\$8.25	\$1.17	\$0.58	\$8.83	\$10.00
Delaware	\$8.25	None	-	\$8.25	\$8.25
District of Columbia	\$8.25	\$6.28 <sup>c</sup>	\$1.75	\$10.00	\$16.28
Florida	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Georgia	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Hawaii	\$8.25	None	-	\$8.25	\$8.25
Idaho	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Illinois	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Indiana	\$8.25	None	-	\$8.25	\$8.25
Iowa	\$10.00	None	-	\$10.00	\$10.00
Kansas	\$8.25	\$7.50	\$1.75	\$10.00	\$17.50
Kentucky	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Louisiana	\$8.25	None	-	\$8.25	\$8.25
Maine	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Maryland	\$8.25	\$5.26	\$1.75	\$10.00	\$15.26
Massachusetts	\$8.25	\$8.79	\$1.75	\$10.00	\$18.79
Michigan	\$8.25	\$2.00	\$1.00	\$9.25	\$11.25
Minnesota	\$8.25	\$1.75	\$0.87	\$9.12	\$10.87
Mississippi	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Missouri	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Montana	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Nebraska	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Nevada	\$8.25	\$1.90	\$0.95	\$9.20	\$11.10
New Hampshire	\$8.25	None	-	\$8.25	\$8.25
New Jersey	\$8.25	\$3.50	\$1.73	\$9.98	\$13.48
New Mexico	\$8.25	\$5.39	\$1.75	\$10.00	\$15.39
New York	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
North Carolina	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
North Dakota	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Ohio	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Oklahoma	\$8.25	\$1.17	\$0.58	\$33.83 <sup>d</sup>	\$36.50
Oregon	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Pennsylvania	\$8.25	\$2.50	\$1.25	\$9.50	\$12.00
Rhode Island	\$8.25	\$4.44	\$1.75	\$10.00	\$14.44
South Carolina	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
South Dakota	\$8.25	None	-	\$8.25	\$8.25
Tennessee	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Texas	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Utah	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Vermont	\$8.35	\$5.65	\$1.75	\$10.10	\$15.75
Virginia	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Washington	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
West Virginia	\$8.25	\$3.50	\$1.75	\$10.00	\$13.50
Wisconsin <sup>e</sup>	\$8.25	\$1.17	\$0.58	\$8.83	\$10.00
Wyoming	\$6.75	\$5.00	\$1.75	\$8.50	\$13.50

\*Represents maximum state support. <sup>a</sup> Federal support includes \$8.25 in basic support, \$1.75 in matching funds, and \$25.00 in enhanced federal support for Tribal Lands. <sup>b</sup> For state residents age 65 and older with household incomes at or below 100 percent of the federal poverty guidelines, Arizona's Senior Telephone Discount Program (STDP) offers a 17 percent discount on the price of flat-rate local service and one basic service installation charge per year. STDP recipients are also eligible to receive \$8.25 in basic federal Lifeline support and federal matching funds equivalent to 50% of the state contribution. <sup>c</sup> D.C. support increases to \$8.28 for Lifeline subscribers age 65 and older. <sup>d</sup> Federal support includes \$8.25 in basic support, \$0.58 in matching funds, and \$25.00 in enhanced federal support for Tribal Lands. <sup>e</sup> Lifeline participants in Wisconsin cannot be charged more than \$15 for basic local telephone service.

Sources: Universal Service Administrative Company; interviews with state staff, 2005-6; current as of 12/28/06.

Table 2: Total Lifeline Funding by State, 2005

State	Funding	
	Federal	State (Estimated <sup>a</sup> )
Alabama	\$ 3,192,240	\$ 1,132,110 <sup>a</sup>
Alaska	\$ 6,997,935	\$ 1,083,474 <sup>b,c</sup>
Arizona	\$ 20,255,204	\$ 0
Arkansas	\$ 2,211,633	\$ 992,460 <sup>a</sup>
California	\$ 284,145,344	\$ 197,049,347 <sup>b,c</sup>
Colorado	\$ 3,500,329	\$ 2,285,322 <sup>b</sup>
Connecticut	\$ 5,169,924	\$ 750,564 <sup>b</sup>
Delaware	\$ 253,897	\$ 0
District of Columbia	\$ 940,898	\$ 804,468 <sup>a</sup>
Florida	\$ 17,465,583	\$ 6,355,986
Georgia	\$ 8,166,837	\$ 2,898,210
Hawaii	\$ 680,299	\$ 0
Idaho	\$ 3,776,261	\$ 1,345,932 <sup>c</sup>
Illinois	\$ 8,563,169	\$ 4,501,854 <sup>b,c</sup>
Indiana	\$ 5,102,552	\$ 0
Iowa	\$ 5,381,711	\$ 0
Kansas	\$ 3,007,822	\$ 1,157,814 <sup>b,c</sup>
Kentucky	\$ 7,197,280	\$ 2,719,542 <sup>b</sup>
Louisiana	\$ 2,055,784	\$ 0
Maine	\$ 8,447,251	\$ 2,980,194
Maryland	\$ 501,933	\$ 287,890
Massachusetts	\$ 14,226,210	\$ 12,071,633
Michigan	\$ 10,973,566	\$ 2,639,376
Minnesota	\$ 5,777,274	\$ 4,500,000 <sup>b,c</sup>
Mississippi	\$ 3,309,744	\$ 1,196,580
Missouri	\$ 5,104,357	\$ 2,079,336 <sup>b</sup>
Montana	\$ 2,579,195	\$ 651,000
Nebraska	\$ 2,370,608	\$ 913,122 <sup>b,c</sup>
Nevada	\$ 3,975,804	\$ 1,819,062 <sup>b</sup>
New Hampshire	\$ 630,961	\$ 0
New Jersey	\$ 14,955,806	\$ 5,382,342 <sup>c</sup>
New Mexico	\$ 10,411,084	\$ 3,351,780 <sup>b</sup>
New York	\$ 49,231,524	\$ 17,941,056 <sup>b</sup>
North Carolina	\$ 14,375,394	\$ 5,214,972
North Dakota	\$ 3,652,147	\$ 912,870
Ohio	\$ 33,963,470	\$ 13,165,320
Oklahoma	\$ 30,514,540	\$ 1,837,106 <sup>b,c</sup>
Oregon	\$ 6,641,454	\$ 2,298,240 <sup>b</sup>
Pennsylvania	\$ 14,665,539	\$ 4,812,240
Rhode Island	\$ 4,571,086	\$ 2,330,160
South Carolina	\$ 2,826,105	\$ 997,668 <sup>b</sup>
South Dakota	\$ 6,474,044	\$ 0
Tennessee	\$ 6,068,717	\$ 2,237,928
Texas	\$ 69,884,890	\$ 27,409,452 <sup>b</sup>
Utah	\$ 2,788,861	\$ 977,130 <sup>b,c</sup>
Vermont	\$ 2,860,024	\$ 1,019,886 <sup>b,c</sup>
Virginia	\$ 2,208,972	\$ 846,300
Washington	\$ 16,946,094	\$ 5,878,152 <sup>b</sup>
West Virginia	\$ 667,412	\$ 242,886
Wisconsin	\$ 8,082,905	\$ 1,198,511 <sup>b,c</sup>
Wyoming	\$ 1,063,703	\$ 481,800 <sup>c</sup>
Total	\$ 748,815,376	\$ 346,154,747

<sup>a</sup>See "Data Documentation" for a description of how these estimates were calculated. <sup>b</sup>Each of these states has established a universal service fund or subsidy program to support Lifeline or other low-income telephone assistance. <sup>c</sup>Funding figures reported by state staff or from industry survey (see individual state profiles for details).

Sources: Universal Service Administrative Company; interviews with state staff, 2005-6; NRRI 2005-

Table 3: Lifeline Subscribership by State, 2005

State	Income (% FPG*) or Program Eligibility for FY2005	Number of Eligible Households <sup>d</sup>	Number of Lifeline Participants, 2005	Participation Rate	Number of Households at 135% FPG (Default Federal Eligibility)	Participation Rate Based on 135% FPG
Alabama	Medicaid	339,187	26,955	7.9%	427,292	6.3%
Alaska <sup>a</sup>	135%	30,043	25,797	85.9%	30,043	85.9%
Arizona <sup>c</sup>	150%	464,417	73,816	15.9%	391,656	18.8%
Arkansas	135%	246,181	23,630	9.6%	246,181	9.6%
California	150%	2,526,566	3,104,117	119.2% <sup>e</sup>	2,159,119	143.8%
Colorado	SSI	49,685	29,299	59.0%	256,105	11.4%
Connecticut <sup>c</sup>	250%	429,920	53,459	12.4%	202,016	26.5%
Delaware <sup>b</sup>	135%	37,737	2,587	6.9%	37,737	6.9%
District of Columbia	150%	59,298	10,675	18.0%	52,877	20.2%
Florida <sup>c</sup>	135%	1,208,955	151,333	12.5%	1,208,955	12.5%
Georgia <sup>c</sup>	150%	669,485	69,005	10.3%	581,372	11.9%
Hawaii	135%	58,895	6,882	11.7%	58,895	11.7%
Idaho <sup>b</sup>	135%	71,603	32,046	44.8%	71,603	44.8%
Illinois <sup>c</sup>	150%	892,010	107,187	12.0%	771,513	13.9%
Indiana <sup>b</sup>	135%	410,210	56,461	13.8%	410,210	13.8%
Iowa <sup>b</sup>	135%	180,898	61,187	33.8%	180,898	33.8%
Kansas <sup>c</sup>	150%	207,895	27,567	13.3%	181,491	15.2%
Kentucky <sup>c</sup>	130%	373,246	64,751	17.3%	388,698	16.7%
Louisiana <sup>b</sup>	135%	389,851	22,195	5.7%	389,851	5.7%
Maine <sup>e</sup>	150%	109,886	70,957	64.6%	95,862	74.0%
Maryland	SSI	62,306	4,561	7.3%	277,358	1.6%
Massachusetts <sup>c</sup>	200%	653,536	119,901	18.3%	402,788	29.8%
Michigan	150%	772,398	109,974	14.2%	672,191	16.4%
Minnesota	135%	220,497	60,886	27.6%	220,497	27.6%
Mississippi	150%	262,982	28,490	10.8%	262,982	10.8%
Missouri <sup>c</sup>	125%	337,802	49,508	14.7%	380,514	13.0%
Montana <sup>c</sup>	Medicaid	55,922	15,500	27.7%	81,688	19.0%
Nebraska <sup>c</sup>	125%	95,964	21,741	22.7%	108,746	20.0%
Nevada	150%	158,164	43,311	27.4%	129,791	33.4%
New Hampshire <sup>b</sup>	135%	52,104	6,449	12.4%	52,104	12.4%
New Jersey <sup>c</sup>	175%	463,534	128,151	27.6%	396,888	32.3%
New Mexico <sup>c</sup>	150%	196,427	62,070	31.6%	169,103	36.7%
New York <sup>c</sup>	200%	2,298,967	427,168	18.6%	1,453,872	29.4%
North Carolina <sup>c</sup>	110%	525,896	124,166	23.6%	717,738	17.3%
North Dakota <sup>b</sup>	135%	45,529	21,735	47.7%	45,529	47.7%
Ohio <sup>f</sup>	150%	859,330	313,460	36.5%	736,333	42.6%
Oklahoma <sup>a,c</sup>	168%	403,496	130,848	32.4%	276,681	47.3%
Oregon	135%	247,361	54,720	22.1%	247,361	22.1%
Pennsylvania	135%	768,399	160,408	20.9%	768,399	20.9%
Rhode Island <sup>c</sup>	215%	127,190	38,836	30.5%	71,753	54.1%
South Carolina <sup>c</sup>	Medicaid	307,446	23,754	7.7%	337,151	7.0%
South Dakota <sup>a</sup>	135%	53,931	27,985	51.9%	53,931	51.9%
Tennessee	125%	452,047	53,284	11.8%	500,252	10.7%
Texas	125%	1,610,932	652,606	40.5%	1,800,729	36.2%
Utah	125%	78,563	23,265	29.6%	88,855	26.2%
Vermont	150% <sup>4</sup>	42,169	24,283	57.6%	34,725	69.9%
Virginia <sup>c</sup>	Medicaid	292,672	20,150	6.9%	368,633	5.5%
Washington <sup>c</sup>	125%	373,166	139,956	37.5%	354,736	39.5%
West Virginia	135%	164,578	5,783	3.5%	164,578	3.5%
Wisconsin <sup>c</sup>	150%	382,335	85,364	22.3%	326,894	26.1%
Wyoming <sup>c</sup>	200%	53,405	8,030	15.0%	28,595	28.1%
Totals		21,175,017	7,006,249	33.1%	19,673,770	35.6%

\* Federal Poverty Guideline) <sup>a</sup> The FCC has designated all or most of the state as tribal lands and thus all or most of the state's Lifeline participants receive Enhanced Lifeline benefits. <sup>b</sup>Default federal eligibility (135% fpg). <sup>c</sup>States use categorical eligibility only. For each of these states, an estimated income eligibility limit is determined based on the income eligibility for LIHEAP. <sup>d</sup>These numbers are estimates based on averages of 2004, 2005, and 2006 March Current Population Survey data. <sup>e</sup>Participation rates for California indicate that the program is serving households that are ineligible

Sources: Universal Service Administrative Company; Current Population Survey, Bureaus of Labor Statistics and Census, U.S.; Departments of Commerce and Labor; National Regulatory Research Institute, 2005 - 2006 Survey; survey responses of state staff, 2005-6.

Table 4: LinkUp Funding and Subscribership by State, 2005

State	Funding		Participants	Eligibility (FPG)*
	Federal	State		
Alabama	\$ 30,192		1,670	Medicaid
Alaska	\$ 332,359		17,725	135%
Arizona <sup>a</sup>	\$ 237,631		11,619	150%
Arkansas	\$ 129,457		6,306	135%
California	\$ 17,295,177	\$ 12,100,000	956,587	150%
Colorado	\$ 12,261		710	SSI
Connecticut	\$ 141,270		4,709	250%
Delaware	\$ 6,692		478	135%
District of Columbia	\$ 4,570		435	150%
Florida	\$ 316,350		13,409	135%
Georgia	\$ 210,580		8,671	150%
Hawaii	\$ 12,439		548	150%
Idaho	\$ 23,426		1,521	135%
Illinois	\$ 1,080,160	\$ 492,021	49,996	150%
Indiana	\$ 601,645		25,100	135%
Iowa	\$ 462,014		20,635	135%
Kansas	\$ 68,476		3,859	150%
Kentucky	\$ 237,798		11,101	130%
Louisiana	\$ 51,657		2,594	135%
Maine	\$ 358,845		16,410	150%
Maryland	\$ 20,424		851	SSI
Massachusetts	\$ 8,712		1,289	200%
Michigan	\$ 437,188		21,343	150%
Minnesota	\$ 155,911		8,280	178%
Mississippi	\$ 93,282		4,136	150%
Missouri	\$ 177,952		9,931	125%
Montana	\$ 31,612		2,135	Medicaid
Nebraska	\$ 36,896		2,387	125%
Nevada	\$ 116,794		6,926	150%
New Hampshire	\$ 2,716		147	135%
New Jersey	\$ 58,817		2,777	175%
New Mexico	\$ 192,103		10,503	150%
New York	\$ 880,986		34,246	200%
North Carolina	\$ 118,402		5,571	110%
North Dakota	\$ 148,106		4,903	135%
Ohio	\$ 930,351		54,012	150%
Oklahoma	\$ 1,775,149		55,743	168%
Oregon	\$ 375,893		22,421	135%
Pennsylvania	\$ 947,188		32,233	135%
Rhode Island	\$ 3,486		206	215%
South Carolina	\$ 52,791		2,968	Medicaid
South Dakota	\$ 590,899		13,683	135%
Tennessee	\$ 77,390		4,332	125%
Texas	\$ 2,365,303		123,746	150%
Utah	\$ 32,121		2,270	135%
Vermont	\$ 18,178		1,292	150% <sup>4</sup>
Virginia	\$ 55,148		2,311	Medicaid
Washington	\$ 1,845,225	\$ 260,988	98,595	125%
West Virginia	\$ 18,166		985	135%
Wisconsin	\$ 764,808	\$ 808,507	30,501	150%
Wyoming	\$ 184,746		7,339	200%
Totals	\$ 34,129,742	\$ 13,661,516	1,722,145	

\* Federal poverty guideline. <sup>a</sup> For state residents age 65 and older with household incomes at or below 100 percent of the federal poverty guidelines, Arizona's Senior Telephone Discount Program (STDP) offers a 17 percent discount on the price of flat-rate local service and one basic service installation charge per year.

Sources: Universal Service Administrative Company; interviews with state program staff, 2005-2006.

Table 5: Lifeline and LinkUp on Tribal Lands - Funding and Participation, 2005

State	Lifeline Tribal		Linkup Tribal	
	Federal Funding	Participation	Federal Funding	Participation
Alabama	\$ 455	7	\$ -	0
Alaska	\$ 3,715,307	23,906	\$ 332,359	17,725
Arizona	\$ 11,752,709	45,006	\$ 150,962	7,871
Arkansas	\$ 47	1	\$ -	0
California	\$ 27,796	435	\$ 86	9
Colorado	\$ 1,055	8	\$ -	0
Florida	\$ 86	1	\$ -	0
Ohio	\$ 58,836	290	\$ 314	10
Iowa	\$ 717	3	\$ -	0
Kansas	\$ 1,614	25	\$ -	0
Louisiana	\$ 493	2	\$ -	0
Maine	\$ 33,320	402	\$ 606	27
Massachusetts	\$ 192	2	\$ -	0
Michigan	\$ 48,195	263	\$ 375	34
Minnesota	\$ 108,404	921	\$ 4,053	185
Mississippi	\$ 500	2	\$ 72	4
Missouri	\$ 308	10	\$ -	0
Montana	\$ 784,441	4,045	\$ 20,910	1,299
Nebrasks	\$ 49,643	281	\$ 756	27
Nevada	\$ 11,580	165	\$ 60	1
New Mexico	\$ 3,018,148	12,322	\$ 114,269	5,934
New York	\$ 2,261	20	\$ -	0
North Carolina	\$ 537	5	\$ -	0
North Dakota	\$ 1,300,061	6,085	\$ 91,473	1,753
Oklahoma	\$ 18,713,353	117,435	\$ 1,424,069	39,138
Oregon	\$ 72,301	392	\$ 40,373	423
South Carolina	\$ 1,324	9	\$ -	0
South Dakota	\$ 3,816,423	15,354	\$ 470,217	7,520
Texas	\$ 13,833	593	\$ -	0
Utah	\$ 35,203	295	\$ 2,461	95
Washington	\$ 2,093,856	7,495	\$ 117,838	4,322
WestVirginia	\$ 398	2	\$ -	0
Wisconsin	\$ 33,786	218	\$ 2,970	198
Wyoming	\$ 108,981	458	\$ 25,272	282
Total	\$ 45,806,163	\$ 236,458	\$ 2,799,495	\$ 86,857

Source: Universal Service Administrative Company, 2006.

Table 6: State Universal Service Funds for Low Income Assistance, FY2005

State	Name of Fund	Funding Mechanism	Current Funding
Alaska	Alaska Universal Service Fund	1.2% surcharge on telecommunication providers' end user revenues	\$ 1,081,770
California	California Universal Lifeline Telephone Service trust Administrative Committee Fund	1.29% surcharge on telecommunication providers' end user revenues	\$ 240,000,000
Colorado	Colorado Low-Income Telephone Assistance Fund	\$.07 Charge on telephone providers' customers	\$ 218,686
Connecticut	Connecticut Service Fund	\$.05 surcharge on telecommunication providers' end user revenues	\$ 750,564
Illinois	Universal Telephone Assistance Corporation	voluntary customer contributions (one-time contributions or \$0.50 - \$5.00 per month)	\$ 3,000,000
Kansas	Kansas Universal Service Fund	4.32% Assessment on intrastate retail revenues of regulated providers	\$ 1,898,000
Kentucky	Kentucky Universal Service Fund	\$.08 Line charge to each non-lifeline customer of providers	\$ 2,572,038
Minnesota	Minnesotal Public Utilities Commission	\$.05 surcharge per wired line in state	\$ 4,500,000
Missouri	Missouri Public Service Commission	0.18% Surcharge on local and long distance customers	\$ 2,079,336
Nebraska	Nebraska Universal Service Fund	5.75% Percent of billed rates of intrastate telecommunications providers	\$ 908,485
Nevada	Nevada Universal Service Fund	0.021% of end-used revenues of intrastate service providers	\$ 1,819,062
New Mexico	Low Income Telephone Assistance Program	3.32% of billed intrastate retail revenues of providers of wire-line and wireless telecommunications services	\$ 3,351,780
New York	Targeted Accessibility Fund of New York	0.6% surcharge on total regulated intrastate retail end-user revenues of telecommunications providers	\$ 17,941,056
Oklahoma	Oklahoma Universal Service Fund	0.4% surcharge on billed intrastate retail rates of telecommunications providers	\$ 466,000
Oregon	Residential Service Protection Fund	\$.12 Surcharge per wired line in state	\$ 2,298,240
South Carolina	South Carolina Universal Service Fund	2.9% Surcharge on telecommunication providers' end user revenues	\$ 997,668
Texas	Texas Universal Service Fund	3.6% Surcharge on intrastate, interstate and international revenues of telecommunications providers	\$ 27,409,452
Utah	Utah Public Telecommunications Service Support Fund (UPTSSF)	0.50% of billed intrastate retail revenues of telecommunications providers	\$ 856,627
Vermont	Vermont Universal Service Fund	1.15% of billed rates of all telecommunications providers	\$ 1,059,113
Washington	State surcharge	\$.13 Surcharge on every wired line in the state	\$ 5,878,152
Wisconsin	Wisconsin Universal Service Fund	0.029% surcharge on telecommunication providers' end user revenues	\$ 1,337,438

<sup>a</sup> See "Data Documentation" for a description of how these estimates were calculated. <sup>b</sup> Each of these states has established a universal service fund or subsidy program to support Lifeline or other low-income telephone assistance. <sup>c</sup> Funding figures reported by state staff or from industry survey (see individual state profiles for details).

Sources: Universal Service Administrative Company; interviews with state staff, 2005-6; NRRI 2005-2006 Survey Results. Current as of 12/28/06.



# Energy and Telephone Assistance in the States

## Energy Assistance Programs

The Low-Income Home Energy Assistance Program (LIHEAP) and the Weatherization Assistance Program (WAP) are the primary federal sources of residential energy assistance for low-income households in the United States.

### *Low-Income Home Energy Assistance Program (LIHEAP)*

Established in 1981, the Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded block grant program that helps reduce the residential energy burden of low-income households, particularly for those that have the lowest incomes and pay a high proportion of household income for home energy. Under LIHEAP, the federal government, through the U.S. Department of Health and Human Services (HHS), allocates funding to the 50 states, the District of Columbia, and other grantees, including U.S. territories and commonwealths and Indian tribal organizations. Within certain federal limits, each grantee designs its own program to disburse LIHEAP funds.

#### Benefits

LIHEAP funds are used to provide the following types of benefits (see table 7):

- Heating assistance payments
- Cooling assistance payments
- Energy crisis intervention payments
- Low-cost residential weatherization or other energy-related home repair

According to the Congressional Research Service, the average benefit amount provided to a LIHEAP participant in FY2004 for heating/winter crisis assistance was \$277, and for Cooling/Summer crisis assistance was \$192. In FY2004, an estimated 5.0 million households received heating/winter crisis assistance.

#### Funding (FY2006)

Heating costs for the winter of 2005–2006 were anticipated to be higher than normal, leading Congress twice to appropriate funds for LIHEAP during that fiscal year. The first appropriation

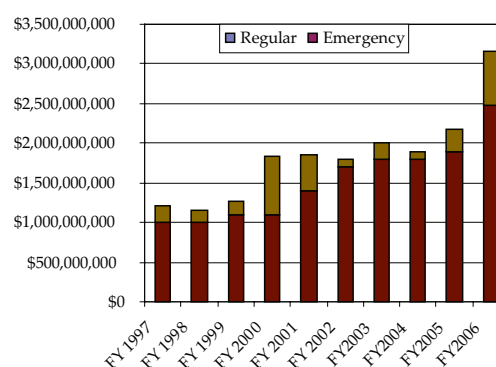
consisted of approximately \$1.98 billion in regular funds, and \$181 million in emergency contingency funds. Congress then added \$1 billion to LIHEAP for FY2007 and made the funds available for FY2006 through a special act.<sup>5</sup> The second appropriation designated \$500 million for regular funds and \$500 million for contingency funds. In all, a total of \$3.161 billion was appropriated for LIHEAP for FY2006, \$2.48 billion for regular funds and \$681 million for contingency funds.

This total FY2006 funding represents a 70 percent increase over the regular and emergency LIHEAP funding for FY2001 reported in the first edition of this publication. LIHEAP funding was available in the following categories during FY2006:

- Regular appropriation: \$2.48 billion
- State allotment: \$1.929 billion
- Tribal set-aside: \$21.279 million
- Leveraging/Residential Energy Assistance Challenge Option Program (REACH): \$27.225 million
- U.S. territories: \$3.456 million
- Technical assistance: \$297,000
- Supplemental funds: \$500,000,000
- Emergency contingency funds: \$681 million (appropriated)

The U.S. Department of Health and Human Services has the authority to reserve up to

#### Regular and Emergency LIHEAP Funding for Fiscal Years 1997-2006



Source: Low Income Home Energy Assistance Program, Division of Energy Assistance/OCS/ACE

<sup>5</sup> S. 2320, signed into law by the President on March 20, 2006 (P.L. 109-204).

# Energy and Telephone Assistance in the States

\$300,000 from each year's appropriation for training and technical assistance relating to LIHEAP.

## *State Allotment*

Each state receives a percentage of the regular LIHEAP appropriation. However, the size of a state's allotment percentage may vary, depending on the size of the total regular appropriation for that fiscal year. When the regular appropriation for a fiscal year equals \$1.975 billion or less, as it did every year between FY1986 and FY2005, an individual state's allotment is based on the home heating expenditures of that state's low-income households from 1976 to 1980. However, when a regular appropriation for LIHEAP is more than \$1.975 billion (as it was for FY2006), an individual state's share is determined by a formula based on the *current* estimated home heating and cooling expenditures of the state's low-income households (see table 8).

Under this second scenario, all states are guaranteed a minimum grant that is at least roughly equal to the amount they would have received if the regular appropriation had been \$1.975 billion. A minimum grant provides protection for states that might lose a large share of expected funding as a result of changes in the allocation formula when the regular appropriation exceeds \$1.975 billion.

States may use up to 15 percent (25 percent with a waiver from HHS) of LIHEAP funding for residential weatherization; 10 percent for state and local planning and administration; and up to 5 percent to provide services that encourage households to reduce their home energy needs, such as counseling, energy education, and assistance with energy vendors.

## *Assistance for U.S. Territories*

U.S. territories, including the Commonwealth of Puerto Rico, Guam, American Samoa, the Virgin Islands of the United States, and the Commonwealth of the Northern Mariana Islands, may receive a total of not less than 0.01 percent, and not more than 0.5 percent, of the amounts appropriated for LIHEAP

each fiscal year. Within these parameters, HHS determines the total amount to be apportioned for any fiscal year after evaluating the extent to which each insular area requires assistance.

## *Tribal Set-Aside*

Federally or state-recognized tribal organizations and territories are eligible for LIHEAP funding. Any grant awarded to a tribe is deducted from LIHEAP funding that would otherwise be payable to the state in which the tribe is located. The tribe receives a percentage of the state's LIHEAP funding equal to the percentage of LIHEAP-eligible households in the state that reside on tribal lands. However, the state and the tribe may agree to increase the size of the grant (see Table 8).

## *Emergency Contingency Funds*

In addition to the regular LIHEAP appropriation, up to \$600 million in emergency contingency funds may be released each fiscal year to one or more states at the discretion of the President to help states meet urgent home heating or cooling needs in the event of a natural disaster or other emergency. When determining whether to distribute emergency funds to a state, HHS is required to take into account the extent to which a state was affected by a natural disaster, which is defined as unusually hot or cold weather, or a flood, earthquake, tornado, hurricane, or ice storm, and can include other criteria established by HHS. Significant increases in energy prices, home energy disconnections, unemployment, layoffs, or participation in public benefit programs also constitute an emergency and justifies a release of LIHEAP emergency contingency funds (see Table 9).

In FY2006, the administration released contingency funds on three occasions. On the first, a total of \$100 million was distributed to all states, the District of Columbia, and the territories by regular block grant allocations and the percentage of low-income households in each state that use natural gas, heating oil, and propane for heat. On the second occasion, the administration released an additional \$500 million in contingency funds to 25 states that experienced average winter temperatures

## Energy and Telephone Assistance in the States

of 40°F degrees Fahrenheit or lower, with at least 60 percent of low-income households in each state having used natural gas, heating oil, or propane to heat their homes. In the final distribution of funds, the administration released approximately \$80 million to 14 states that experienced average temperatures of 47°F or below between October 5 and March 31, with at least 15 percent of low-income households in each state using heating oil as their primary heating source.

### *Leveraging Incentive Program and REACH Grants*

Each year since FY1992, HHS has awarded supplementary LIHEAP funding to grantees that use nonfederal resources to provide additional benefits and services to LIHEAP-eligible households. In applying for these awards, the grantees identify the leveraging resources, such as state and local government funds, utility rate assistance and weatherization programs, and fuel funds that were provided to low-income households in the previous year. The amount of each award is determined by a formula based on the success of the grantee in leveraging existing LIHEAP funding, but cannot exceed 12 percent of the leveraging incentive funds available. Other limits on the size of the grant may affect tribes, tribal organizations, or territories. In FY2006, Congress appropriated a total of \$27.2 million in leveraging incentive funds.

### *REACH*

According to federal statute, up to 25 percent of leveraging incentive funds can be used to fund the Residential Energy Assistance Challenge (REACH) program. Through REACH, grantees receive funding to develop innovative demonstration projects that help LIHEAP-eligible low-income households reduce their energy use and become more self-sufficient in meeting their home energy needs.

In FY2006 HHS awarded \$6.25 million in REACH funds to 18 grantees (three states, the District of Columbia, and 14 tribes or tribal organizations). States have up to three years to conclude their REACH project, while tribes/tribal organizations and territories other than

Puerto Rico must complete their projects within 17 months.

### **Eligibility**

Federal law establishes fairly broad parameters for the states to set eligibility criteria for LIHEAP. Under federal rules, the maximum income limit states may use in determining LIHEAP income eligibility is the greater of 150 percent of the federal poverty guidelines or 60 percent of the state median income. Federal law also grants states the option of establishing categorical eligibility to LIHEAP applicants who are receiving Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), food stamps, or specific needs-tested veterans' benefits. Table 11 shows the maximum income level, as a percent of the federal poverty guidelines (FPG) or state median income (SMI), allowed by each state in determining LIHEAP income eligibility.

Within these guidelines, states must ensure that the greatest benefits go to households with the lowest incomes and highest energy costs relative to their incomes. To target assistance to households with the greatest home energy needs, states have the option to adopt additional eligibility criteria, such as having a household member who is over the age of 60, disabled, or a young child; passing an assets test; or having received a utility disconnection notice.

Participation in LIHEAP does not reduce the client's eligibility under other state low-income assistance programs.

### **Participation**

The Congressional Research Service (CRS) reports that in FY2004, 4.6 million households received heating assistance from LIHEAP—a 17.9 percent increase from the 3.9 million households receiving heating assistance in FY2000. In addition, in FY2004, 1.1 million households received winter/year-round crisis assistance, 308,000 received cooling assistance, and 88,000 received summer crisis assistance. Some households received more than one kind of LIHEAP assistance, so the households above do not sum to an unduplicated count, but CRS

# Energy and Telephone Assistance in the States

estimates that 5 million households received heating and/or heat-related crisis assistance while 308,000 households received cooling/summer crisis assistance in FY2004.

Table 10 shows the number of households in each state that received LIHEAP benefits in FY2006.

## *Weatherization Assistance Program (WAP)*

Established in 1976, the U.S. Department of Energy (DOE) Weatherization Assistance Program (WAP) is a formula grant program, designed to improve energy efficiency in the homes of eligible low-income consumers, thereby reducing their energy consumption, lowering their heating and cooling costs, and ensuring their health and safety. Through WAP, the federal government distributes funds to states, which then allocate these funds through state weatherization agencies to trained community action agencies, other nonprofit agencies, and tribal organizations to install the weatherization measures.

### **Benefits**

Federal rules establish strict guidelines that limit the selection of efficiency measures and spending per home under WAP. Trained technicians perform computerized energy audits to diagnose inefficiencies and identify the most cost-effective energy-saving measures for a particular home. In this regard, efficiency measures are installed only if the audit indicates they will achieve savings that are greater than the investment, plus the cost of necessary health and safety improvements associated with the energy efficiency modifications. Weatherization benefits available to low-income households vary, but basic services include one or more of the following:

- Insulating the attic, walls, floors, water heater, and exposed pipes;
- Tuning-up, repairing, and if necessary, replacing the furnace or heating unit and air conditioner;

- Installing ventilation fans including electric, attic, ceiling, or whole-house fans to increase air circulation;
- Eliminating air infiltration by weather-stripping and caulking around doors and windows and replacing broken glass panes;
- Addressing health- and safety-related issues by such measures as installing carbon monoxide and smoke detectors, and replacing defective doors; and
- Providing instructions on the care of the weatherization materials and simple, low-cost/no-cost tips on saving energy and money after weatherization materials are installed.

For FY2006, a state could spend an average of \$2,826 per house for all DOE units. This average could be increased to \$3,000 when renewable measures were applied.

### **Funding (FY2006)**

Congress appropriated \$242.5 million for WAP in FY2006. The distribution to states is governed by formula. For any year in which funding exceeds \$232 million (as was the case for FY2006), states share the appropriation based on a formula designed to calculate the relative need for weatherization assistance by evaluating the following factors in each state: climatic conditions (heating and cooling degree days measure how hot or cold it has been in each state), state share of U.S. low-income households, and residential energy expenditures by low-income households. For years in which funding is at or below \$232 million, DOE provides each state with a fixed percentage of funds based on its FY1993 WAP allocations share.

Each year DOE can deduct up to 10 percent of funding from the program allocation to support training and technical assistance (T&TA) activities at the national, state, and local levels. Funds may also be used for activities by state or local entities to attract, or leverage nonfederal funding for WAP projects.

## Energy and Telephone Assistance in the States

States may use up to a total of 10 percent of allocated funds (and not more than 5 percent of new funds) for administrative purposes.

States can use other federal funding for weatherization. The Low-Income Home Energy Assistance Program (LIHEAP) gives states the flexibility to allocate up to 25 percent of their LIHEAP funding for standard weatherization assistance. LIHEAP funds allocated to weatherization may be used for standard weatherization measures or for purposes or expenditure levels not allowed under DOE regulation, such as emergency replacements of broken equipment or repairs. Other sources of funding include utility funds, oil-overcharge funds (i.e., petroleum violation escrow, or PVE funds), and state weatherization programs.

### **Eligibility**

Households eligible for a state's LIHEAP program are in most cases eligible for weatherization assistance. Federal legislation mandates that WAP eligibility must lie between 150 percent of the federal poverty guideline and 60 percent of a state's median income. If necessary, the secretary of energy may establish a higher eligibility limit for the weatherization program in order to achieve its stated objectives. WAP gives priority to services to the elderly, people with disabilities, and families with children—those households that are most vulnerable to high and fluctuating energy costs.

### **Participation**

The Department of Energy estimated that since the inception of the weatherization program in 1976, it has weatherized approximately 5.6 million houses. Table 12 shows the number of households in each state that received DOE weatherization benefits in 2005.

**Table 7: LIHEAP Component Benefit Levels by State, FY2006**

State	Heating Benefits		Crisis Benefits		Cooling Benefits*		Weatherization Benefits**	
	Average	Maximum	Average	Maximum	Average	Maximum	Average	Maximum
Alabama		\$ 240		\$ 440		\$ 240		
Alaska		\$ 2,975		\$ 2,975				
Arizona (2005)		\$ 300		\$ 300		\$ 400		
Arkansas		\$ 251		\$ 300		\$ 251 <sup>c</sup>		
California		\$ 355 <sup>a</sup>					\$2500 (includes crisis funds)	
Colorado		\$ 800		\$ 1,500				
Connecticut		\$ 675		\$ 400				\$ 5,000
Delaware		\$ 500		\$ 300		\$ 275		
District of Columbia		\$ 1,038		\$ 400				
Florida		\$ 150		\$ 600 <sup>b</sup>		\$ 150		
Georgia		\$ 220		\$ 220		\$ 200		
Hawaii	\$ 312			\$ 100				
Idaho		\$ 575		\$ 575				
Illinois (2005)		\$ 1,045		\$ 750				
Indiana (2005)	\$ 275		\$ 120		\$50/fans/air conditioner			
Iowa (2005)	\$ 317			\$ 300 <sup>d</sup>				\$ 1,500
Kansas		\$ 491 <sup>a</sup>		\$ 491				
Kentucky	\$ 125			\$ 250				
Louisiana		\$ 390				\$ 390		
Maine		\$ 1,120		\$ 300				
Maryland	\$ 417		Expedited heating benefit					
Massachusetts	\$ 790	\$ 919	(2007) \$ 684					\$ 5,325 <sup>e</sup>
Michigan		\$ 972	\$550-\$1500 (by component)					
Minnesota		\$ 1,200		\$ 500				No set maximum
Mississippi	no set maximum		no set maximum		no set maximum			
Missouri		\$ 292		\$ 600		(crisis)\$ 300		
Montana	\$ 608	\$ 2,591	no set maximum					
Nebraska		\$ 622		\$ 500	\$ 198			
Nevada		\$ 830 <sup>a</sup>		\$ 700				
New Hampshire		\$ 975		\$ 975				
New Jersey		\$ 1,400 <sup>d</sup>	\$1,000 max. (furnace repair)					
New Mexico (2005)	\$ 128	\$ 240 <sup>a</sup>	Expedited heating benefit					
New York (2005)		\$ 400		\$ 735				
North Carolina	\$ 57			\$ 600			\$ 2,200	
North Dakota	no set maximum		no set maximum					
Ohio (2005)		\$ 350		\$ 325				
Oklahoma		\$ 220		\$ 165				
Oregon		\$ 350		\$ 500				
Pennsylvania	\$50 (minimum)			\$ 300				
Rhode Island		\$ 700		\$ 1,000				
South Carolina		\$ 300		\$ 500				
South Dakota		\$ 865		\$ 865				
Tennessee		\$ 350		\$ 350		\$ 350		
Texas		\$ 1,200 <sup>a</sup>		\$ 1,200		\$ 1,200		\$4,000 (Equip.replacement)
Utah (2005)		\$ 500		\$ 500				
Vermont	\$ 902		no set maximum					
Virginia	\$ 311			\$ 2,200		\$ 950		
Washington		\$ 750		\$ 3,000				
West Virginia		\$ 295		\$ 500				
Wisconsin	\$ 358	\$ 1,200	no set maximum					
Wyoming	\$ 423			\$ 400				

\* In FY2006 12 states used up to 30 percent of their LIHEAP grant specifically for cooling assistance, while 2 states used crisis or emergency contingency funds to provide emergency cooling assistance. \*\* 45 states used a portion of LIHEAP funds for weatherization in FY2006, however several of these states combined or transferred funds to the DOE weatherization assistance program. <sup>a</sup> May be used for heating or cooling. <sup>b</sup> Eligible households may receive a maximum payment of \$300 in crisis heating assistance and \$300 in crisis cooling assistance during the course of the year. <sup>c</sup> Only available when the program receives sufficient regular and emergency contingency funds. <sup>d</sup> Funding may also be used for emergency assistance and medically-necessary cooling assistance. <sup>e</sup> Heating system replacement with asbestos abatement.

Table 8: Regular and One-Time LIHEAP Funding by State, FY2006

State	State Allocation Percentage <sup>a</sup>	FY2006 Regular Appropriation			Additional One-Time FY 2006 Block Grant
		Gross Allotment	Tribal Set-Aside	Net Allotments	
Alabama	0.00860045	\$ 16,769,448	\$ 105,564	\$ 16,663,884	\$ 14,456,602
Alaska	0.00548986	\$ 10,704,315	\$ 3,264,815	\$ 7,439,500	\$ 1,298,153
Arizona	0.00415928	\$ 8,109,905	\$ 662,278	\$ 7,447,627	\$ 6,498,679
Arkansas	0.00656255	\$ 12,796,882		\$ 12,796,882	\$ 9,968,972
California	0.04613891	\$ 89,963,206	\$ 676,298	\$ 89,286,908	\$ 62,745,481
Colorado	0.01608720	\$ 31,367,366	\$ 25,000	\$ 31,342,366	\$ 361,826
Connecticut	0.02098632	\$ 40,919,836		\$ 40,919,836	\$ 6,889,237
Delaware	0.00278553	\$ 5,431,321		\$ 5,431,321	\$ 4,709,425
District of Columbia	0.00325921	\$ 6,354,918		\$ 6,354,918	\$ 1,496,945
Florida	0.01360848	\$ 26,534,274	\$ 6,802	\$ 26,527,472	\$ 23,001,621
Georgia	0.01075959	\$ 20,979,412		\$ 20,979,412	\$ 18,190,973
Hawaii	0.00108355	\$ 2,112,742		\$ 2,112,742	\$ 442,135
Idaho	0.00627508	\$ 12,235,363	\$ 593,721	\$ 11,641,642	\$ 2,031,414
Illinois	0.05808651	\$ 113,259,040		\$ 113,259,040	\$ 32,669,562
Indiana	0.02629994	\$ 51,280,512	\$ 6,664	\$ 51,273,848	\$ 2,705,717
Iowa	0.01863912	\$ 36,343,186		\$ 36,343,186	\$ 419,222
Kansas	0.00855992	\$ 16,690,421	\$ 12,420	\$ 16,678,001	\$ 10,108,016
Kentucky	0.01368640	\$ 26,686,205		\$ 26,686,205	\$ 17,660,884
Louisiana	0.00879264	\$ 17,144,187		\$ 17,144,187	
Maine	0.01359579	\$ 26,803,922	\$ 968,922	\$ 25,835,000	\$ 294,614
Maryland	0.01606896	\$ 31,331,801		\$ 31,331,801	\$ 27,167,392
Massachusetts	0.04197959	\$ 81,853,223	\$ 32,741	\$ 81,820,482	\$ 943,806
Michigan	0.05514805	\$ 107,529,532	\$ 737,354	\$ 106,792,178	\$ 1,235,894
Minnesota	0.03973105	\$ 77,468,944		\$ 77,468,944	\$ 893,611
Mississippi	0.00737355	\$ 14,377,197	\$ 27,247	\$ 14,349,950	\$ 12,442,652
Missouri	0.02320202	\$ 45,240,083		\$ 45,240,083	\$ 14,300,822
Montana	0.00736027	\$ 15,967,947	\$ 2,172,889	\$ 13,795,058	\$ 2,380,928
Nebraska	0.00921776	\$ 17,973,100	\$ 3,600	\$ 17,969,500	\$ 3,136,209
Nevada	0.00195349	\$ 3,808,981		\$ 3,808,981	\$ 3,302,717
New Hampshire	0.00794588	\$ 15,493,145		\$ 15,493,145	\$ 2,703,471
New Jersey	0.03897152	\$ 75,987,987	\$ 189,980	\$ 75,798,007	\$ 1,548,017
New Mexico	0.00520713	\$ 10,153,038	\$ 760,807	\$ 9,392,231	\$ 1,638,894
New York	0.12724791	\$ 248,112,276	\$ 132,144	\$ 247,980,132	\$ 2,860,473
North Carolina	0.01896380	\$ 36,976,258	\$ 657,597	\$ 36,318,661	\$ 31,491,432
North Dakota	0.00799548	\$ 15,589,857	\$ 3,415,737	\$ 12,174,120	\$ 2,124,319
Ohio	0.05138620	\$ 100,194,550		\$ 100,194,550	
Oklahoma	0.00790558	\$ 15,414,567	\$ 1,406,591	\$ 14,007,976	\$ 12,191,374
Oregon	0.01246826	\$ 24,311,035	\$ 430,919	\$ 23,880,116	\$ 278,467
Pennsylvania	0.06835090	\$ 133,272,895		\$ 133,272,895	\$ 1,537,314
Rhode Island	0.00691008	\$ 13,473,508	\$ 38,177	\$ 13,435,331	
South Carolina	0.00683051	\$ 13,318,359		\$ 13,318,359	\$ 11,548,175
South Dakota	0.00649373	\$ 12,661,694	\$ 2,251,250	\$ 10,410,444	\$ 1,816,567
Tennessee	0.01386403	\$ 27,032,554		\$ 27,032,554	\$ 19,330,386
Texas	0.02263997	\$ 44,144,179		\$ 44,144,179	\$ 38,276,836
Utah	0.00747576	\$ 14,576,490	\$ 291,063	\$ 14,285,427	\$ 2,520,649
Vermont	0.00595572	\$ 11,612,664		\$ 11,612,664	\$ 2,026,347
Virginia	0.01957379	\$ 38,165,637		\$ 38,165,637	\$ 33,092,921
Washington	0.02050857	\$ 39,988,303	\$ 1,621,029	\$ 36,051,507	\$ 443,529
West Virginia	0.00905733	\$ 17,660,288		\$ 17,660,288	\$ 6,157,991
Wisconsin	0.03576365	\$ 69,733,174		\$ 69,733,174	\$ 804,378
Wyoming	0.00299313	\$ 5,836,106	\$ 210,000	\$ 5,626,106	\$ 1,018,369
Total		\$ 1,951,745,833	\$ 20,701,609	\$ 1,928,728,457	\$ 117,036,148

<sup>a</sup> When the regular federal LIHEAP appropriation for a fiscal year equals \$1.975 billion or less, as it has since 1987, an individual state's allotment is based on the home heating expenditures of that state's low-income households from 1976 to 1980 and equals the percentage listed in this column.

Sources: Department of Health and Human Services; LIHEAP Clearinghouse; interviews with state LIHEAP staff 2005-06; Congressional Research Service Report, The Low-Income Home Energy Assistance Program: How are State Allotments Determined.

Table 9: Emergency Contingency and other LIHEAP Funding by State, FY2006

State	Total 2006 Emergency Allotment	Total 2005 Emergency Allotment	2006 Other <sup>a</sup> Federal Funding	2006 State- Appropriated, Utility or Rate-funded LIHEAP Funding	Charitable/ Corporate LIHEAP Funding	DOE Funds
Alabama	\$661,706	\$4,044,077	\$1,000,000			
Alaska	\$5,900,590	\$1,714,978	\$580,315			
Arizona	\$257,300	\$668,597				
Arkansas	\$571,429	\$1,343,626				
California	\$4,442,331	\$6,802,270	\$4,183,776	\$4,034,000		
Colorado	\$13,112,459	\$2,559,002	\$8,535,660	\$20,000,000	\$2,150,000	
Connecticut	\$23,297,257	\$7,911,642	\$255,530	\$2,951,959		
Delaware	\$813,299	\$1,081,228	\$500,000	\$4,500,000		
Dist. of Col.	\$387,000	\$615,175	\$10,819,769	\$5,500,000		\$940,000
Florida	\$255,871	\$4,357,580	\$1,763,286			\$2,515,864
Georgia	\$855,734	\$2,548,214	\$73,208	\$18,250,000		
Hawaii	\$11,810	\$152,479				
Idaho	\$401,437	\$1,205,471		\$3,750,000		
Illinois	\$47,855,039	\$9,489,618		\$85,200,000		\$13,910,793
Indiana	\$23,794,739	\$5,100,610	\$144,217	\$17,150,000		
Iowa	\$15,291,272	\$4,307,807	\$1,877,799	\$7,050,000		
Kansas	\$923,223	\$1,514,688	\$1,753,664			
Kentucky	\$972,439	\$2,744,766	\$1,022,322		\$10,000,000	\$4,761,929
Louisiana	\$661,252	\$13,501,467				
Maine	\$18,331,066	\$6,570,520	\$4,057,000	\$5,000,000	\$5,389,080	\$3,240,063
Maryland	\$3,390,254	\$4,430,835		\$12,600,000		
Massachusetts	\$43,678,510	\$14,093,562		\$20,000,000		
Michigan	\$45,901,388	\$10,941,205	\$908,616	\$51,525,000		\$15,446,624
Minnesota	\$32,486,872	\$10,334,560	\$20,185,456	\$10,000,000		\$10,100,643
Mississippi	\$623,208	\$13,655,583	\$1,000,000			\$1,850,660
Missouri	\$18,678,651	\$5,032,667		\$6,079,746		
Montana	\$5,933,691	\$1,411,241	\$548,057	\$412,595		
Nebraska	\$7,533,357	\$1,931,725				
Nevada	\$134,993	\$348,337		\$8,595,817		
New Hampshire	\$9,543,487	\$3,525,075		\$11,300,000		
New Jersey	\$37,506,311	\$11,867,818		\$4,000,000		
New Mexico	\$565,977	\$1,062,295	\$9,714	\$23,000,000		
New York	\$131,276,466	\$42,366,569	\$39,440,000			\$21,818,047
North Carolina	\$3,375,055	\$6,176,682		\$7,400,000		
North Dakota	\$6,369,413	\$2,374,877				
Ohio	\$41,967,031	\$9,397,312	\$84,763,625	\$75,000,000		
Oklahoma	\$762,920	\$1,502,118		\$5,400,000		
Oregon	\$524,896	\$2,325,260		\$1,376,750		
Pennsylvania	\$67,513,929	\$18,689,287	\$8,157,233	\$19,300,000		\$14,772,357
Rhode Island	\$7,306,718	\$2,366,620				
South Carolina	\$412,083	\$1,943,247	\$11,160,580	\$3,506,973	\$3,003,500	\$1,982,643
South Dakota	\$5,245,666	\$2,118,472	\$16,908			
Tennessee	\$776,212	\$2,569,569	\$389,258	\$5,000,000		
Texas	\$1,584,092	\$4,169,988	\$634,600			
Utah	\$6,165,450	\$1,144,880	\$1,319,219	\$500,000		
Vermont	\$7,263,891	\$2,704,939		\$7,000,000		
Virginia	\$3,794,153	\$5,414,695		\$14,900,000		
Washington	\$776,538	\$3,555,887		\$6,460,000		
West Virginia	\$725,040	\$1,682,018				
Wisconsin	\$29,299,912	\$8,978,167	\$4,024,707	\$22,000,000		\$8,880,191
Wyoming	\$2,429,541	\$562,125		\$5,875,000		\$401,437
Total	\$682,342,958	\$276,911,430				

<sup>a</sup> This category includes Carryover 2005 funds, 2005 and 2006 Leveraging award, FY2005 REACH funds, TANF funds, and Training and Technical assistance funds.

Sources: Department of Energy Office of State and Community Programs; interviews with state LIHEAP staff, 2005-06.



Table 10: Percentage of LIHEAP Funds Devoted to Program Components, FY2006\*

State	% Funds Heating	% Funds Cooling	% Funds Crisis	% Funds Wx**	% Administration and Other <sup>a</sup>
Alabama	38	30	20	10	2
Alaska	76		4	10	10
Arizona	75 <sup>c</sup>			15	10
Arkansas	52		18	15	15
California	48 <sup>d</sup>		21	25	6
Colorado	73		3	15	9
Connecticut	90 <sup>b</sup>			\$ 500,000 <sup>e</sup>	10
Delaware	50	17	8	15	10
District of Columbia	65		10	15	10
Florida	14	22	29	15	20
Georgia	50		25	15	10
Hawaii	64		25		11
Idaho	85 <sup>b</sup>			15	
Illinois	75 <sup>b</sup>			15	10
Indiana	60	2	8	15	15
Iowa	60		5	15	20 <sup>f</sup>
Kansas	56		19	15	10
Kentucky	75 <sup>b</sup>			15	10
Louisiana	75 <sup>c</sup>			15	10
Maine	74		1	15	10
Maryland	90				10
Massachusetts	71		3	11	15
Michigan	62		25	3	10
Minnesota	65		15	5	15
Mississippi	63	16	5		16
Missouri	55		35		10
Montana	69		4	15	12
Nebraska	35	9	27	11	18
Nevada	73		2		25 <sup>f</sup>
New Hampshire	65		10	10	15
New Jersey	71	4	6	9	10
New Mexico	91 <sup>c</sup>				9
New York	57		18	15	10
North Carolina	41		29	20	10
North Dakota	65 <sup>c</sup>			15	20
Ohio	45		26	15	14 <sup>f</sup>
Oklahoma	50	25	6	9	10
Oregon	57		3	15	25
Pennsylvania	64		11	15	10
Rhode Island	55		15	15	15
South Carolina	43	19	13	15	10
South Dakota	52	10	12	15	10
Tennessee	80	10		10	
Texas	65 <sup>c</sup>		10	15	10
Utah	76		9	8	7
Vermont	69		11	3	17
Virginia	60	4	5	15	16
Washington	85 <sup>b</sup>			15	
West Virginia	47		28	15	10
Wisconsin	67		8	15	10
Wyoming	70		5		10

\* Interviews with state LIHEAP program staff conducted in early 2006; some states changed component percentages after March 2006 because of additional funding.

\*\* Wx = weatherization.

<sup>a</sup> States may allocate up to 10 percent of LIHEAP funding for state and local planning and administration and as much as another 5 percent to provide services such as needs assessments, counseling, and assistance with energy vendors to help LIHEAP recipients to reduce their home energy needs and, thus, their need for energy assistance. Finally, states also may carry forward up to 10 percent of funding to the next fiscal year. <sup>b</sup> Heating and crisis combined. <sup>c</sup> Heating, cooling, and crisis combined. <sup>d</sup> Heating and cooling combined. <sup>e</sup> For furnace repair and replacement. <sup>f</sup> Includes services to reduce home energy needs and FY2007 Carryover

Sources: Interviews with state LIHEAP program staff, 2005-06; LIHEAP Clearinghouse

Table 11: Income Eligibility Limits and Total Number of Households Assisted under the LIHEAP Program

States	FY2006 Income Eligibility			Participants by Type of LIHEAP Assistance, FY2005				
	Eligible Households <sup>a</sup>	% fpg or smi	4-Person Income Limit <sup>b</sup>	Heating	Cooling	Winter/Year-round Crisis	Summer Crisis	Weatherization
Alabama	393,429	125%	\$ 25,000	48,981	32,976	12,479	12,108	486
Alaska <sup>d</sup>	35,385	150%	\$ 37,500	7,854	0	1,201	0	495
Arizona	464,417	150%	\$ 30,000	18,545	0	2,976	0	545
Arkansas	219,800	125%	\$ 25,000	57,175	0	22,002	0	579
California	3,608,570	60% smi	\$ 40,688	158,424 <sup>c</sup>				
Colorado (FY2006)	387,759	185%	\$ 37,000	96,127	0	1,680	0	
Connecticut	236,744	150%	\$ 30,000	62,400	0	13,678	0	0
Delaware	70,445	200%	\$ 40,000	12,950	1,920	3,249	0	
District of Columbia	59,298	150%	\$ 30,000	19,948 <sup>c</sup>	141	1,886	10	564
Florida	1,433,597	150%	\$ 30,000	25,057	41,875	22,879	34,829	
Georgia	669,485	150%	\$ 30,000	87,006 <sup>c</sup>				
Hawaii <sup>d</sup>	67,893	150%	\$ 34,500	5,874	0	230	0	0
Idaho	88,287	150%	\$ 30,000	26,609	0	5,753	0	1,397
Illinois	892,010	150%	\$ 30,000	310,965 <sup>d</sup>				
Indiana	362,767	125%	\$ 25,000	136,601	49,617	37,446	0	980
Iowa	210,883	150%	\$ 30,000	85,593	0	4,869	1,525	2,240
Kansas	165,261	130%	\$ 26,000	42,291 <sup>d</sup>				
Kentucky	373,246	130%	\$ 26,000	107,733	0	122,114	0	1,172
Louisiana	491,906	150%	\$ 25,050	8,836	26,510	15,177	0	319
Maine	109,886	150%	\$ 30,000	44,897	0	4,772	0	0
Maryland	329,575	150%	\$ 30,000	82,688	0	0	0	0
Massachusetts	635,536	200%	\$ 40,000	135,068	0	11,192	0	11,078
Michigan	488,623	110% <sup>e</sup>	\$ 22,000	386,425	0	81,757	0	3,187
Minnesota	507,298	50% smi	\$ 46,040	117,698	0	34,402	0	1,045
Mississippi	306,757	150%	\$ 30,000	61,750 <sup>c</sup>				
Missouri	337,802	125%	\$ 25,000	113,162	0	73,000	0	0
Montana	94,813	150%	\$ 25,000	21,221	0	623	0	710
Nebraska	83,726	116%	\$ 23,200	31,259	5,778	36,909		727
Nevada	158,164	150%	\$ 30,000	17,252 <sup>d</sup>				
New Hampshire	86,630	185%	\$ 37,000	30,146				
New Jersey	577,152	175%	\$ 35,000	155,914	35,702	13,149	0	1,400
New Mexico	196,427	150%	\$ 30,000	35,363	0	55,685	0	654
New York	2,298,967	60% smi	\$ 40,000	849,073	0	153,025	0	7,621
North Carolina	525,896	110% <sup>f</sup>	\$ 22,000	211,959	0	54,509	0	1,884
North Dakota	45,529	135%	\$ 27,000	15,800	0	0	0	0
Ohio	859,330	150%	\$ 30,000	264,159	0	141,561	23,031	3,935
Oklahoma	203,630	110%	\$ 22,000	84,509	17,616	8,069	7,396	450
Oregon	385,106	60% smi	\$ 37,000	58,377	0	0	0	0
Pennsylvania	914,880	150% <sup>g</sup>	\$ 30,000	385,000	0	0	0	0
Rhode Island	127,190	60% smi	\$ 42,659	26,692	0	3,768	0	0
South Carolina	384,433	150%	\$ 30,000	20,002	8,744	17,531	0	0
South Dakota	69,029	160%	\$ 32,000	16,945	0	1,126	0	684
Tennessee	452,047	125%	\$ 25,000	59,566	0	0	0	0
Texas (FY2006)	1,610,932	125%	\$ 25,000	20,988	61,059	42,649	0	3,591
Utah	78,563	125%	\$ 25,000	32,861	0	3,794	0	851
Vermont	30,325	125%	\$ 25,000	19,327				
Virginia	348,485	130%	\$ 26,000	110,590	39,685	17,541	0	1,257
Washington	335,629	125%	\$ 25,000	56,484	0	15,961	0	1,733
West Virginia	156,827	130%	\$ 26,000	42,434 <sup>c</sup>				
Wisconsin	361,005	150%	\$ 30,000	137,618	0	39,821	0	8,032
Wyoming	41,561	60% smi	\$ 33,639	9,550	0	795	0	281
Total	23,372,935			4,973,746	321,623	1,079,258	78,899	57,897

<sup>a</sup> These numbers are estimated based on the average of 2004, 2005, and 2006 March Current Population Survey data. <sup>b</sup> This column shows the maximum income level, as a percent of the federal poverty income guidelines (fpg) or state median income (smi), allowed by each state in determining LIHEAP income eligibility. <sup>c</sup> From LIHEAP Clearinghouse. <sup>d</sup> All program component participants are included in this total. <sup>e</sup> 60 percent of the state median income for crisis assistance. <sup>f</sup> 150% of poverty for crisis assistance and the Heating Appliance Repair and Replacement Program. <sup>g</sup> 135% of poverty for crisis assistance.

Sources: Low Income Home Energy Assistance Program, Division of Energy Assistance/OCS/ACF, U.S. Department of Health and Human Services; Current Population Survey, Bureaus of Labor Statistics and Census, U.S. Departments of Labor and Commerce; LIHEAP Clearinghouse; interviews with state LIHEAP program staff, 2005 -06.

**Table 12: DOE Weatherization Benefits and Participation by State**

State	FY2006 Benefits		Income Eligibility FY2006			Households Assisted in FY2006
	Average <sup>a</sup>	Maximum	Percent of FPG*	Approximate Number of Households	4 - Person Income	
Alabama		\$ 2,826	125%	393,429	\$ 25,000	846
Alaska	\$ 6,000		60% smi	44,672	\$ 43,266	697
Arizona <sup>b</sup>	\$ 2,672		150%	464,417	\$ 30,000	627
Arkansas <sup>b</sup>		\$ 2,744	125%	219,800	\$ 25,000	579
California <sup>b</sup>		\$ 1,506	60% smi	3,608,570	\$ 40,688	20,617
Colorado	\$ 2,800		185%	387,759	\$ 37,000	4,082
Connecticut	\$ 2,826		200%	334,407	\$ 40,000	809 <sup>c</sup>
Delaware	\$ 2,500		150%	43,828	\$ 30,000	475
District of Columbia		\$ 2,672	150%	59,198	\$ 30,000	1084 <sup>c</sup>
Florida		\$ 5,652	150%	1,433,597	\$ 30,000	1,400
Georgia <sup>b</sup>		\$ 2,684	150%	669,485	\$ 30,000	2,517
Hawaii		\$ 2,000	150%	67,893	\$ 34,500	107
Idaho		\$ 2,826	150%	88,287	\$ 30,000	1,395
Illinois		\$ 4,400	150%	892,010	\$ 30,000	7,100
Indiana		\$ 2,826	125%	362,767	\$ 25,000	2020 <sup>d</sup>
Iowa	\$ 4,700		150%	210,883	\$ 30,000	2,064
Kansas	\$ 2,826		60% smi	312,105	\$ 38,529	1,279
Kentucky		\$ 3,826	150%	446,226	\$ 30,000	1,162
Louisiana <sup>g</sup>	\$ 1,721		150%		\$ 30,000	1,006
Maine	\$ 2,744 <sup>e</sup>		170%	131,082	\$ 34,000	700
Maryland	\$ 2,826		150%	329,575	\$ 30,000	1,291
Massachusetts		\$ 4,600	200%	653,536	\$ 40,000	2,900
Michigan		\$ 2,500	150%	772,398	\$ 30,000	3,107
Minnesota	\$ 2,312		50% smi	507,298 <sup>f</sup>	\$ 46,040	3,179
Mississippi <sup>g</sup>	\$ 2,464		125%	232,816	\$ 25,000	669
Missouri <sup>b</sup>	\$ 2,744		150%	449,606	\$ 30,000	2,312
Montana		no max.	150%	94,813	\$ 30,000	1,743
Nebraska	\$ 2,826		150%	130,985	\$ 30,000	1,292
Nevada <sup>b</sup>		\$ 4,000	150%	158,164	\$ 30,000	994 <sup>e</sup>
New Hampshire	\$ 2,600		185%	86,630	\$ 37,000	1,053
New Jersey		\$ 5,000	150%	463,534	\$ 30,000	3,005
New Mexico		\$ 2,826	125%	149,512	\$ 25,000	1,615 <sup>c</sup>
New York		\$ 4,000	60% smi	2,460,657	\$ 41,612	11831 <sup>d</sup>
North Carolina	\$ 2,744		150%	819,447	\$ 30,000	3,996
North Dakota	\$ 2,900		60% smi	66,132	\$ 34,255	1454 <sup>c</sup>
Ohio	\$ 3,250		150%	859,330	\$ 30,000	6,207
Oklahoma		\$ 2,826	60% smi	328,767	\$ 30,130	1,150
Oregon		\$ 3,855	60% smi	385,106	\$ 36,942	2,551
Pennsylvania	\$ 2,826		150%	914,880	\$ 30,000	12,406
Rhode Island		\$ 3,200	60% smi	127,190	\$ 42,659	895
South Carolina		\$ 5,652	150%	384,433	\$ 30,000	1,149
South Dakota		\$ 2,744	160%	69,029	\$ 32,000	619
Tennessee		\$ 2,744	125%	452,047	\$ 25,000	2,672
Texas		\$ 2,826	125%	1,610,932	\$ 25,000	4,800 (goal)
Utah	(2007)	\$ 3,100	125%	78,563	\$ 25,000	1,562 <sup>c</sup>
Vermont	\$ 3,445		150%		\$ 26,475	1,078
Virginia		\$ 2,826	125%	333,377	\$ 25,000	1,036
Washington	\$ 4,150		125%	316,345	\$ 25,000	4,371
West Virginia		\$ 4,000	150%	193,036	\$ 30,000	1330 <sup>c</sup>
Wisconsin		\$ 3,500	150%	382,335	\$ 30,000	8,032
Wyoming	\$ 2,744		60% smi	41,561	\$ 33,639	700

\* Federal Poverty Guideline. <sup>a</sup> Maximum average. <sup>b</sup> 2005 data. <sup>c</sup>2006 data. <sup>d</sup> 2004 data. <sup>e</sup> DOE funding or participation only. <sup>f</sup> Households at 235% of fpg  
g Data from DOE EERE Infromation Center.

Sources: U.S. Department of Energy, State and Community Programs, Office of Building Technology; interviews with state WAP staff, 2005-06.

Table 13: Weatherization Assistance Program (WAP) - State and Federal Funding, FY2006

State	DOE 2006 Total Allotment	Additional Funding from LIHEAP	Other Federal Funds <sup>d</sup>	State Funding	Utility and Other Funding	Total FY2006 Funding
Alabama	\$ 2,417,993	\$ 792,545				\$ 3,210,538
Alaska	\$ 1,734,314	\$ 600,000		\$ 3,000,000		\$ 5,334,314
Arizona (FY2005)	\$ 2,331,794	\$ 1,208,846		\$ 656,623	\$ 2,000,000	\$ 6,197,263
Arkansas	\$ 2,079,515	\$ 1,906,358				\$ 3,985,873
California	\$ 7,085,364	\$ 24,746,501		\$ 3,152,763		\$ 34,984,628
Colorado	\$ 5,504,036	\$ 3,840,922		\$ 4,000,000	\$ 2,482,000	\$ 15,826,958
Connecticut	\$ 2,759,107	\$ -				\$ 2,759,107
Delaware	\$ 614,000	\$ 500,000		\$ 757,000		\$ 1,871,000
District of Columbia	\$ 712,764	\$ 809,312		\$ 3,545,000		\$ 5,067,076
Florida	\$ 2,592,639	\$ 8,579,445				\$ 11,172,084
Georgia (FY2005)	\$ 3,339,105	\$ 4,860,279			\$ 1,900,000	\$ 10,099,384
Hawaii	\$ 234,987					\$ 234,987
Idaho	\$ 2,076,784	\$ 1,720,577	\$ 500,000 <sup>a</sup>	\$ 123,607 <sup>b</sup>		\$ 4,420,968
Illinois	\$ 13,400,000	\$ 16,800,000		\$ 7,600,000		\$ 37,800,000
Indiana	\$ 6,762,132	\$ 4,740,931		\$ 1,000,000 <sup>b</sup>	\$ 2,750,000	\$ 15,253,063
Iowa	\$ 5,153,879	\$ 5,451,477			\$ 4,823,829	\$ 15,429,185
Kansas	\$ 2,427,263	\$ 2,493,974				\$ 4,921,237
Kentucky	\$ 4,539,785	\$ 4,156,279			\$ 69,181 <sup>c</sup>	\$ 8,765,245
Louisiana	\$ 1,997,309	\$ 2,147,743				\$ 4,145,052
Maine	\$ 3,240,063	\$ 3,644,200	\$ 172,302		\$ 1,900,000	\$ 8,956,565
Maryland	\$ 2,897,804			\$ 400,000		\$ 3,297,804
Massachusetts	\$ 6,938,192					\$ 6,938,192
Michigan (FY2005)	\$ 15,496,624	\$ 6,000,000				\$ 21,496,624
Minnesota	\$ 10,100,643	\$ 3,873,447		\$ 669,096 <sup>b</sup>		\$ 14,643,186
Mississippi	\$ 1,850,660					\$ 1,850,660
Missouri	\$ 6,029,907					\$ 6,029,907
Montana	\$ 2,623,349	\$ 2,695,829	\$ 441,574 <sup>a</sup>		\$ 1,547,843	\$ 7,308,595
Nebraska	\$ 2,586,397	\$ 4,538,062				\$ 7,124,459
Nevada (FY2005)	\$ 937,546			\$ 2,318,651	\$ 2,800,000	\$ 6,056,197
New Hampshire	\$ 1,443,880	\$ 500,000				\$ 1,943,880
New Jersey	\$ 5,321,722	\$ 3,607,000	\$ 3,723,000			\$ 12,651,722
New Mexico	\$ 1,857,690	\$ 2,000,000		\$ 3,300,000		\$ 7,157,690
New York	\$ 21,818,047	\$ 36,621,788				\$ 58,439,835
North Carolina	\$ 2,799,730	\$ 4,062,351		\$ 4,412,555 <sup>b</sup>		\$ 11,274,636
North Dakota	\$ 2,589,151	\$ 2,395,454				\$ 4,984,605
Ohio	\$ 15,501,009	\$ 16,917,856				\$ 32,418,865
Oklahoma	\$ 2,831,669	\$ 1,081,926				\$ 3,913,595
Oregon	\$ 2,921,655	\$ 1,741,615	\$ 1,617,012 <sup>a</sup>	\$ 8,225,000		\$ 14,505,282
Pennsylvania	\$ 15,101,584	\$ 18,000,000			\$ 27,034,573 <sup>e</sup>	\$ 60,136,157
Rhode Island	\$ 1,253,702	\$ 1,900,000			\$ 984,000	\$ 4,137,702
South Carolina	\$ 1,982,643	\$ 1,997,754				\$ 3,980,397
South Dakota	\$ 1,925,053					\$ 1,925,053
Tennessee	\$ 4,181,594	\$ 2,373,450				\$ 6,555,044
Texas	\$ 6,607,385	\$ 11,693,510				\$ 18,300,895
Utah	\$ 2,161,298	\$ 2,236,000		\$ 16,000	\$ 370,000	\$ 4,783,298
Vermont	\$ 860,443	\$ 332,968		\$ 3,645,267	\$ 2,147,497 <sup>e</sup>	\$ 6,986,175
Virginia	\$ 4,344,862					\$ 4,344,862
Washington	\$ 4,688,820	\$ 6,114,726	\$ 1,710,000 <sup>a</sup>	\$ 4,500,000		\$ 17,013,546
West Virginia	\$ 3,320,985	\$ 3,572,742			\$ 249,640	\$ 7,143,367
Wisconsin	\$ 8,800,191	\$ 10,941,196		\$ 25,000,000		\$ 44,741,387
Wyoming	\$ 1,179,511	\$ 1,470,560		\$ 450,000 <sup>b</sup>		\$ 3,100,071
Total	\$ 233,956,579	\$ 235,667,623		\$ 76,771,562	\$ 51,058,563	\$ 597,454,327

<sup>a</sup>This total represents funds from the Bonneville Power Administration (BPA), a federal electricity marketing agency. <sup>b</sup>Petroleum Violation Escrow funds <sup>c</sup> FY2005 Carryover funds. <sup>d</sup> Includes PVE funds and Oil and Propane tax funds; <sup>e</sup> Also included in Table 15: State Mandated Utility Assistance; \* 2005 Funding.

Sources: LIHEAP Clearinghouse; U.S. Department of Energy, State and Community Programs, Office of Building Technology; interviews with state WAP staff, 2005-06.

Table 14: State Funding for Weatherization, FY2006

State	State Funding
Alaska	\$ 3,000,000
Arizona (FY2005)	\$ 656,623
California	\$ 3,152,763
Delaware	\$ 757,000
District of Columbia	\$ 3,545,000
Idaho	\$ 123,607
Illinois	\$ 7,600,000
Indiana	\$ 1,000,000
Maryland	\$ 400,000
Minnesota	\$ 669,096
Nevada (FY2005)	\$ 2,318,651
New Mexico	\$ 800,000
North Carolina	\$ 1,312,555
Oregon	\$ 3,725,000
Utah	\$ 16,000
Vermont	\$ 3,645,267
Washington	\$ 4,500,000
Wisconsin	\$ 41,101,045
Wyoming	\$ 450,000
Total	\$ 78,772,607

Sources: LIHEAP Clearinghouse; U.S. Department of Energy, State and Community Programs, Office of Building Technology; interviews with state WAP staff, 2005-2006.

## The Role of the States in Providing Telephone and Energy Assistance to Low-Income Households

### Introduction

States help low-income residents afford telephone and home energy services in many and varied ways. All states and the District of Columbia make available to their residents federal Lifeline and Link-Up funds, and each state administers the federal LIHEAP and DOE Weatherization Assistance Program. In addition, several states develop, finance, and manage state programs and/or mandate that local service providers develop their own programs. This section of the report identifies and describes the many different government and utility-related energy and telephone assistance programs in each state. In an effort to facilitate comparisons among these state programs, each state program description is organized with the following information:

- Program name and summary
- Benefits
- Funding
- Eligibility
- Participation

The program summary offers a brief description of the program and its purpose. The section on benefits describes the specific payment or service available to eligible households. The funding section describes federal and nonfederal funding available to a program. The eligibility section refers to the criteria households must meet to receive benefits. The section on participation provides the number of households in a state that receive benefits in a given year.

### *Telephone Assistance Programs*

Lifeline and Link-Up help eligible low-income households establish and maintain local

telephone service by providing discounts on services offered by local telephone providers.

### **Benefits—Lifeline and Link-Up**

Both Lifeline and Link-Up offer a benefit in the form of a credit on the qualified subscriber's telephone bill. Under the Lifeline program, the basic federal monthly credit for an eligible household is between \$8.25 and \$10, depending on the level of matching support offered in each state. The federal government matches the state contribution with \$1 for each \$2 from the state, with a maximum federal match of \$1.75 per household per month. In 2006, seven states offered no state funding for Lifeline and program participants in those states received a monthly credit on their telephone bill of \$8.25 (see table 1).

Most states do provide a monthly \$3.50 contribution per subscriber in order to leverage the maximum federal match. In 2006, 10 states contributed more than \$3.50 per subscriber. In Massachusetts, the monthly state contribution was a \$8.79 credit, while Kansas contributed up to \$7.50 per month per subscriber. The District of Columbia, which limits the price that Lifeline subscribers pay to \$3 per month or \$1 per month for recipients age 65 or older, supplemented the federal benefit with a \$6.28 credit, or an \$8.28 credit for older subscribers. The state contribution for California was \$5.92 per month per subscriber; for Colorado, was \$6.50. Five other states—Maryland, New Mexico, Rhode Island, Vermont, and Wyoming—also contributed between \$4.44 and \$5.39 per Lifeline subscriber (see table 1).

In the case of Link-Up, the benefit typically is a one-time credit against the charge for telephone installation. The discount, which is funded through the federal Universal Service Fund, equals 50 percent of the connection fee, up to a maximum credit of \$30. In most states, the only assistance available for installation of telephone service is the federal credit. However, some states supplement this credit with state funds. Illinois has a Universal Telephone Service Assistance Program (UTSAP) that matches the Link-Up credit, resulting in free installation or a maximum credit of up to \$60 for an eligible

## Energy and Telephone Assistance in the States

household. UTSAP is funded by voluntary contributions from Illinois ratepayers. The state of Washington approved a \$0.13 surcharge on local telephone bills to fund the Washington Telephone Assistance Program (WTAP). When combined with the federal Link-Up program, WTAP covers the cost of telephone service installation for qualified low-income households. Similarly, the Wisconsin Universal Service Fund (WUSF) reimburses local telephone providers for any portion of an installation charge that is not covered under the federal Link-Up program, thereby ensuring that telephone service installation is offered at no cost to qualified households.

### Funding—Lifeline and Link-Up

Forty-three states and the District of Columbia provide state funding for Lifeline. In 19 states, local telephone providers independently recover the cost of providing the state portion of this benefit through their rates to non-Lifeline subscribers. The other 24 states have established state universal service funds and mandated specific funding mechanisms to provide the state portion of the Lifeline benefit. Table 6 summarizes state universal service funds used by states to generate the state portion of the Lifeline benefit to eligible subscribers.

Data on 2005 state funding for Lifeline were available for 13 states from state staff or industry surveys and reports (see table 2). For the other states, an estimate of state funding was developed by multiplying the state portion of a Lifeline monthly credit over 12 months (generally  $\$3.50 \times 12 = \$42$ ) by the number of participating households.<sup>6</sup>

The federal Link-Up program is basically the sole source of financial assistance to help low-income households pay for telephone service installation. A few states, however, offer support to supplement the federal Link-Up program, including California (\$12 million in 2005), Wisconsin (\$808,507 in 2005), Illinois (\$492,021 in 2005), and Washington (\$260,988 in 2005).

### Eligibility—Lifeline and Link-Up

In the eight states that do not provide any matching funding for Lifeline service, the telephone service provider is required to qualify applicants based on their participation in one of the following federal assistance programs:

- Medicaid
- Food stamps
- Supplemental Security Income (SSI)
- Federal public housing assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program
- Temporary Assistance for Needy Families (TANF), and
- Head Start

Twenty-four states that supplement federal funding for Lifeline use one or more of the eight federal assistance programs listed above as proxies for income eligibility (see table 3). Other states, including Alaska, Connecticut, Massachusetts, Maryland, and West Virginia, use state-administered assistance programs as proxies for Lifeline eligibility.

Alabama, Colorado, Maryland, Montana, South Carolina, and Virginia have the most restrictive categorical eligibility standards. Alabama and Montana limit Lifeline support to households on Medicaid, a program that has complex eligibility rules and often burdensome application processes. In Colorado, households qualify for Lifeline if they qualify for Old Age Pension, Aid to the Blind, Aid to the Needy Disabled, or Supplemental Security Income. As a result, only very-low-income older and disabled persons are eligible for Lifeline discounts.

Some states use only an income test, such as 150 percent of the federal poverty guideline

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<sup>6</sup> In several states, Lifeline is provided by multiple telecommunications providers. Each provider may provide some, none, or all of the \$3.50 state contribution; and it is quite likely that the state estimates explained above overestimate state funding, as they are based on the premise that all telecommunications providers contribute \$3.50 per month for each customer who is a Lifeline participant.

# Energy and Telephone Assistance in the States

(FPG) in Michigan, and 135 percent of the FPG in Idaho, to determine eligibility. Other states, including Florida, Minnesota, Nevada, New Jersey, Oregon, Pennsylvania, Tennessee, Texas, Utah, and Vermont, require that the household either pass an income test or satisfy a categorical eligibility requirement, such as enrollment in LIHEAP, Food Stamps, Supplemental Security Income, or Medicaid programs. In all, 24 states have set an income limit as a means to determine program eligibility, or adopted the federal guideline of 135 percent of poverty.

In most states, consumers contact the local telephone provider to apply for low-income telephone assistance. A few states require the consumer to apply to a state or county government unit to qualify for assistance. In Colorado, applicants contact the State Department of Social Services, which matches the applicant's Social Security number against a database it maintains of eligible state residents. Once eligibility is determined, the department contacts the telephone provider and authorizes initiation of Lifeline service. Oregon has a similar procedure for determining eligibility. After receiving an application for Lifeline, staff at the Oregon Public Utility Commission's Telephone Assistance Program search for the applicant's Social Security number on a database maintained by the State Department of Human Services to verify that the applicant participates in an approved proxy program.

The eligibility requirements for the Link-Up program parallel the Lifeline requirements. In states that do not mandate Lifeline, Link-Up participants must participate in any one of the following programs:

- Medicaid
- Food Stamps
- Supplemental Security Income (SSI)
- Federal public housing assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program

- Temporary Assistance for Needy Families (TANF), and
- Head Start program.

In states that mandate Lifeline service, the eligibility criteria for Link-Up are the same as those established by the state for Lifeline.

## Participation—Lifeline and Link-Up

In the following section, *State Profiles*, the participation section includes both the number of Lifeline participants for a given year and the participation rate of households with total incomes at or below the income limit used by their state to define Lifeline eligibility.

For states that use categorical eligibility criteria—that is, use other low-income assistance programs as proxies for income eligibility—the participation rate is based on an estimated income eligibility limit that is derived using the eligibility criteria of one of the proxy programs. In most instances, the state's own LIHEAP eligibility criteria served as the basis for making such an estimate, primarily because the program has the highest income eligibility criteria among the other proxy programs and, thus, includes the largest number of eligible households.

For the six states (Alabama, Colorado, Maryland, Montana, South Carolina and Virginia) using categorical eligibility criteria that do not include LIHEAP, participation rates were derived from households in the state eligible for Medicaid or Supplemental Security Income (SSI).

Participation rates for the Lifeline program varied widely among the states in 2005. Eight states had participation rates below 10 percent; 18 states between 10 and 20 percent; 19 states between 20 and 50 percent; and 6 states, California, Alaska, Maine, Colorado, Vermont, and South Dakota, had participation rates higher than 50 percent in 2005 (see table 3).

California, which in 2005 had the highest Lifeline participation rate of all states at almost 120 percent, allows applicants to self-certify with their local telephone provider that their



## Energy and Telephone Assistance in the States

household income does not exceed 150 percent of the federal poverty guideline (FPG). Local telephone providers audit a percentage of Lifeline subscribers to verify that they are in fact income-eligible to participate in the program. The fact that California had a participation rate that exceeded 100 percent seems to indicate that households with incomes above 150 percent of the federal poverty guideline also participated in the state program.

The 2005 Lifeline participation rate in Alaska was 85.9 percent. This robust result was most likely due to permissive eligibility requirements (participating Lifeline customers in Alaska must be enrolled in one of the eight qualifying federal programs, or any means-tested program administered by the state or federal government) and the fact that participating customers are allowed to self-certify—under penalty of perjury—that they are enrolled in any of these qualifying programs.

In Maine, the 2005 Lifeline participation rate was 64.6 percent. Again, this is most likely due to permissive eligibility requirements and ease of enrollment. In Maine, state residents can apply to either the local telephone provider or the local community action agency and certify that they are enrolled in one of five proxy programs (food stamps, SSI, Medicaid, TANF, and LIHEAP). Annual certification of customer eligibility is conducted by the carriers. Each carrier submits a list of enrollees in electronic form to the state health and human services department, as well as to the Maine State Housing Authority (the LIHEAP grantee), and these agencies remove ineligible customers from each list.

Maine's community action agency programs (CAPs) promote the benefits of Lifeline to applicants for other assistance programs, such as food stamps. In addition, the state requires local telephone providers to conduct outreach activities and submit an annual report that describes these efforts.

Colorado in 2005 had an estimated participation rate of 59.0 percent. This participation rate seems appropriate given the

severely restrictive eligibility criteria for the program. Colorado restricts Lifeline eligibility to persons in the state who are eligible for Old Age Pension, Aid to the Blind, Aid to the Needy Disabled, or Supplemental Security Income. Only very low income older and disabled persons are eligible for Lifeline discounts, and it is estimated that the state Lifeline program serves 59 percent of this small subset of the population.

Vermont in 2005 had a Lifeline participation rate of 60 percent. The state is one of 17 that have adopted income-based eligibility criteria, which require residents to provide documented proof of income eligibility (175 percent of FPG for residents age 65 or older, 150 percent of FPG for others) or participation in one of five proxy programs.

A number of other factors may contribute to the state's high Lifeline participation rate. Vermont promotes the Lifeline program and provides application forms to residents who are applying for food stamps, Medicaid, TANF, or LIHEAP. In addition, the State Department of Taxes includes a Lifeline application in the annual Vermont income tax packet, which is distributed to nearly every household in the state. Vermont also requires local telephone providers to include a flier on the Lifeline program in their monthly bill at least once a year. Of the 11 states with participation rates over 35 percent, all provide state support for the Lifeline program (see table 3) and 7 of the 11 have established state universal service funds (see table 6).

Under the Link-Up program, only the actual number of program participants in a given year is shown (see table 4).

### Other Telephone Assistance Programs in the States

In 2006, Arizona's Telephone Assistance Program (TAP) received \$2 million in funding from Qwest to provide low-income, medically needy persons with a monthly credit towards the cost of telephone service (local service rate and subscriber line charge) as well as a once-per-year installation charge. Applicants for the program

# Energy and Telephone Assistance in the States

must be Qwest customers and provide a doctor's certification to receive benefits. The program served 8,500 Qwest subscribers in 2005.

In Pennsylvania, in 2005 the Universal Telephone Assistance Program (UTAP), administered by the Salvation Army and monitored by the Pennsylvania Public Utility Commission's Bureau of Consumer Services, received \$1,143,146 in funding from Verizon and provided an average benefit of \$78 to help low-income state Verizon customers pay their overdue local telephone bills. Established as part of a public utility commission order that provides an alternate form of regulation for Verizon (formerly known as Bell Atlantic), UTAP is funded by Verizon for the benefit of Verizon customers who are Lifeline participants.

A number of states include programs targeted at older or disabled persons. In 2005, Arizona's Senior Telephone Discount Program provided a 17 percent discount on the cost of flat-rate local telephone service, inside wire maintenance, and \$6.75 in basic federal support per month to low-income elderly persons who are customers of Qwest. During 2005, the program assisted 2,200 eligible participants. In Minnesota, the Telephone Assistance Program provided an additional \$1.75 credit to senior or disabled Lifeline participants. In Texas and West Virginia, low-income older and/or disabled persons were also eligible for additional discounts on their monthly local telephone bills.

## Energy Assistance Programs

The Low-Income Home Energy Assistance Program (LIHEAP) and the Weatherization Assistance Program (WAP) are the primary sources of government-funded residential energy assistance for low-income households. LIHEAP primarily provides assistance for heating, cooling, and crisis situations in the form of cash assistance to participating households or direct payments on their behalf to utility providers. LIHEAP also provides funding for low-income weatherization assistance. WAP delivers energy conservation services to low-income households. LIHEAP is funded by grants from the U.S. Department of Health and Human

Services (HHS). WAP operates primarily with funding from the U.S. Department of Energy (DOE). Funding for each program is distributed to the states and then typically allocated to local governments, nonprofit agencies, or other local organizations to implement the programs.

## Low Income Home Energy Assistance Program (LIHEAP)

### Benefits

The amount of assistance available to individual LIHEAP recipients varies widely among the states and is difficult to compare because some states express the benefit as an average, whereas other states express it as a maximum. In general, states have the authority to decide how funding is allocated among the various LIHEAP program components, although federal regulations provide certain limits, such as preventing states from allocating more than 15 percent (25 percent with a waiver) for weatherization or 10 percent for administration. Table 7 lists the heating, crisis, and cooling benefit levels by state for 2006. Table 10 shows how each state allocates its LIHEAP funding among program components.

The LIHEAP statute requires states to ensure that the highest level of assistance will be furnished to those households that have the lowest incomes and the highest energy costs or needs in relation to income. To accomplish this objective, states have developed specific calculations for determining benefit levels based on income, energy costs, and energy burden to assure that benefits are equitably distributed. Following are three main methods of assuring that benefits are equitably distributed:

1. Percentage of Income Payment Plan (PIPP) (used, for example, by North Dakota and Ohio.
2. Burden based targeting—Determining individual client energy burdens and factoring them into LIHEAP benefit determinations, as used by Arizona, Louisiana, New York, and California.
3. Cost-based method—Basing LIHEAP benefits on actual heating costs benefit matrices to

## Energy and Telephone Assistance in the States

ensure that those with the highest costs and lowest incomes receive the highest benefits, as used by New Hampshire, Minnesota, Washington, and Wisconsin.

### *Heating*

Of the 39 states that reported a maximum benefit amount for heating assistance in FY2006, Alaska's upper limit was the highest, at \$2,975; Florida's maximum benefit of \$150 was the lowest reported by any state. Forty-two states and the District of Columbia allocated 60 to 90 percent or more of their LIHEAP funding to heating assistance (see table 10). Of all the states, Connecticut and Maryland allocated the largest portion of their funds to heating assistance (90 percent of funding); and Florida, the smallest portion (14 percent).

### *Cooling*

In FY2006, 12 states allocated funds for cooling assistance. Among these, Texas provided the highest maximum benefit of \$1,200, and Alabama, the lowest, at \$190 (see table 7). Alabama (30 percent), Oklahoma (25 percent), and Florida (22 percent) allocated the largest percentage of LIHEAP funding for cooling (table 10). Indiana allocated only 2 percent of LIHEAP funds to cooling, and reserved those benefits for older residents. Eight other states allocated between 4 and 19 percent of funding for cooling in FY2006. Arizona, California, Louisiana, New Mexico, North Dakota, and Texas integrated cooling funds with funds for heating and/or crisis assistance (see table 10).

### *Crisis*

Forty states set aside between 1 and 35 percent of their LIHEAP grant for crisis assistance in FY2006 (see table 9). Crisis assistance funds are used to assist low-income households that receive a utility disconnection notice or experience other household energy-related crises. Some states do not offer separate crisis benefits per se but provide expedited processing of heating or cooling requests resulting from a crisis situation. Maryland, for example, did not designate a specific percentage of LIHEAP funds for energy crises in FY2006 but allowed clients to receive expedited payments of up to \$417 in such cases.

In FY2006, states including Arizona, Louisiana, New Mexico, North Dakota, and Texas integrated heating, cooling, and crisis funds, while others including Connecticut, Idaho, Illinois, and Kentucky integrated heating and crisis funds. In other cases, states specified a dollar amount for crisis assistance rather than designating a percentage of LIHEAP funds (see table 10).

### *Weatherization*

The primary source of funding for weatherization projects in the states is the Department of Energy's Weatherization Assistance Program. States are also allowed to supplement DOE grants with additional funding from LIHEAP, utilities, state programs, and other sources (see table 13).

In FY2006, 45 states set aside a portion of their LIHEAP grant to help fund weatherization projects. States have the flexibility to allocate up to 15 percent of LIHEAP funds (25 percent after receiving a waiver) for this purpose (table 10). California set aside 25 percent of its LIHEAP funds (\$24.7 million) after receiving a waiver to extend the 15 percent limit, while 13 states set aside between 15 and 20 percent. The median LIHEAP funding set aside for states to complete weatherization projects in FY2006 was 15 percent. In FY2003 (the most recent year for which this data is available), 10.5 percent of available LIHEAP funds were used for weatherization, and during FY2004, 112,000 households received weatherization services through LIHEAP funding.

### **Funding—LIHEAP**

Federal funding for LIHEAP comes in the form of a formula-derived block grant. States may also receive emergency and contingency funds under LIHEAP. In FY2006, regular LIHEAP block grants to states and the District of Columbia ranged from \$2.1 million (Hawaii) to \$247.9 million (New York), with a median grant of \$20,979,412 (see table 8). For a reminder of how the Department of Health and Human Services allocates LIHEAP funds, please see page 12 of this report.

## Energy and Telephone Assistance in the States

While the regular allocation of LIHEAP funds may not change substantially from one year to the next, emergency/contingency funds can vary greatly because of changing conditions. For example, the cold winter of FY2006 coupled with anticipated high heating costs resulted in several states receiving substantial increases in emergency/contingency funding. Twenty-five states in the Northeast and Midwest received contingency funds in 2006 that were between 147 and 435 percent higher than those received in 2005, while 25 states, mostly in the South and Atlantic regions, and the District of Columbia received contingency funds in 2006 that were between 23 and 95 percent less than those received in 2005. Overall, there was a 146 percent increase in contingency funding to states between 2005 and 2006.

Some states in FY2006 also reported LIHEAP funding from other sources. These included FY2005 carryover funds (a LIHEAP grantee may request that up to 10 percent of its funds payable be made available for the next fiscal year), FY2006 leveraging awards (an award to states that use their own or other non-federal resources to leverage federal LIHEAP dollars), and FY2005–2006 REACH grants awarded during FY2006.

In FY2006, 30 states supplemented federal LIHEAP funds with state funds, 18 more states than did so in FY2000. State funds totaled over \$400 million, an unprecedented amount due to record high energy prices, especially natural gas and heating oil. State contributions ranged from \$500,000 (Utah) to more than \$75 million (Ohio) (see table 9). Mechanisms employed by the states to generate energy assistance funds were quite varied and included regular and one-time appropriations (Colorado, Delaware, Idaho, Iowa, Kentucky, Maine, Maryland, Massachusetts, Montana, New Jersey, New Mexico, North Carolina, Oklahoma, Pennsylvania, Tennessee, Utah, Washington, and Wyoming), state petroleum violation escrow (PVE) funds (California, Indiana), state universal service funds or trust funds (Georgia, Illinois, Michigan, Missouri, Nevada, Vermont, Wisconsin), and utility settlement funds (Oregon) (see table 9).

States maximize their funding in a variety of ways, including adjusting income limits and benefit levels and changing the allocation of funds among the categories of heating, cooling, crisis, and weatherization from one year to the next. Therefore, the data set forth for each state must be recognized as historical information and not necessarily predictive of the future.

### Eligibility—LIHEAP

The LIHEAP statute establishes overall eligibility criteria for the states to use in determining which households will receive benefits. The upper limit on income for eligibility is the greater of 150 percent of the federal poverty guideline or 60 percent of the state median income. States can set lower income limits but may not set them below 110 percent of the federal poverty guideline. Five states—California, New York, Oregon, Rhode Island, and Wyoming—used the maximum income allowed (60 percent of state median income) in determining eligibility for LIHEAP in FY2006. Three states—Michigan, North Carolina, and Oklahoma—used the minimum income allowed (110 percent of the federal poverty guideline or \$22,000 for a family of four) in determining LIHEAP eligibility.

Households receiving Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI), food stamps, and certain veterans benefits are also eligible (see table 10). States may give priority to those households with the highest home energy costs or needs in relation to income.

### Participation—LIHEAP

States must report the total number of assisted households under each LIHEAP program component. Table 11 lists these numbers for all 50 states and the District of Columbia. The report does not identify a total number of households that receive at least one type of LIHEAP assistance because some households may receive benefits from more than one program category.

# Energy and Telephone Assistance in the States

## Weatherization Assistance Program (WAP)

### Benefits—WAP

Through WAP, weatherization crews and contractors of community action agencies or other local agencies install energy-efficiency measures in the residences of eligible low-income households. Comparing the level of investment in WAP homes across states has limited value because some states establish a maximum amount available for any WAP home, while others list the average amount of investment across all homes in the state. In FY2006, among the states that identified a maximum, the ceiling on investments per home varied from \$1,506 in California to \$5,652 in Florida. Among the states that identified a statewide average level of assistance,<sup>7</sup> benefits varied from \$1,721 in Louisiana to \$6,000 in Alaska. Many states in FY2006 adopted the Department of Energy's standard average of \$2,744 (see table 11).<sup>8</sup>

As described below, many states receive funding for weatherization from other sources, such as LIHEAP allocations, utility surcharges, or even state appropriations to enhance their weatherization efforts. The states may use these resources to weatherize additional homes, provide additional services in DOE-funded homes, and, in some places, support communitywide efficiency initiatives.

### Funding—WAP

Federal funding for weatherization services comes from two main sources. The primary source is a block grant from the Department of Energy, which has established regulations governing the use of its funds and the qualifications of the service providers, and the second source is LIHEAP. In 23 states, the

amount of LIHEAP funding spent on energy efficiency or safety investments, including but not limited to DOE/WAP, exceeded the DOE allotment in FY2006. In that same year, only 10 states did not use LIHEAP for weatherization-related assistance (see table 13).

Eighteen states supplemented federal funds for weatherization assistance with state funds ranging from \$16,000 (Utah) to Wisconsin (\$41.1 million). Others have statutes or regulations mandating utility low-income efficiency programs. Twelve states reported such programs in FY2006. State-funding mechanisms include the use of petroleum violation escrow (PVE) funds and weatherization trust funds. The states that supplement federal funding with state funds are shown in table 14.

### Eligibility—WAP

Recipients of Supplemental Security Income (SSI) or Temporary Assistance for Needy Families (TANF) and any household with income at or below 125 percent of the federal poverty guideline are eligible for WAP. All but 16 states use LIHEAP eligibility criteria to determine WAP eligibility, provided that the state's minimum income limit for LIHEAP is at least 125 percent of the federal poverty guideline. Alaska, which uses 150 percent of the federal poverty guideline for LIHEAP and 60 percent of the state median income (SMI) for WAP, and Delaware, which uses 200 percent of the FPG for LIHEAP and 150 percent of the FPG for WAP, are two states that set different income limits. The others are Connecticut, Kansas, Kentucky, Maine, Michigan, Mississippi, Nebraska, New Jersey, New Mexico, North Carolina, North Dakota, Oklahoma, Virginia, and West Virginia.

### Participation—WAP

The cumulative number of homes weatherized since the program's inception is not available on a state-by-state basis. However, with more than 23 million households eligible for WAP in FY2006 alone, the 5.6 million units weatherized represent less than one-quarter (approximately 24 percent) of the homes in need during any given year.

<sup>7</sup>An average level of assistance means that the state plans not to exceed this amount when all units weatherized are averaged together.

<sup>8</sup>As required by federal rules, DOE has increased the limitation each year since 2000 by an amount equal to the percentage increase in the Consumer Price Index or 3 percent, whichever is less. As a result, DOE's limitation amount for 2002 is \$2,744.

# Energy and Telephone Assistance in the States

## Other Energy Assistance Programs in the States

As noted above, many states find or create other opportunities, in addition to their federally funded LIHEAP and WAP programs, to help low-income households afford the cost of residential energy.

Ten states—Alabama, Alaska, Arizona, California, Colorado, Kansas, Louisiana, Michigan, Nevada, and Wisconsin—appropriated funding for low-income energy assistance programs between 2005 and 2006. For example, in Arizona the Utility Repair, Replacement and Deposit (URRD) program uses unclaimed utility deposits to provide emergency energy assistance to eligible low-income household needing repairs to heating or cooling appliances. The program received over \$650,000 in funding in FY2005 and served 1,800 households.

Colorado's Property Tax, Rent, and Heat Rebate program is funded through an annual appropriation from the Colorado General Fund (\$3,221,271 in FY2006) and in FY2006 provided 38,327 eligible low-income households with a maximum of \$192 in rebates for heating costs.

At least 27 state legislatures and/or regulatory bodies have established low-income energy assistance programs and mandated that electric and/or gas utilities collect customer surcharges to provide program funding (see table 15). Many states created these programs or revised existing programs as part of the move to retail electric competition. For example, as part of electric restructuring in Ohio, the state established funding for low-income assistance through a rider that is assessed on all customer bills on a per-kWh basis. Much of the funding from this rider supplements Ohio's Percentage of Income Payment Program (PIPP), which has been available to both gas and electric low-income customers since the 1980s. Through PIPP, participants pay 15 percent of their monthly household income for their gas and electric service. In 2005 the program assisted 209,254 electric customers and 177,914 gas customers in the state.

In Connecticut, all gas and electric public service companies are required by state law to have arrearage forgiveness programs for their customers who receive assistance in paying their utility bills. Eligible customers agree to—and make—regular payments each month based on what the households can afford, and in return, the utility “forgives” that amount from the customer’s debt, in effect doubling the customer’s payment. In 2005, utility companies forgave almost \$14 million in debt and assisted almost 27,000 eligible households.

Low-income households in California are eligible to receive a 20 percent discount on gas and electric service. This discount is offered through the California Alternative Rates for Energy (CARE) program and funded through a ratepayer surcharge. In FY2006 the program granted over \$619 million in discounts to approximately 3.6 million low-income utility customers.

Some states adopt other measures to facilitate provision of residential energy assistance. For example, Alabama includes a box on state income tax forms for taxpayers to check if they want to contribute a portion of their refund or payment to the Neighbors Helping Neighbors Fuel Fund, which the state established to support low-income weatherization services. Low-income households in West Virginia are eligible to receive a 20 percent discount on gas and electric service. Utilities provide this discount under the Special Reduced Rate Residential Service (SRRRS) tariff and recover the cost through a tax credit.

In summary, states use a range of resources, such as state appropriations, state agencies, utility providers, private foundations, nonprofit organizations, and individual donors to provide energy assistance in addition to LIHEAP and WAP. These programs sometimes serve those who are ineligible for LIHEAP and WAP, and at other times they complement the federal LIHEAP and WAP programs by providing additional benefits or facilitating higher participation rates.

## Energy and Telephone Assistance in the States

### Seasonal, Health, and Income-Related Disconnection Policies

Most states prohibit or limit the disconnection of residential energy services under certain weather-related conditions to protect households that cannot pay their bills (see table 16). Some states offer these protections during the winter or summer months. Other states prohibit utility disconnections when the temperature rises or falls to a certain level. Many states provide some combination of these two protections or limit the protections to cover only certain groups, such as low-income households, households with children, or those with older or disabled members.

For example, Alabama prohibits disconnection of residential electric or natural gas service for nonpayment at any time during the year when the National Weather Service forecasts the temperature will be 32°F or below for that calendar day. In Idaho, an electric and natural gas disconnection prohibition is in effect between December 1 and February 28 for utility customers enrolled in the Winter Protection Plan.

Every state, with the exception of Florida, Nebraska, and Virginia, mandates that utilities delay the disconnection of residential natural gas or electric service for nonpayment if a medical professional certifies that such an action would adversely affect the health of the customer or other household member. Most states require that the customer negotiate a deferred payment to extend service during the period of delay.

At least 37 states prohibit utilities from disconnecting residential service for nonpayment unless they first offer the customer the opportunity to extend service by entering into—and adhering to—a deferred payment arrangement.

**Table 15: State Mandated Rate Assistance and Energy Efficiency:**  
(Low-Income Programs Funded through Customer Bill Charges)

State	Year	Program Name	Benefits	Funding	Eligibility Requirement (% FPG or SMI) <sup>a</sup>	Number of Participating Households
Alabama	2005	Utility Rate Assistance	\$7.99-\$8.61 discount	\$1,741,198	SSI/TANF Eligible	16,600
Arizona	2005	Utility Rate Assistance	14-40% bill discount	\$6,000,000	150%	34,050
California	2006	California Alternate Rates for Energy	20% discount	\$619,046,040	200%	3,623,905
		Low-Income Energy Efficiency	Weatherization benefits	\$130,622,968	200%	144,585
Connecticut	2004	Connecticut Arrearage Forgiveness Program	Arrearage forgiveness	\$13,900,000	200%	26,739
	2005	UI HELPS and CL&P WRAP	conservation measures	\$6,195,000	60% smi	18,421
District of Columbia	2005	Residential Aid Discount	32% winter, 63% summer discount	\$2,700,000	150%	13,625
		Residential Essential Service	\$142-\$189 per year discount	\$1,800,000	150%	8,311
Delaware	2005	Delaware Low-Income Fund	\$400 energy; \$2500 weatherization grant per year	\$800,000	250%	1,775
Georgia		Senior Citizen Low-Income Discount	\$14.00/month discount	\$22,500,000	\$12,000-\$14,355	90,000
Illinois	2006	Supplemental Low Income Energy Assistance Fund	Supplements LIHEAP	\$85,200,000	LIHEAP eligible	Reflected in LIHEAP participation
Indiana	2005	Winter Warmth	\$400/yr grant	\$5,700,000	LIHEAP eligible	15,321
Kentucky	2006	Utility Payment Arrangements	monthly fixed credit or \$37/month for 7 peak months	\$2,140,000	110%	2,200
Maine	2005	Electric Transmission and Distribution Utility Statewide Low-Income Assistance Plan	fixed percentage of income payment, reduced rate or credit	\$6,300,000	LIHEAP eligible	21,000
	2006	Low Income Appliance Replacement Program	Refrigerator, lightbulb replacement	\$1,900,000	150% (170% w/ older, younger member)	2500 regrigerators, 30,000 CFLs

<sup>a</sup> FPG = federal poverty guideline, smi=state median income. \*\* Electric PIPP only. Gas PIPP not available. <sup>b</sup> November 2005 data  
Sources: LIHEAP Clearinghouse; state utility codes and statutes; interviews with state public service commission staff.



**Table 15: State Mandated Rate Assistance and Energy Efficiency:**  
(Low-Income Programs Funded through Customer Bill Charges)

State	Year	Program Name	Benefits	Funding	Eligibility Requirement (% FPG or smi) <sup>a</sup>	Number of Participating Households
Maryland	2006	Electric Universal Service	\$401/year grant current/\$2000 lifetime past due	\$33,000,000	150%	78,668
Massachusetts	2006	Utility Rate Assistance	20-42% discount	\$36,000,000	200%	135,068
	2006	Low-Income Conservation Fund	Weatherization benefits	\$23,000,000	60% smi	12,000
Minnesota	2004	Utility Rate Assistance	50% discount	\$4,700,000	LIHEAP eligible	49,385
	2005	Conservation Improvement Programs	Weatherization benefits	\$4,712,388	varies by utility	not available
Montana	2006	Universal Systems Benefits Charge	\$358/year per household	\$926,000	150%	2,300
Nevada	2006	Nevada Fund for Energy Assistance and Conservation	discounted rate	\$10,000,000	150%	reflected in LIHEAP and WAP participation
New Hampshire	2006	Electric Assistance program	15-90 percent discount on electric bill	\$13,700,000	185%	28,000
		CORE Low-Income Energy Efficiency Program	\$4,000 max. in energy efficiency services	\$2,222,887	150%	984
New Jersey	2006	New Jersey Comfort Partners	weatherization and conservation benefits	\$23,275,000	175%	6,403 <sup>*</sup>
		New Jersey Lifeline program	senior grant program	\$74,000,000	SSI/State welfare	312,000
		New Jersey USF Program	fixed credit payment program	\$96,322,000	150%	162,940 <sup>b</sup>
New York		New York Energy Smart	weatherization, education	\$128,000,000	varies by utility	not available
Ohio	2005	Utility Low-Income Customer Assistance Programs	discounted rates (vary by utilities)	\$30,000,000	varies by utility	not available
		Percentage of Income Plan	payment of 10% of income to primary heating source, 5% to secondary source	\$207,000,000 <sup>**</sup>	150%	387,168
		Electric Partnership Program	weatherization services	\$12,000,000	150%	8,000-10,000/year

<sup>a</sup> FPG = federal poverty guideline, smi=state median income. <sup>\*\*</sup> Electric PIPP only. Gas PIPP not available. <sup>b</sup> November 2005 data  
Sources: LIHEAP Clearinghouse; state utility codes and statutes; interviews with state public service commission staff.

**Table 15: State Mandated Rate Assistance and Energy Efficiency:**  
(Low-Income Programs Funded through Customer Bill Charges)

State	Year	Program Name	Benefits	Funding	Eligibility Requirement (% FPG or smi) <sup>a</sup>	Number of Participating Households
Oregon	2007 (expected)	Oregon Energy Assistance Program	\$800 grant/year per household	\$10,000,000	60% smi	22350*
Pennsylvania	2005	Customer Assistance Plan	\$1,800/year per household	\$242,784,920	150%	360,799
	2005	Low Income Usage Reduction Program	Electric: \$870-\$2,361; Gas: \$775-\$4,526	\$27,034,573	150%	Electric heating: 3,910, Electric water heating: 2,887 Electric baseload: 11,090, Natural gas heating: 4,393
	2005	Customer Assistance Referral and Evaluation Services (CARES)	Budget counselling, payment plans, referrals to energy programs	\$1,541,938	varies by utility	223,902 (Reflected in LIHEAP participation)
	2005	Hardship Funds	\$293-\$325 average grant	\$2,230,560	varies by utility	17,990
Rhode Island	2004	Rhode Island Utility Discounts	20% discounted rate	\$3,900,000	LIHEAP eligible	35,791 <sup>b</sup>
Utah	2005	Home Electric Lifeline Program	Monthly credit up to \$8.00	\$1,715,278	125%	21,513
Vermont	2005	Efficiency Vermont – Residential Energy Efficiency Partnership	weatherization benefits	\$2,147,497	50 percent of tenants must have incomes less than 80% of area median income	1,100
West Virginia	2005	Special Reduced rate Residential Service	Electric customers:\$72 per customer; Gas customers: \$128	\$8,212,251	Social security, TANF, SSI, Food stamps	44,055
Wisconsin	2006	Reliability Law – Low Income Assistance Program	Average \$153 towards electric bill	\$66,507,425	150%	124,104

<sup>a</sup> FPG = federal poverty guideline, smi=state median income. \*\* Electric PIPP only. Gas PIPP not available. <sup>b</sup> November 2005 data  
Sources: LIHEAP Clearinghouse; state utility codes and statutes; interviews with state public service commission staff.

Table 16: Seasonal, Health, and Income-Related Disconnection Policies in the States, 2006

State	Protection Dates	Protection Temperature (° Fahrenheit)	Low Income Requirement <sup>a</sup>	Additional Eligibility for Winter Disconnection Protection*
Alabama		< 32°		Ban on disconnections in severe weather and life threatening circumstances
Alaska				15 day delay for seriously ill, older or disabled. Prohibited if customer agrees to deferred or extended payment agreement.
Arizona		< 32° or > 95°		
Arkansas	12/1-3/31	< 32°		Prohibited for disabled or older customers if temperature is above 95°. Prohibited if customer agrees to deferred or extended payment agreement.
California				Prohibited if customer agrees to deferred or extended payment agreement.
Colorado				Prohibited if customer pays 1/10 of bill and agrees to payment arrangement.
Connecticut	11/1-4/15		<125% fpg	Prohibited for unemployed customers with household income below 300% fpg, seriously ill or disabled customers, or those potentially deprived of food or life necessities. Prohibited if customer agrees to deferred or extended payment agreement.
Delaware	11/15-4/15	<20°		
District of Columbia		< 32°		Customer must enter into payment agreement along with physician's certificate
Florida				No state-mandated policies.
Georgia	11/15-3/15	< 32°		Prohibited between 11/15 and 3/15 if customer agrees to deferred payment agreement. Cannot disconnect unless payment is 45 days overdue.
Hawaii				No special protection
Idaho	12/1-2/28			Prohibited 12/1-2/28 for eligible households and with enrollment in Winter Payment Plan. Prohibited if customer agrees to deferred or extended payment agreement.
Illinois	12/1-3/31	< 32°		Between 12/1 and 3/31 utilities must offer customers subject to disconnection a) extended payments over a maximum 12 months and b) information on available energy assistance.
Indiana	12/1-3/15		<125% fpgc	Prohibits disconnection from 12/1-3/15 for customers eligible for public assistance. Prohibited if customer proves hardship and agrees to deferred or extended payment agreement.
Iowa	11/1-4/1	< 20°	<150% fpgc	Prohibits disconnection if customer is eligible for LIHEAP or agrees to a reasonable payment arrangement.
Kansas	11/1-3/31	< 35°		To avoid disconnections when temperature is above 35°, customers must make payment arrangement and meet payments.
Kentucky	11/1-3/31		<130% fpgc	Utility must offer deferred a payment arrangement and determine if the customer is eligible for energy assistance. Utility must delay termination for 30 days if customer eligible for LIHEAP.

Table 16: Seasonal, Health, and Income-Related Disconnection Policies in the States, 2006

State	Protection Dates	Protection Temperature (° Fahrenheit)	Low Income Requirement <sup>a</sup>	Additional Eligibility for Winter Disconnection Protection*
Louisiana				Disconnection delayed for 63 days if it would be detrimental to the health or safety of household member.
Maine	11/15-4/15		185% fpgc	Prohibited if eligible customer agrees to payment arrangement; prohibited if account is < 3 months overdue or < \$50; PUC approval required.
Maryland	11/1-3/31		<150% fpg	Prohibited year-round for customers enrolled in USPP program. Prohibited for all customers between November 1 and March 31 unless utility can prove that disconnection will not endanger the health of any member of household.
Massachusetts	11/15-3/15			Prohibited for households with minors and households that prove hardship. Utility must request permission for householders age 65 or older.
Michigan	11/1-3/31		<200 % fpg	Prohibited for customers age 65+, and those receiving cash assistance, food stamps, and Medicaid.
Minnesota	10/1-4/15	Excessive heat	50% smi	Prohibited if customer declares inability to pay and commits to a payment plan. Prohibited in times of excessive heat or during a heat advisory.
Mississippi	12/1-3/31			Prohibited for customers who can prove extreme financial difficulty and agree to 12 month payment plan.
Missouri	11/1-3/31	< 30°	110% fpg	Prohibited 11/1 - 3/31 for households that apply for energy assistance and agree to payment plan.
Montana	11/1-4/1		<150% fpg <sup>c</sup>	Prohibited for customers age 62+ and households with children. Prohibited if customer is eligible for any public assistance program; Prohibited without PUC approval. Prohibited if customer agrees to deferred or extended payment agreement.
Nevada		<15° or >115°		Prohibited if customer agrees to pay delinquent balance within 60 days; prohibited if resident is housebound or on life support.
New Hampshire	11/1-4/1			Prohibited without PUC approval for customers 65+; Prohibited if arrears <\$175 for nonheating, \$300 for gas heating and \$400 for electric heating. Prohibited if customer agrees to deferred or extended payment agreement.
New Jersey	11/15-3/15		<175% fpg	Prohibited for customers in public benefit program. Prohibited for unemployed customers, and customers unable to pay because of medical expenses, recent death of a spouse, or other uncontrollable circumstances; Prohibited for customers in Winter Protection Program.
New Mexico	11/15-3/15		<150% fpg	Prohibited if customer is LIHEAP eligible. Prohibited if customer agrees to deferred or extended payment agreement.
New York	11/1-4/15		govt. asst.	Utilities must contact social services officials 3 to 5 days after serving final termination notice to persons on public assistance , state payments or SSI. Prohibited if customer agrees to deferred or extended payment agreement.

Table 16: Seasonal, Health, and Income-Related Disconnection Policies in the States, 2006

State	Protection Dates	Protection Temperature (° Fahrenheit)	Low Income Requirement <sup>a</sup>	Additional Eligibility for Winter Disconnection Protection*
North Carolina	11/1-3/31			Prohibited from 11/1 - 3/31 without PUC approval for customers who are age 65+ or disabled, and eligible for Energy Crisis Intervention Program. Prohibited if customer agrees to deferred or extended payment agreement.
North Dakota				Utilities must delay termination by 30 days for customers who are age 65+, ill, or disabled. Prohibited if customer agrees to deferred or extended payment agreement.
Ohio	11/1-4/15		<150% fpg <sup>c</sup>	Customers required to pay a minimum of \$175 in arrears to maintain service under the Winter Reconnect Payment Plan. Prohibited if medical or life support equipment is necessary. Prohibited for Percent of Income Plan customers if they remain current.
Oklahoma		< 32° (day)/20° (night) or >103°	Eligible for public assistance	Prohibited if the household enters into a deferred payment agreement; Delayed for up to 20 days if customer has applied for financial assistance.
Oregon				Prohibited if customer enters written deferred payment plan.
Pennsylvania	12/1-3/31			Prohibited if customer agrees to and maintains a payment agreement.
Rhode Island	11/1-3/31		<60% smi	Prohibited unless customers's delinquent balance is > \$500; prohibited for Protected Status customers and customers facing financial hardship. Prohibited if customer agrees to deferred or extended payment agreement.
South Carolina	12/1-3/31			Prohibited if customer agrees and adheres to payment plan..
South Dakota	11/1-3/31			Utilities required to give additional 30 days notice between 11/1 and 3/31. Prohibited if customer agrees and adheres to payment plan.
Tennessee		< 32°		Utilities required to offer payment plan prior to disconnection. Prohibited if customer agrees and adheres to payment plan.
Texas		< 32° or > 95°	<125% fpg <sup>e</sup>	Prohibited for energy assistance client if provider notifies utility of intent to make payment on behalf of the client.
Utah	11/15-3/15		<125% fpg <sup>b</sup>	Prohibited for customers eligible for Winter Moratorium protection. Prohibited if customer agrees and adheres to payment plan.
Vermont	11/1-3/31	<10°		<32° for age 62+. Prohibited if customer agrees and adheres to payment plan.
Virginia				No state-mandated policies.
Washington	11/1-3/31		<125% fpg <sup>c</sup>	Prohibited for customers who apply for energy assistance and enter and adhere to payment plan.
West Virginia	12/1-2/28			Disconnections during protection dates are considered detrimental to the health of the residential customer's household and are prohibited. Prohibited if customer agrees and adheres to payment plan.
Wisconsin	11/1-4/15	heat advisory <sup>f</sup>	<250% fpg	Only allowed for households with incomes above 250% fpg if household does not contain vulnerable members. Prohibited if customer agrees and adheres to payment plan.
Wyoming	11/1-4/30		govt. asst. <sup>d</sup>	Prohibited for customers cannot pay and have exhausted assistance, is seeking assistance, or can only pay in installments. Prohibited for customers who agree and adhere to a payment arrangement.

\* All states with the exception of Florida, Nebraska, and Virginia prohibit or delay residential disconnections for nonpayment if serious illness or disability exists in the household or would exist as a result of the disconnection. Most states require written certification from a physician attesting to this fact. <sup>a</sup> fpg = federal poverty guideline, smi = state median income. <sup>b</sup> Customer must agree to payment arrangement. <sup>c</sup> Participants in qualifying low-income assistance programs are eligible for termination protection. The income eligibility limit for the most inclusive qualifying program is listed. <sup>d</sup> Protects customers who are seeking or have exhausted government assistance. <sup>e</sup> Prohibited if customer's energy assistance provider notifies the utility that sufficient payment will be forwarded to continue service. <sup>f</sup> Prohibited if a heat advisory from the National Weather Service is in effect.

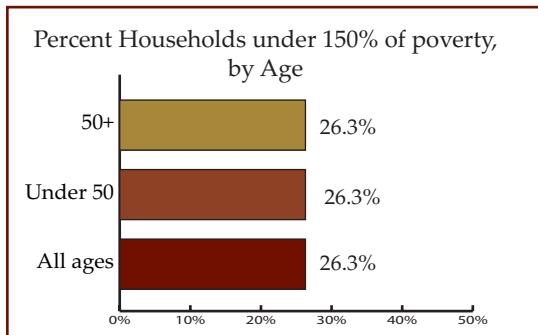
Sources: U.S. Department of Health and Human Services; state utility administrative rules; interviews with state LIHEAP program staff.

# Energy and Telephone Assistance in the States

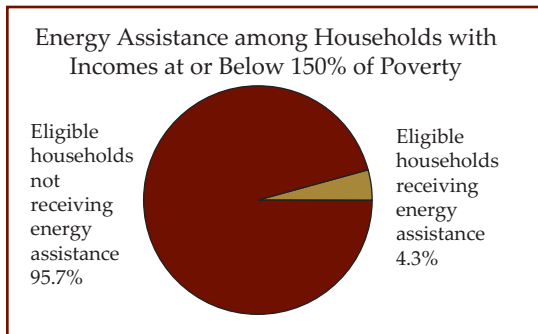
## Alabama

### Alabama in Brief (2006)

Total state population:	4,464,356
State median income:	\$51,156
Percent households age 50+:	45.0%

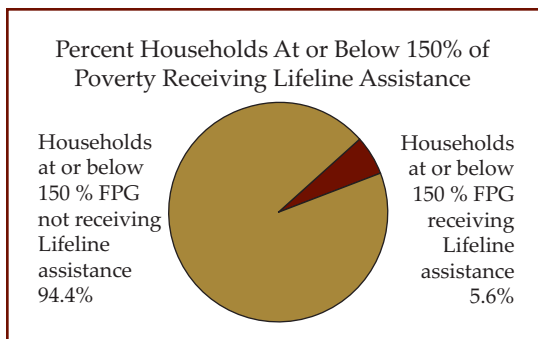


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 91.9%



### Telephone Assistance

Lifeline and Link Up are the primary sources of telephone assistance for low-income households in Alabama.

#### Lifeline

Lifeline provides participating low-income households with a credit toward the monthly price of basic local telephone service.

Maximum Benefits (2006)  
 Maximum monthly credit: \$13.50  
 Basic federal support: \$8.25  
 State support: \$3.50  
 Federal match: \$1.75

#### Funding (2005)

Federal: \$3,192,240  
 State: \$ 1,132,110 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$3.50 per subscriber) in the rates they charge non-Lifeline subscribers for basic local telephone service.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in Medicaid. Beneficiaries must re-certify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 26,955

#### LinkUp

Qualified customers receive a discount on the price of installing new telephone service.

#### Benefits (2006)

LinkUp subscribers receive the following:

# Energy and Telephone Assistance in the States

- A credit of \$30 or a 50 percent reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

## Funding (2005)

Federal: \$30,192

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2005)

Households served: 1,670

## Energy Assistance

The main federal- and state-sponsored energy assistance programs in Alabama are the following:

- LIHEAP
- Weatherization Assistance Program
- Neighbors Helping Neighbors Fund
- Utility Rate Assistance

### *Low-Income Home Energy Assistance Program*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Alabama with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Alabama distributes payments under three categories of assistance: heating, cooling, and crisis. The state also uses a portion of the grant to supplement funding for Alabama's Weatherization Assistance Program (WAP).

## Benefits (FY2005)

Benefit levels for FY2005 are as follows:  
Crisis: \$440 maximum per household

Heating: \$240 maximum per household  
Cooling: \$240 maximum per household

Clients receive a benefit once per year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from December 1 to May 31 with an early application period for older and disabled residents. Crisis assistance is available year-round, while cooling assistance is available from June 1 to September 30.

## Funding (FY2006)

Federal

Tribal set aside:	\$105,564
Regular Net Block Grant:	\$16,663,884
Additional FY2006 Block Grant:	\$14,456,602
Total Emergency Funds:	\$661,706
Reach Grant:	\$1,000,000

The Alabama Department of Economic and Community Affairs distributes grants to local Community Action Agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients. Alabama allocates LIHEAP funding in the following manner:

Heating assistance:	38%
Cooling assistance:	30%
Crisis assistance:	20%
Weatherization:	10%
Administration, Assurance 16	2%

## Eligibility (FY2005)

State residents with household incomes at or below 125 percent of poverty are eligible for LIHEAP.

## Participation (FY2005)

Households served by program component:

• Heating:	48,981
• Cooling:	32,976

# Energy and Telephone Assistance in the States

# Alabama

- Winter/Year-round Crisis: 12,479
- Summer Crisis: 12,108
- Weatherization: 486

applications, determine eligibility, and provide weatherization services, including performing energy audits and implementing suggested measures.

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Alabama with a formula distribution grant to help low-income residents—especially those who are 60 years and older, disabled, or living with young children— increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2006)

Maximum benefit per household: \$2,826  
Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attic, floors, water heater, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2005)

Total:	\$3,210,538
Federal:	\$3,210,538
Department of Energy:	\$2,417,993
Additional funding through LIHEAP:	\$792,545

The Alabama Department of Economic and Community Affairs, Division of Community and Economic Development, distributes grants to 19 Community Action Agencies throughout the state. These agencies accept

### Eligibility (FY2005)

State residents with household incomes at or below 125 percent of poverty are eligible for weatherization services.

### Participation (2005)

Households served: 846

## Utility Rate Assistance

The major electric power company and two gas companies in the state waive their monthly service charge for eligible subscribers.

### Benefits

\$7.99–\$8.61 discount per month, depending on the utility.

Recipients are exempt from the utilities' monthly service charge.

### Funding (FY2004)

Total: \$1,700,000  
Utility surcharge: \$1,700,000

Funding for this program arises from assessments by participating utilities on residential ratepayers estimated to be between \$0.04 and \$0.06 per month per customer, depending on the utility.

### Eligibility

SSI and Temporary Assistance for Needy Families (TANF) recipients in the utilities' service areas are eligible for assistance. Participants enroll through power and gas companies offering this assistance.

### Participation (2005)

Households served: 16,000 (approx.)



### *Neighbors Helping Neighbors Fund*

The Neighbors Helping Neighbors Fund provides eligible recipients with assistance in weatherizing their homes.

#### **Benefits (FY2005)**

Funding for this program supplements the benefits provided through the state LIHEAP and Weatherization Assistance Program.

#### **Funding (FY2005)**

Total: \$117,988

State: \$117,988

The Neighbors Helping Neighbors Fund is funded through voluntary contributions by Alabama taxpayers, who check a box on their state income tax forms to contribute a portion of their tax refund or payment. The Fund also receives interest earned on the principal remaining in the fund.

#### **Eligibility (FY2005)**

Households with total incomes at or below 125 percent of poverty are eligible for assistance. Recipients are selected based on need for services not necessarily covered by the state's WAP.

#### **Participation (2005)**

Participation numbers are reflected in LIHEAP and WAP totals.

### Seasonal, Health, and Income-Related Disconnection Policies

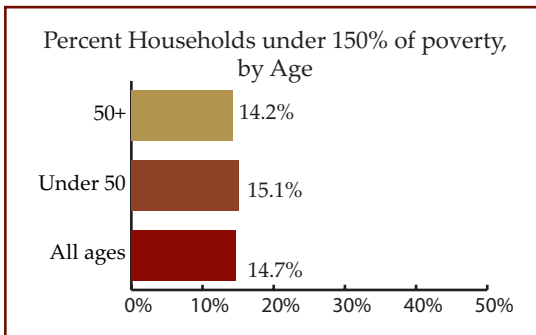
Alabama prohibits the disconnection of residential electric or natural gas service for nonpayment when the National Weather Service forecasts that the temperature at that location will be 32 degrees Fahrenheit or below for that calendar day.

# Energy and Telephone Assistance in the States

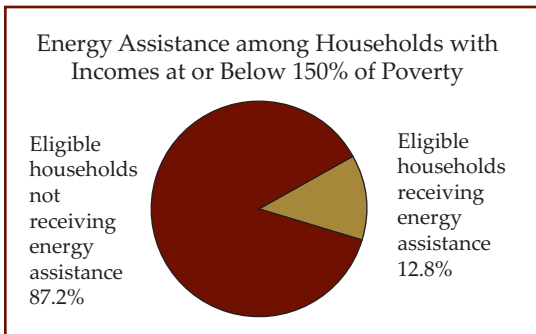
## Alaska

### Alaska in Brief (2006)

Total state population: 670,053  
 State median income: \$72,110  
 Percent households age 50+: 42.4%

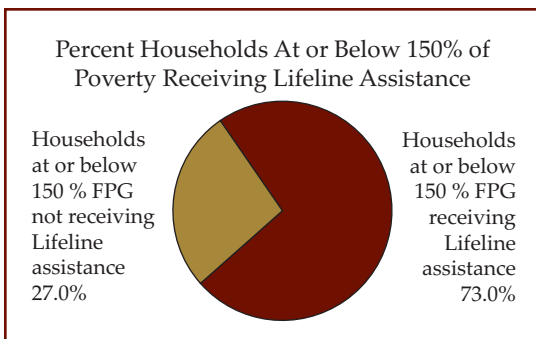


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 95.5%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Alaska.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$38.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

Enhanced federal support for tribal lands: \$25

The Enhanced Lifeline program increases by \$25 the credit that eligible low-income consumers on tribal lands can receive under the current federal Lifeline program, provided the customer's local telephone bill does not fall below \$1 per month.

Alaska has decided that the Federal Communications Commission (FCC) intended that Enhanced Lifeline benefits associated with tribal lands apply to all of Alaska. As a result, depending on their current rate levels, most customers who qualify for Lifeline will receive basic local telephone service for \$1 a month.

#### Funding (2005)

Federal: 6,997,935

State: \$1,081,770\*

\* Source: Alaska Universal Service Administrative Company, *Annual Survey 2005*.

State funding is provided through a 1.2% surcharge on end-user revenues of all telecommunications providers in the state, collected through the Alaska Universal Service

# Energy and Telephone Assistance in the States

Fund (AUSF). Telecommunications providers are allowed to pass along AUSF costs to all non-Lifeline customers as a separate line charge on their monthly bills.

## Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and certify under penalty of perjury that their household income does not exceed 135% of poverty, or that they are enrolled in any of the following programs:

- Medicaid
- Food stamps
- Supplemental Security Income (SSI)
- Public housing assistance
- Low-Income Home Energy Assistance Program (LIHEAP)
- Bureau of Indian Affairs general assistance
- Temporary Assistance for Needy Families (TANF)
- Head Start
- National School Lunch
- Alaska Temporary Assistance Program
- Alaska Adult Public Assistance Program

Local telephone providers annually select a random sample of Lifeline customers and verify that these customers remain eligible for the credit.

## Participation (2005)

Households served: 25,797

Participation rate: 57.4% (based on 135% of the federal poverty guideline)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

## Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$100 toward charges that customers pay for connecting to new telephone service

- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

Alaska has decided that the FCC intended that Enhanced Link-Up benefits associated with tribal lands apply to all of Alaska. The Enhanced Link-Up program helps eligible low-income consumers on tribal lands afford the cost of initiating new telephone service by increasing by \$70 the amount of assistance available under the current federal Link-Up program, to a total of \$100 per customer.

## Funding (2005)

Federal: \$332,359

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2006)

Households served: 5,382

## Energy Assistance

Energy assistance programs in the state include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Heating Assistance
- Program (HAP)
- Weatherization Assistance Program (WAP)
- Rural Residential Energy Rehab Program (Enhanced Weatherization)

## Low-Income Home Energy Assistance Program (LIHEAP)—Heating Assistance Program (HAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Alaska with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Alaska distributes payments through its Heating

## Energy and Telephone Assistance in the States

Assistance Program (HAP), which includes three categories of assistance: heating, cooling, and crisis. The state also uses a portion of the grant to supplement funding for Alaska's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Crisis: \$2,975 maximum per household  
Heating: \$ 2,975 maximum per household

Clients receive a benefit once a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. HAP assistance is available from November through May, with an early application period from October 1 to November 1 for older and disabled residents.

### Funding (FY2006)

Total: \$18,483,373  
Federal: \$18,483,373  
Tribal set-aside: \$3,264,815  
Regular net block grant: \$7,439,500  
One-time additional block grant: \$1,298,153  
Total FY2006 emergency/cont.: \$5,900,590  
FY2005 LIHEAP carryover funds: \$ 580,315

The Alaska Department of Health and Social Services (DHSS), Division of Public Assistance, determines client eligibility, notifies clients, and makes payments to energy providers and clients. The department contracts with community action and nonprofit agencies to accept applications for HAP.

Alaska allocates LIHEAP funding in the following manner:

Heating assistance: 76%  
Crisis assistance: 4%  
Weatherization: 10%  
Administration, etc.: 10%

### Eligibility (FY2006)

Households with incomes at or below 150% of poverty are eligible for assistance.

Participation in Alaska's HAP does not reduce the client's eligibility or benefits under other state assistance programs.

### Participation (FY2005)

Households served by program component:  
Heating: 7,854  
Winter/year-round crisis: 1,201  
Weatherization: 495

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Alaska with a formula distribution grant to help low-income state residents—especially those who are 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2006)

Average benefit per household: \$6,000

Once an applicant has been approved, weatherization technicians use energy audits to identify energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$5,334,314  
Federal: \$2,334,314  
Department of Energy: \$1,734,314  
Additional funding through LIHEAP: \$600,000

## Energy and Telephone Assistance in the States

State: \$3,000,000

Alaska Housing Finance Corporation:  
\$3,000,000

The Alaska Housing Finance Corporation (AHFC) distributes grants to community action and local government agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Eligibility (FY2006)

Households with incomes at or below 60% of the state median income are eligible for assistance. Priority is given to elderly and disabled individuals and households with children under six years old.

### Participation (2004–2005)

Households served: 697

### *Rural Residential Energy Rehab Program (Enhanced Weatherization)*

The state general fund provides weatherization assistance to low-income residents located between the Yukon-Kuskokwim Delta and the Northwest Arctic Borough in Alaska (non-road-accessible communities), where winter temperatures can reach -40°F, and fuel costs may consume as much as half of a family's monthly income.

### Benefits (2006)

Maximum assistance per household: \$17,000  
The program provides extensive energy-related repairs, heating and electrical improvements, and housing rehabilitation, in addition to energy conservation measures such as caulking and weather-stripping.

### Funding (FY2006)

Total: \$5,000,000

The Alaska Housing Financing Corporation,  
Alaska Department of Health and Human

Services, and the U.S. Department of Energy all contribute funds to this program. Total from each funding component varies significantly from year to year.

### Eligibility (2006)

Households with total income at or below 60% of the state median income are eligible for assistance. The program gives priority to elderly and disabled individuals and to households with children under six years old.

Clients are enrolled through the federal WAP.

### Participation (4/05–3/06)

Households served: 90

## Seasonal, Health-, and Income-Related Disconnection Policies

### Health

Alaska does not have a cold weather disconnect policy but does require utilities to delay for 15 days the disconnection of residential electric or natural gas service for nonpayment if the customer notifies the utility that a member of the household is seriously ill, over age 65, disabled, or dependent on a life-support system.

### Deferred Payments

The state requires utilities to offer deferred-payment arrangements to residential customers in danger of having their service disconnected for nonpayment. If the customer agrees and adheres to such an arrangement, the utility is prohibited from disconnecting service.

Deferred-payment agreements must include the following requirements:

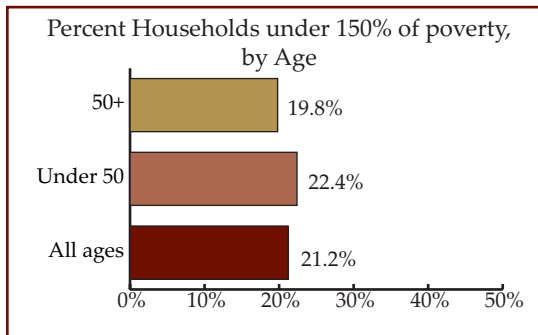
- The customer must pay one-third of the outstanding bill at the time of the agreement.
- The customer must pay off outstanding balance over a period not to exceed 12 months.

# Energy and Telephone Assistance in the States

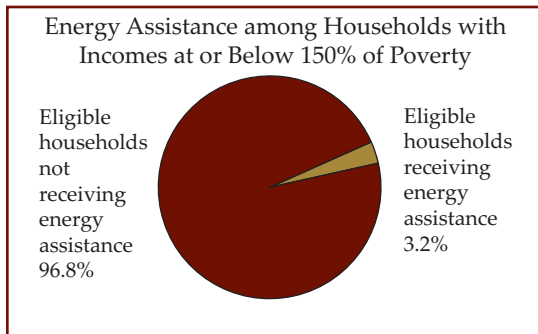
## Arizona

### Arizona in Brief (2006)

Total state population:	6,166,318
State median income:	\$58,206
Percent households age 50+:	42.2%

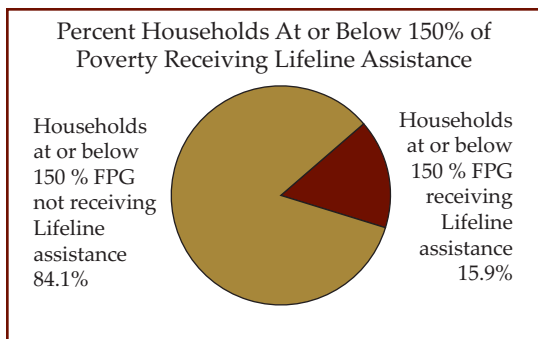


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 90.6%



## Telephone Assistance

Lifeline and Link-Up are the primary federal sources of telephone assistance to low-income households in Arizona. State assistance consists of the Senior Telephone Discount Program (STDP) and the Telephone Assistance Program (TAP) for the Medically Needy.

### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

### Benefits (2006)

Maximum monthly credit: \$8.05

### Funding (2005)

Federal: \$20,255,204

### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Medicaid/Arizona Health Care Cost Containment System (AHCCCS)
- Food stamps
- Supplemental Security Income (SSI)
- Federal public housing
- Temporary Assistance for Needy Families (TANF)
- State Children's Health Insurance Plan (SCHIP) or KidsCare
- National School Lunch
- Low-Income Home Energy Assistance Program (LIHEAP)

The Department of Economic Security processes applications and certifies eligibility for customers of Qwest only. All other telephone companies in Arizona administer their own programs.

## *Weatherization Assistance Program (WAP)*

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Arizona with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

Benefits (FY2005)

Maximum benefit per household: \$2,672

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### **Funding (FY2005)**

Total: \$6,197,263

Federal: \$3,540,640

Department of Energy: \$2,331,794

Additional funding through LIHEAP:

\$1,208,846

State: \$656,623

Utility replace repair deposit: \$656,623

Utilities: \$2,000,000

The Energy Office of the Arizona Department of Commerce trains and contracts with 10 CAAs throughout the state to accept applications, determine eligibility, notify clients, and implement weatherization measures.

### **Eligibility (FY2005)**

State residents with household incomes at or below 150% of the federal poverty guideline are eligible for assistance.

### **Participation (2005)**

Households served: 627

## *Neighbors Helping Neighbors Energy Assistance Fund*

The Neighbors Helping Neighbors Energy Assistance Fund has helped to supplement LIHEAP and provide qualified low-income households with one-time crisis/emergency utility bill payments, energy conservation, and home weatherization.

### **Benefits (FY2005)**

Funds from this program are distributed through LIHEAP.

### **Funding (FY2005)**

Total: \$40,000

State: \$40,000

State tax forms include an option for taxpayers to make a voluntary contribution to the Neighbors Helping Neighbors fund. All funding for this program comes from taxpayers who decide to increase their tax payment or decrease their tax refund to make a contribution. The state treasury manages the fund and coordinates this assistance with the state LIHEAP and weatherization assistance programs.

### **Eligibility (FY2005)**

State residents with household incomes at or below 150% of poverty are eligible for assistance. The Neighbors Helping Neighbors fund is administered by the Department of Economic Security through local community offices.

### **Participation (2005)**

Participation rates for this program are reflected in LIHEAP data.

## *Utility Repair, Replacement and Deposit (URRD)*

Established by the state legislature in 1989, the Utility Repair, Replacement and Deposit (URRD) program provides emergency assistance to eligible customers who need to make a utility deposit or have a heating or cooling appliance repaired or replaced.

### **Benefits (FY2005)**

Assistance is limited to \$2,000 per household, once a year.

### **Funding (FY2005)**

Total: \$656,623

State: \$656,623

A utility assistance fund, established in the Department of Revenue and financed through unclaimed utility deposits, provides funding for the URRD program. Along with unclaimed deposits, any advance payment by utility subscribers for utility services that remain unclaimed for more than two years after the termination of services (or after the refund becomes payable) are presumed abandoned and become part of the utility assistance fund. The fund is capped at \$1,000,000, with monies over that amount reverting to the state general fund.

### **Eligibility (FY2005)**

State residents with household incomes at or below 125% of poverty (150% of poverty if disabled or 60 years of age or older) in crisis situations requiring utility repair, deposit assistance, or replacement of utility appliances or systems are eligible for assistance. The Department of Revenue distributes grants to participating community agencies, which perform repairs and make payments to utilities on behalf of clients.

### **Participation (2005)**

Households served: 1,800

## *Arizona Utility Rate Assistance*

In compliance with individual restructuring settlements, most of the state's major utilities

offer rate discounts featuring a declining block-discount structure, with customers receiving smaller percentage discounts as their monthly usage passes certain kWh thresholds. In addition to residential energy support, some utilities offer low-income seniors a discount rate.

### **Benefits (FY2005)**

Eligible households receive 14% to 40% discounts on utility bills as well as crisis intervention; benefits vary with utility companies.

The size of the discount depends on the amount of electricity used. The following discount structure of the largest utility, Arizona Public Service, is typical:

- 0–400 kWh = 40% discount
- 401–800 kWh = 26% discount
- 801–1200 kWh = 14% discount
- 1,201 kWh and up = \$13 discount

### **Funding (FY2005)**

Total: \$6 million (for four largest utilities)

Funding for the utility discount comes from rates charged to all residential customers.

### **Eligibility (FY2005)**

Low-income seniors on medical support or at 150% of the federal poverty guideline are eligible for assistance.

Applicants contact their utility service provider for specific enrollment procedures.

### **Participation (2005)**

Households served: 34,050

## *Seasonal, Health-, and Income-Related Disconnection Policies*

### **Seasonal**

Utilities are prohibited from disconnecting residential gas or electric service when the commission deems the current weather to be dangerous to health. This occurs when temperatures are at or below 32°F or at or above 95°F.



### Health

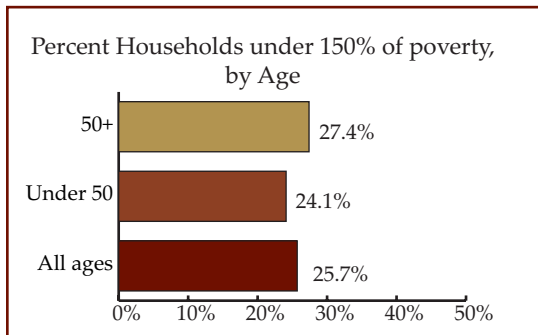
The state prohibits utilities from disconnecting residential service for nonpayment if a customer can establish (through a physician's documented professional opinion) that such an action would be especially dangerous to the health of the customer or other household resident, or if life-supporting equipment in the home depends on utility service for operation. Customers in these cases may be required to enter into a deferred-payment arrangement with the utility within 10 days after the termination date.

# Energy and Telephone Assistance in the States

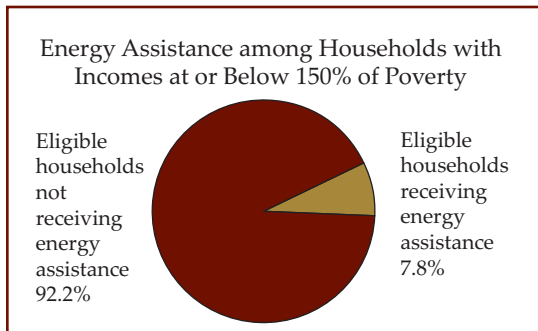
## Arkansas

### Arkansas in Brief (2006)

Total state population: x,xxx,xxx  
 State median income: \$xx,xxx  
 Percent households age 50+: xx.x%

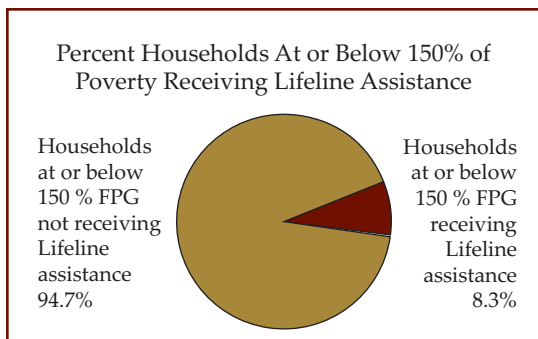


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: xx.x%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Arkansas.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50  
 Basic federal support: \$8.25  
 Maximum state support: \$3.50  
 Maximum additional federal support: \$1.75

#### Funding (2005)

Federal: \$2,211,633  
 State: \$992,460 (est.)

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove their eligibility based on household incomes at or below 135% of the federal poverty guideline or participation in any qualifying program listed below; or complete an application with the Arkansas Department of Human Services that will certify program eligibility on the basis of the customer's participation in any of the qualifying programs.

- Food stamps
- Medicaid
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal public housing
- National School Lunch

#### Participation (2005)

Households served: 23,630

# Energy and Telephone Assistance in the States

Participation rate: 9.6% (based on 135% of the federal poverty guideline)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$129,457

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 6,306

Assistance Program (HEAP), which includes four categories of assistance: heating, crisis, cooling, and Assurance 16. The state also uses a portion of the grant to supplement funding for Arkansas's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Heating: \$251 maximum per household

Cooling: \$251 maximum per household

Crisis: \$300 maximum per household

Clients receive one benefit per year. Cooling assistance is available when the program receives a sufficient amount of regular program and emergency contingency funds. Benefits are paid to the energy providers unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Crisis and cooling assistance are available year-round or until funds are depleted.

### Funding (FY2006)

Total: \$23,337,283

Federal: \$23,337,283

Regular net block grant: \$12,796,882

Additional one-time block grant: \$9,968,972

Total emergency/cont.: \$571,429

## Energy Assistance

Low-income energy assistance programs in Arkansas are supported primarily through federal funds. These programs are administered through the Arkansas Department of Human Services, Office of Community Services, and consist of the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)

### Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Arkansas with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Arkansas distributes payments through the Home Energy

The Arkansas Department of Human Services provides grants to local community action agencies. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients. Arkansas allocates LIHEAP funding in the following manner:

• Heating assistance:	52%
• Crisis assistance:	18%
• Weatherization:	15%
• Administration :	10%
• Assurance 16:	5%

### Eligibility (FY2006)

Residents with household incomes at or below 125% of the federal poverty guideline are eligible for assistance. Arkansas also uses an assets test to determine the client's eligibility for LIHEAP.

# Energy and Telephone Assistance in the States

## Participation (FY2005)

Households served by program component:

- Heating: 57,175
- Cooling: NA
- Winter/year-round Crisis: 22,002
- Summer crisis: NA
- Weatherization: 579 (combined LIHEAP and Weatherization/DOE funds)

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Arkansas with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

Benefits (FY2005)

Maximum benefit per household: \$2,744

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation.
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2005)

Total: \$3,985,871

Federal: \$3,985,871

Department of Energy: \$2,079,513

Additional funds from LIHEAP: \$1,906,358

The Arkansas Department of Human Services, Office of Community Services, distributes grants to community action agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility (FY2005)

State residents with household income at or below 125% of poverty, residing in single-family homes, multifamily dwellings, or mobile homes, are eligible for assistance.

## Participation (FY2005)

Households served: 579

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal

Arkansas prohibits the disconnection of residential electric or natural gas service for nonpayment when the National Weather Service forecasts that the temperature at that location will be 32°F or below, or 95°F or above (in the case of disabled or older residents) for that calendar day.

### Health

The state requires utilities to delay for up to 30 days the disconnection of residential service for nonpayment if a customer or other permanent household resident presents a physician's certificate stating that suspension of utility service would cause a significant decline in the householder's health.

### Deferred Payments

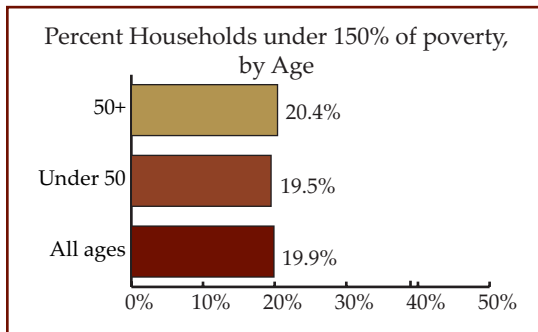
Electric and natural gas utilities are required to offer a deferred-payment arrangement to residential customers in danger of disconnection for nonpayment and are prohibited from disconnecting service if a customer agrees and adheres to such an arrangement.

# Energy and Telephone Assistance in the States

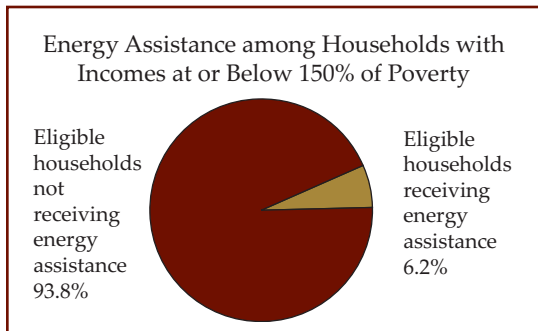
## California

### California in Brief (2006)

Total state population:	36,457,549
State median income:	\$67,814
Percent households age 50+:	43.1%

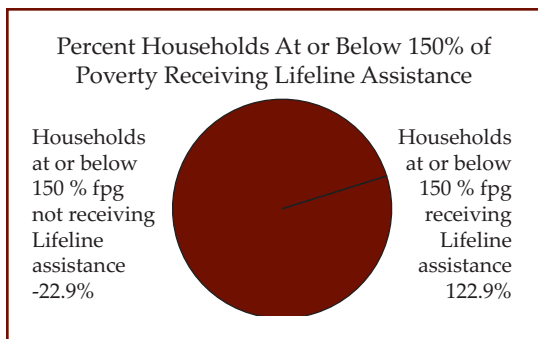


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 95.1%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in California.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit:	\$15.92
Basic federal support:	\$8.25
Maximum state support:	\$5.92*
Federal match:	\$1.75

\*Varies by county.

#### Funding (2005)

Federal:	\$284,145,344
State:	\$240,000,000* (including funds from Lifeline and Link-Up)

\*Source: State PUC staff.

State funding is provided through a 1.29% surcharge on end-user revenues of all telecommunications providers and collected through the California Universal Lifeline Telephone Service Trust Administrative Committee Fund. Telecommunications providers are allowed to pass on the costs of the Lifeline program through to all non-Lifeline customers as a separate line charge on their monthly bill.

#### Eligibility (as of July 2006)

To receive Lifeline assistance, state residents must show proof to their local telephone provider either that their household income does not exceed 150% of the federal poverty guideline, or that they are enrolled in or eligible for any of the following programs:

## Energy and Telephone Assistance in the States

# California

- Medicaid/Medi-Cal
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal public housing assistance, Section 8
- Food stamps
- Temporary Assistance for Needy Families (TANF)
- Healthy Families Category A
- National School Lunch
- Tribal TANF
- Bureau of Indian Affairs general assistance
- Women, Infant and Children (WIC)
- Head Start Income Eligible (tribal only)

Lifeline beneficiaries must recertify with their local telephone provider annually to remain eligible for this program. Telephone service providers are required annually to select 3% of Lifeline customers and confirm their continued eligibility.

### Participation (2005)

Households served: 3,104,117

Participation rate: 119.2% (based on 150% of the federal poverty guideline)

Note: The estimated participation rate for California may indicate that the calculations understate the total numbers of eligible households, or that households with incomes above 150% of the federal poverty guideline are also participating in the program.

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$17,295,177

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 956,587

## Energy Assistance

Low-income energy assistance in California includes the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)
- California Alternative Rates for Energy (CARE)
- Low-Income Energy Efficiency (LIEE)
- Weatherization and Energy-Efficient Rehabilitation (WEER) Program
- Cal LIHEAP

### Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of California with a block grant to help eligible low-income households meet their immediate energy needs. With this grant, California distributes payments under the home energy assistance, energy crisis intervention, and weatherization components to fund heating, cooling, crisis, and weatherization assistance.

### Benefits (FY2006)

Heating/cooling: \$355 maximum per household

Weatherization: \$2,500 average per household

LIHEAP provides free installation of energy conservation measures through the weatherization component; financial assistance with energy bills through the home energy

# Energy and Telephone Assistance in the States

assistance component; and payments for weather- or energy-related emergencies through the energy crisis intervention component. Clients receive a benefit once a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. All components of the California LIHEAP program operate year-round.

## Funding (FY2006)

Total: \$165,368,794

Federal: \$161,334,794

Tribal set-aside: \$676,298

Regular net block grant: \$89,286,908

Additional one-time block grant: \$62,745,481

Total emergency/cont.: \$4,442,331

Leveraging incentive: \$2,666,280

FY2005 carryover funds: \$1,517,496

State: \$4,034,000

Petroleum violation escrow account:  
\$4,034,000

The California Department of Community Services and Development distributes grants to community action agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and pay energy providers; they also provide weatherization and emergency services.

California allocates LIHEAP funding in the following manner:

- |                         |     |
|-------------------------|-----|
| • Heating and cooling:  | 48% |
| • Crisis:               | 21% |
| • Weatherization:       | 25% |
| • Administration, etc.: | 6%  |

## Eligibility (FY2006)

State residents with household incomes at or below 60% of the state median income are eligible for assistance.

Participation in California's LIHEAP does not reduce the client's eligibility or benefits under other state assistance programs.

## Participation (FY2005 est.)

Households served: 158,424

Heating: 158,424\*

\*Source: LIHEAP Clearinghouse.

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides California with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2005)

Maximum benefit per household: \$1,506

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2005)

Total: \$34,984,628

Federal: \$31,831,865

Department of Energy: \$7,085,364

Additional funding from LIHEAP:  
\$24,746,501

State: \$3,152,763

Petroleum violation escrow account:  
\$3,152,763

## Energy and Telephone Assistance in the States

The State of California Department of Community Services and Development (CSD) distributes grants to the community action agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Eligibility (FY2005)

State residents with household incomes at or below 60% of the state median income are eligible for assistance.

Clients apply at local community agencies, which also approve applications and provide direct weatherization services.

### Participation (FY2005)

Households served: 20,617

### *California Alternative Rates for Energy (CARE)*

Under the California Alternative Rates for Energy (CARE) program, regulated electric and gas utilities in California provide a rate discount to eligible low-income customers.

### Benefits (FY2006)

Eligible electric and gas customers of Pacific Gas and Electric (PG&E), San Diego Gas and Electric (SDG&E), Southern California Gas (SoCalGas), and Southern California Edison (SCE) receive a 20% discount on their monthly gas and electric bills and an exemption from the rate surcharge that funds the CARE program.

Under the Expanded CARE program, utilities extend the 20% discount to qualifying nonprofit group-living facilities, homeless shelters, hospices, and women's shelters. To qualify, the facility must have federal IRS tax-exempt status.

### Funding (FY2006)

Total: \$619,046,040

Utility surcharge: \$619,046,040

The utilities (PG&E, SCE, SoCalGas, and SDG&E) administer this program and receive

funding for it through a rate surcharge on their customers' bills.

### Eligibility (FY2006)

Households residing in single-family homes and rented submetered residential facilities with incomes at 200% of the federal poverty guideline are eligible to receive the CARE discount offered by Pacific Gas and Electric, San Diego Gas and Electric, Southern California Gas, and Southern California Edison.

Proof of income is not required; applicants self-certify their eligibility. However, the utilities periodically request a random sample of CARE customers to provide income verification, and they conduct targeted verification efforts when there is a reason to believe that a false claim has been made.

### Participation (as of May 2006)

Households served:

SCE: 1,039,720

SDG&E: 222,709

SoCalGas: 1,242,489

PG&E: 1,118,987

### Low-Income Energy Efficiency (LIEE)

Through the Low-Income Energy Efficiency (LIEE) program, gas and electric companies that participate in the CARE program provide no-cost weatherization and energy efficiency services to eligible low-income households.

### Benefits (FY2006)

Local community action agencies and licensed contractors work with the utilities to provide participating households with free services that may include the following:

- Attic insulation
- Caulking
- Weather-stripping
- Low-flow shower heads
- Water heater blanket
- Door and building envelope repairs to reduce air infiltration

Other services may include building conservation measures, installation of energy-



## Energy and Telephone Assistance in the States

efficient appliances, and energy education programs.

### **Funding (FY2006)**

Total: \$130,622,968

Utility customers' surcharge: \$130,622,968

Like CARE, this program is funded through a rate surcharge on customers' bills and administered by the utility companies.

### **Eligibility (FY2006)**

Persons eligible for the CARE program are also eligible for LIEE assistance. In addition, disabled persons and persons age 60 and older qualify for LIEE if their incomes are at or below 200% of the federal poverty guideline.

### **Participation (FY2005)**

Households served:

PG&E: 56,388

SCE: 36,420

SDG&E: 11,254

SoCalGas: 40,523

## *Weatherization and Energy-Efficient Rehabilitation (WEER) Program*

The California Conservation Corps, in partnership with the state's Department of Community Services and Development, provides no-cost home repair and weatherization services to low-income households through the Weatherization and Energy-Efficient Rehabilitation (WEER) program. WEER also provides on-the-job training to low-income youths who participate in basic weatherization activities.

### **Benefits (FY2006)**

Maximum benefit per household: \$2,500  
WEER crews perform minor home repairs to bring houses up to minimum standards, and then perform standard weatherization services. Minor home repair services include the following:

- Patching holes
- Drywall and/or stucco repair

- Minor roof repair
- Window and door repair, modification, and/or replacement
- Range-hood repair
- Fireplace chimney damper or blower door repair

Weatherization services include the following:

- Installation of air conditioner vent covers
- Attic venting
- Floor, attic, and ceiling insulation
- Low-flow shower heads
- Weather-stripping
- Water heater blankets
- Caulking
- Filter replacements
- Shade screens
- Pipe wrap

### **Funding (FY2006)**

Not available

WEER is funded through California's petroleum violation escrow account.

### **Eligibility**

State residents with household incomes at or below 150% of poverty are eligible for assistance. In addition, WEER targets houses that are in disrepair and do not meet the minimum building conditions for weatherization.

### **Participation (FY2006)**

Not available

## Seasonal, Health-, and Income-Related Disconnection Policies

### **Health/Deferred Payments**

There is no weather-related disconnect policy in California, but the state prohibits utilities from disconnecting residential natural gas or electric service for nonpayment if the following requirements are met:

## Energy and Telephone Assistance in the States

# California

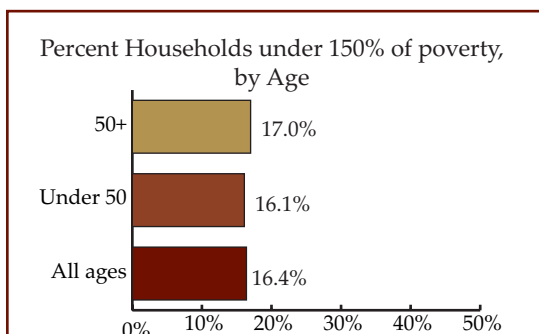
- A licensed physician certifies that disconnection would be life-threatening to the customer, and the customer agrees to a deferred-payment agreement.
- The customer is granted an extension or agrees to a deferred-payment arrangement (not to exceed 12 months) to pay the delinquent balance.

# Energy and Telephone Assistance in the States

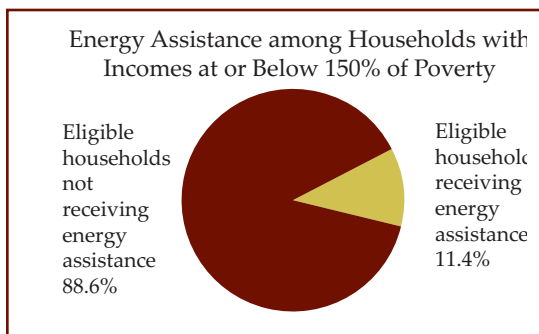
## Colorado

### Colorado in Brief (2006)

Total state population:	4,753,377
State median income:	\$71,559
Percent households age 50+:	40.5%

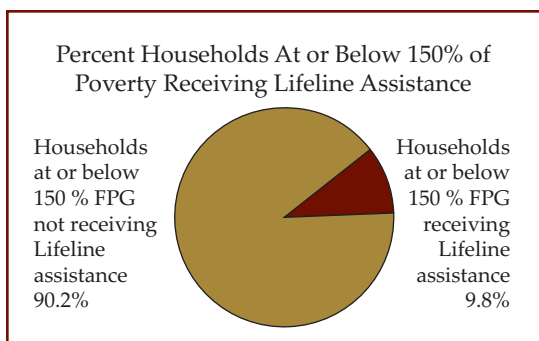


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 93.8%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Colorado.

#### *Lifeline (Colorado Low-Income Telephone Assistance Fund)*

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### **Benefits (2006)**

Maximum monthly credit: \$16.50

Basic federal support: \$6.50

Maximum state support: \$6.50 (from Colorado Low-Income Telephone Assistance Program)

Federal match: \$3.50

#### **Funding (2005)**

Federal: \$3,500,329

State: \$218,686 (From 2005-06 Universal Service Administrative Company Survey)

Colorado provides the state portion of Lifeline funding through a surcharge of \$0.07 on the monthly bills of customers of telecommunications providers participating in the Low-Income Telephone Assistance Program.

#### **Eligibility (2006)**

To receive Lifeline assistance, state residents must call the State Department of Social Services (DSS) to verify their eligibility. DSS then attempts to verify the applicant's Social Security number against a database of state residents who are enrolled in one or more of the programs listed below. If DSS finds a match, the applicant is certified for participation in the Lifeline program. Households enrolled in any of the following programs are eligible for assistance:

- Old Age Pension
- Aid to the Blind
- Aid to the Needy Disabled (AND)

# Energy and Telephone Assistance in the States

- Supplemental Security Income (SSI)

## Participation (2005)

Households served: 29,299

Participation rate: 59.0% (based on participation in SSI program)

## LinkUp

Qualified customers receive a discount on the price of installing new telephone service.

## Benefits (2006)

LinkUp subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less.
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

## Funding (2005)

Federal: \$12,261

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2005)

Households served: 710

## Energy Assistance

Energy assistance programs in Colorado include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Low Income Energy Assistance Program (LEAP)
- Weatherization Assistance Program (WAP)
- Property Tax, Rent, and Heat Rebate

## Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Colorado with a block grant to help eligible low-income households meet their immediate

energy needs. With this grant, Colorado distributes payments through its Low-Income Energy Assistance Program (LEAP), which includes two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for Colorado's Weatherization Assistance Program (WAP).

## Benefits (FY2006)

Crisis: \$1,500 maximum per household

Heating: \$800 maximum per household

Clients receive a benefit once a year, paid electronically to their energy provider unless home energy costs are included in rent, in which case the customer's benefits are electronically deposited into a special debit card or bank account.

Heating assistance is available from November 1 to April 30, with an early application period of one month for older and disabled applicants. Crisis assistance is available year-round and may be used to repair broken furnaces and windows, to repair roads so that heating fuel may be delivered to homes, for an eligible household's emergency hotel stay, and for clothes and blankets.

## Funding (FY2006)

Total: \$76,147,311

Federal

Tribal set-aside: \$25,000

Regular net block grant: \$31,342,366

Additional one-time net block grant: \$361,826

Total emergency/cont.: \$13,112,459

Transfer TANF funds: \$1,500,000

FY2005 carryover funds: \$5,570,957

Leveraging incentive program: \$284,703

REACH grant: \$1,000,000

Other: \$800,000

State

General Assembly appropriation: \$20,000,000  
(State Severance tax)

Charitable

Energy Outreach Colorado: \$2,150,000

# Energy and Telephone Assistance in the States

The Colorado Department of Human Services distributes grants to county departments of social services and nonprofits throughout the state, along with listings of eligible residents in their service areas. These listings are generated from a LEAP-maintained database of state residents receiving public assistance. The local agencies mail applications to persons listed as eligible for LEAP in their service areas. The county departments of social services accept applications from persons not contacted by LEAP agencies, determine eligibility, and make payments to energy providers.

LEAP is supplemented by \$2.15 million in funds raised by the Colorado Energy Assistance Foundation, a public/private partnership of Colorado government and advocacy groups, private businesses, and utilities. The foundation raises funds to supplement LEAP.

Colorado allocates LIHEAP funding in the following manner:

Heating:	73%
Crisis:	3%
Weatherization:	15%
Administration, etc.:	9%

## Eligibility

State residents with household incomes at or below 185% of poverty, or on public assistance, are eligible for LEAP assistance. Participation in Colorado's LEAP program does not reduce the client's eligibility or benefits under other state assistance programs.

Participation (FY2006)

Households served by program component:

Heating: 96,127

Winter/year-round crisis: 1,680

## *Weatherization Assistance Program (WAP)—Energy Saving Partners (E\$P)*

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Colorado with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their

homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2006)

Average benefit per household: \$2,800

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attic, walls, floors, perimeter, ducts
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows
- Blower door targeted air leakage work

## Funding (FY2006)

Total: \$15,826,958

Federal:

Department of Energy: \$5,504,036

LIHEAP: \$3,840,922

State: \$4,000,000 (appropriated)

Utility: \$2,482,000

Federal funding includes the DOE/Weatherization Assistance Program appropriation and 15% of the state's LIHEAP block grant. Approximately \$2.5 million in state funds is provided from Xcel Energy.

The Governor's Office of Energy Management and Conservation (OEMC) in Colorado distributes grants to eight agencies throughout the state, including county governments and associations of local governments. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility (FY2006)

Resident households with incomes at or below 185% of poverty, or who participate in one or more of the following programs, are eligible:

- Low-Income Home Energy Assistance Program
- Supplementary Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Colorado Old Age Pension (COAP)

Eligible housing types include single-family houses, mobile homes, and multifamily units—both rental and owner-occupied. Priority is given to households with children, elderly, or disabled individuals, and to homes with unsafe heating systems.

## Participation (2005)

Households served: 4,082

Property Tax, Rent, and Heat Rebate  
The Property Tax, Rent, and Heat Rebate program provides a rebate on home heating payments made by eligible state-resident households, as well as a property tax rebate. The below refers only to the heat portion of the rebate.

## Benefits (FY2005)

Maximum heat rebate: \$192 per household

The heat rebate equals the lesser of the following amounts:

- The total heat expenses paid during the year (either directly or through rent payments)
- \$192 minus 3.2% of the amount by which the household's total income exceeds \$5,000 (single person) or \$8,700 (married filing jointly)

## Funding (FY2006)

Total: \$3,221,271 (heat portion of rebate)  
The Property Tax, Rent, and Heat Rebate program is funded through an annual appropriation from the General Fund for State Expenses and administered by the Colorado Department of Revenue.

## Eligibility (FY2006)

Colorado residents who are disabled and/or age 65 and older (or a surviving spouse age 58 and older) may qualify for assistance. The income limitations for this rebate are \$11,000 for single individuals and \$14,700 for married couples. However, the maximum rebate will be less if the taxpayer's income exceeds \$5,000 (single person) or \$8,700 (married filing jointly).

## Participation (2006)

Households served: 38,827 (includes all filings)

## Seasonal, Health, and Income-Related Disconnection Policies

### Health

Colorado does not have a temperature-based disconnect policy for residential natural gas or electric service. Instead, utilities are required to delay for up to 60 days disconnection of residential service to households where a medical professional certifies that such an action would result in a decline in the health of the customer or other permanent household resident.

### Deferred Payments

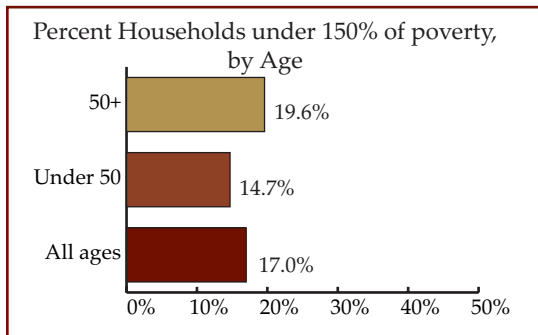
Colorado prohibits the disconnection of residential natural gas or electric service if the customer pays at least 1/10 of arrears and agrees to a deferred-payment arrangement not to exceed six months.

# Energy and Telephone Assistance in the States

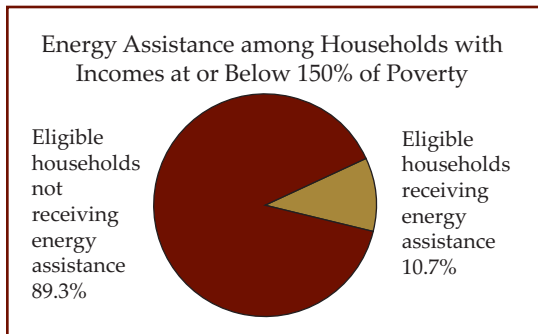
## Connecticut

### Connecticut in Brief (2006)

Total state population:	3,504,809
State median income:	\$86,001
Percent households age 50+:	47.8%

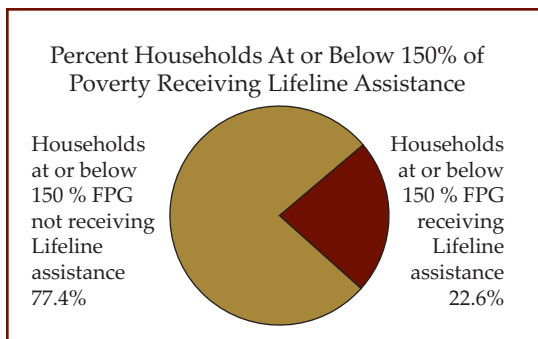


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 94.9%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Connecticut.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$10

Basic federal support: \$8.25

State support: \$1.17

Federal match: \$0.58

Funding (2005)

Federal: \$5,169,924

State: \$750,564 (est.)

The state portion of this benefit (\$1.17) is provided through the Connecticut Service Fund (CSF), a \$0.05 surcharge on end-user revenues of all telecommunications providers in the state. Telecommunications providers are allowed to pass along the costs of the CSF to all non-Lifeline customers as a separate line charge on their monthly bills.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Temporary Assistance for Needy Families (TANF)
- Child Care Certificate (CCC)
- Transitional Child Care (TCC)
- Personal care assistance
- Title 19, Medicaid
- State Supplement to the Aged, Blind, or Disabled (AABD)
- Food stamp program

- Connecticut Energy Assistance Program (CEAP)
- Rental Assistance Program (RAP)
- Public housing, Section 8
- Refugee program
- State-Administered General Assistance (SAGA)
- Supplemental Security Income (SSI)

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

### Participation (2005)

Households served: 53,459

Participation rate: 12.4% (based on 250% of the federal poverty guideline)

### *Link-Up/Connecticut Connection Assistance Program (CTCAP)*

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$141,270

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 4,709

## Energy Assistance

Main energy assistance programs in Connecticut include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Connecticut Energy Assistance Program (CEAP)
- Contingency Heating Assistance Program (CHAP)
- Weatherization Assistance Program (WAP)
- Connecticut arrearage forgiveness programs
- Low-Income Energy Care

### *Low-Income Home Energy Assistance Program (LIHEAP)*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Connecticut with a block grant to help eligible low-income households meet their immediate energy needs. With this grant, Connecticut distributes payments through the Connecticut Energy Assistance Program (CEAP), which includes three categories of assistance: heating (basic benefit) and crisis (crisis and safety net) assistance, and the emergency furnace repair or replacement program.

### Benefits (FY2006)

Heating (basic): \$675 maximum per household

Crisis (crisis and safety net): \$400 maximum per household

Furnace repair or replacement: \$5,000 (\$1,000 for repair, \$4,000 for replacement, can be combined) maximum per client

Clients receive a benefit once a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. CEAP provides an additional crisis assistance benefit to households that use deliverable fuel (oil, propane gas, coal, kerosene, and wood) and have exhausted all their heating benefits by mid-March. These customers may also receive assistance from CEAP safety net crisis funding.



## Energy and Telephone Assistance in the States

Heating (basic) and all crisis assistance benefits are available from November 1 to March 15. CEAP recipients who are home owners can have their furnaces repaired or replaced between November 1 and April 30 (funding permitting) if these heating systems are found to be inoperable or unsafe.

The Contingency Heating Assistance Program (CHAP) provides heating assistance payments on behalf of households whose incomes fall between 150% of the federal poverty guideline and 60% of the state median income, but that are not eligible for benefits under the Connecticut Energy Assistance Program (CEAP). Households apply through the same process as for the Connecticut Energy Assistance Program, with the same eligibility requirements. CHAP is a component of the LIHEAP block grant program. The availability of this program depends on the level of LIHEAP funding the state receives. For FY2006 the Contingency Heating Assistance Program was available for households meeting the above criteria.

### Funding (FY2006)

Total: \$71,360,860

Federal

Regular net block grant:	\$40,918,836
Additional one-time net block grant:	\$6,889,237
Total emergency/cont.:	\$23,297,257
Leveraging incentive program:	\$255,530

The Connecticut Energy Assistance Program is funded through the state's LIHEAP block grant. Currently there are no petroleum violation escrow fund dollars.

The Connecticut Department of Social Services distributes grants to 12 community action agencies (CAAs) throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients.

Connecticut allocates LIHEAP funding in the following manner:

- Basic, crisis, and safety net assistance: 90%
- Administration, etc.: 10%
- Furnace repair or replacement: \$500,000

### Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty, or participating in Temporary Family Assistance, State Supplemental Assistance, refugee assistance, or the food stamp program are income-eligible for assistance. Households with an elderly (60 years or older) or disabled member with annual gross income below 200% of the federal poverty guideline are also income-eligible. Connecticut also uses an assets test to determine the financial eligibility of clients for LIHEAP.

### Participation (FY2005)

Households served by program component:

Heating: 62,400

Winter/year-round crisis: 13,678

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Connecticut with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2006)

Average expenditure per household: \$2,826

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation

## Energy and Telephone Assistance in the States

# Connecticut

- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$2,759,107

Federal: \$2,759,107

Department of Energy: \$2,759,107

The Connecticut Department of Social Services distributes grants to five local service agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, which includes performing energy audits and implementing suggested measures.

### Eligibility (2006)

State residents with household incomes at or below 200% of poverty are eligible for weatherization services. Applicants apply for fuel and weatherization assistance at the same time on a single application.

Participation (2006)

Households served: 809

### *Connecticut Arrearage Forgiveness Programs*

Utilities are required by state law to have arrearage forgiveness programs for customers who receive energy assistance for their utility bills. All gas and electric public service companies in Connecticut—Yankee Gas, Southern Connecticut Gas (SCG), Connecticut Natural Gas (CNG), Connecticut Light and Power (CL&P), and United Illuminating (UI)—are required by statute to operate an arrearage forgiveness program for low-income households that heat with gas and receive energy assistance.

### Benefits (2006)

Households must apply for and be determined eligible for energy assistance in order to enroll in the program. Eligible customers agree to—and make—regular payments each month based on what the households can afford, and in return, the utility “forgives” that amount

from the customer’s debt, in effect doubling the customer’s payment. The utility company also matches the amount of the client’s benefit.

### Funding (2005)

Total: \$13,900,000

Gas utilities: \$13,000,000

Electric utilities: \$900,000

Includes arrearage funded by the systems benefit charge (SBC) and uncollectible and hardship programs for both major electric utilities. Gas utilities fund low-income arrearage forgiveness through customer rates, while electric utilities fund low-income arrearage forgiveness through a systems benefit charge to ratepayers.

### Eligibility (2004)

State residents with arrears of \$100 or more, with household incomes at or below 200% of poverty, or participating in TANF, State Supplement, [[SSI?]] refugee assistance, or food stamp programs are eligible for assistance. The state mandates that utilities must offer the program to customers who heat their homes by gas. Electric utilities must offer the program to customers who use electricity to heat their homes, but the companies are not required to extend the benefit to nonelectric heating customers.

### Participation (2004)

Households served:

Gas utilities: 26,264

Electric utilities: 475

### *Low-Income Energy Care*

The Low-Income Energy Care program seeks to reduce the energy burdens and utility bills of eligible low-income households. The program combines the low-income energy-efficiency programs of the state’s investor-owned electric utilities, Connecticut Light and Power (CL&P) and United Illuminating (UI), and coordinates the services offered by these programs (CL&P’s Weatherization Residential Assistance Partnership [WRAP] and United Illuminating’s UI Helps) with the services of similar programs

## Energy and Telephone Assistance in the States

funded by the state, U.S. Department of Energy, Connecticut Natural Gas, and Yankee Gas. WRAP and UI Helps are essentially identical programs, mandated by restructuring legislation and funded through the system benefits charge (SBC) for energy efficiency, assessed on all ratepayers of each of the two utilities. The programs are summarized below.

### Benefits (WRAP and UI Helps)

Service contractors conduct energy audits on the houses of eligible participants and identify the causes of high electricity use. They identify relevant energy-saving measures and install any or all of the following:

- Fluorescent lights
- Water heater replacements or wraps
- Heat pump water heaters
- Low-flow shower heads and aerators
- Waterbed insulator covers
- Weatherization and insulation
- Energy-efficient refrigerators and freezers
- Broken window replacement
- Burner and furnace replacement

Whenever possible, services are coordinated with those delivered through state or Department of Energy funding to reduce administrative costs and inconvenience to clients.

Energy-efficiency education is provided to each household served, and budget counseling is also available upon request.

### Funding (UI Helps and WRAP, 2005)

Total: \$6,195,000

System benefits charge: \$6,195,000

UI Helps (UI): \$1,795,000

WRAP (CL&P): \$4,400,000

The electric utilities fund low-income energy-efficiency programs through a systems benefit charge to ratepayers of 0.3 cents per kWh.

### Eligibility (UI Helps and WRAP, 2006)

Households with incomes at or below 60% of the state median income and with annual electric use that exceeds 2,000 kWh are eligible for assistance.

### Participation (UI Helps and WRAP, 2005)

Households served: 24,452

UI Helps (UI): 6,452

WRAP (CL&P): 18,000

\* Source: "Energy Efficiency: Investing in Connecticut's Future," Report of the Energy Conservation Management Board, Year 2005 Programs and Operations, March 1, 2006.

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal

Between November 1 and April 15, Connecticut prohibits utilities from disconnecting natural gas or electric service to residential customers who qualify for "hardship" status by meeting any of the following criteria:

- Receive state or federal assistance or have incomes at or below 125% of the federal poverty guideline
- Are unemployed with a household income at or below 300% of the federal poverty guideline
- Are seriously ill or disabled
- Will potentially be deprived of food or other life necessities if required to pay the delinquent bill

### Health

Connecticut requires natural gas and electric utilities to delay for up to 15 days disconnection of service to residential customers where it has been certified by a physician that such an action would result in a decline in the health of the customer or a permanent household resident. Medical certificates may be renewed every 15 days for as long as the medical condition persists.

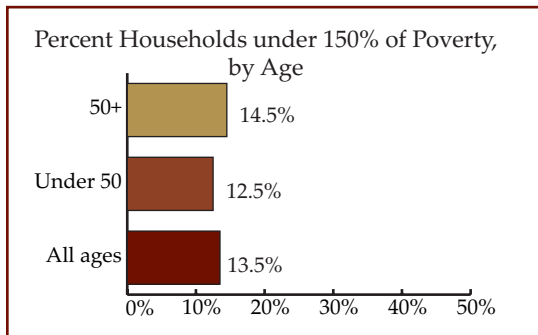
### Deferred Payments

Before disconnecting service for nonpayment, natural gas and electric utilities must offer residential customers an opportunity to enter into a deferred-payment arrangement. If the customer agrees and adheres to such an arrangement, the utility is not permitted to disconnect service.

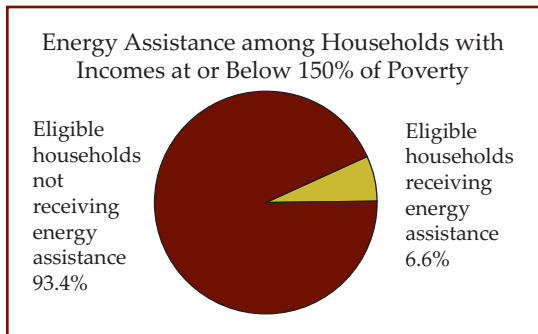
# Energy and Telephone Assistance in the States Delaware

## Delaware in Brief (2006)

Total state population:	853,476
State median income:	\$72,680
Percent households age 50+:	49.4%

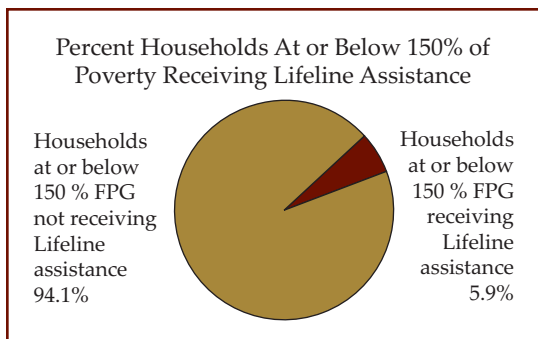


## Energy Assistance



## Telephone Assistance

Telephone penetration rate in state: 92.6%



## Telephone Assistance

Lifeline and LinkUp are the primary sources telephone assistance for low-income households in Delaware.

### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

### Benefits (2006)

Maximum monthly credit: \$8.25

Basic federal support: \$8.25

State support: None

### Funding (2005)

Federal: \$253,897

State: None

### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove either that their household income is at or below 135% of the federal poverty guideline, or that they are enrolled in any of the following programs:

- Medicaid
- Food stamps
- Supplemental Security Income (SSI)
- Federal public housing, Section 8
- Low-Income Home Energy Assistance Program (LIHEAP)

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

### Participation (2005)

Households served: 2,587

Participation rate: 6.9% (based on 135% of the federal poverty guideline)

# Energy and Telephone Assistance in the States

## LinkUp

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

LinkUp subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less.
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$6,692

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 478

## Energy Assistance

Energy assistance programs in Delaware include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Delaware Energy Assistance Program
- Weatherization Assistance Program (WAP)
- Delaware Low – Income Fund (Utility Fund)

### *Low-Income Home Energy Assistance Program (LIHEAP)—Delaware Energy Assistance Program (DEAP)*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Delaware with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Delaware distributes payments through its Delaware Energy Assistance Program (DEAP), which includes three categories of assistance:

heating, cooling, and crisis. The state also uses a portion of the grant to supplement funding for Delaware's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Heating: \$500 maximum per household  
Crisis: \$300 maximum per household  
Cooling: \$275 maximum

Clients receive a benefit once a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from October 1 to March 31, crisis assistance from January 1 to April 3; and cooling assistance from June 1 through August 31, provided that funding is available.

### Funding (FY2006)

Total: \$15,954,045

Federal

Regular net block grant: \$5,431,321  
One-time additional block grant: \$4,709,425  
Total Emergency/Cont.: \$813,299  
Training and technical assistance: \$500,000

State

General fund appropriation: \$4,500,000

The Delaware Department of Health and Human Services accepts applications and determines client eligibility. The department uses its local service offices and contracts with local charities throughout the state to notify clients and make payments to energy providers and clients. Delaware allocates LIHEAP funding in the following manner:

- Heating assistance: 50%
- Cooling assistance: 17%
- Crisis assistance: 8%
- Weatherization: 15%
- Administration, etc.: 10%

### Eligibility (FY2006)

State residents with household incomes at or below 200% of poverty are eligible for assistance.

# Energy and Telephone Assistance in the States

Participation in Delaware's DEAP program does not reduce the client's eligibility or benefits under other state assistance programs.

## Participation (FY2005)

Households served by program component:

Heating:	12,950
Cooling:	1,920
Winter/year-round crisis:	3,249

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Delaware with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2006)

Average benefit per household: \$2,500

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2006)

Total: \$1,871,000

Federal: \$1,114,000

Department of Energy: \$614,000

Additional LIHEAP funds: \$500,000

State: \$757,000\*

General funds: \$500,000

Contingency funds: \$257,000

\* For the first time, \$757,000 in state funds will supplement DOE and LIHEAP funds. Twelve percent of this amount will cover administration costs, and the remainder will provide weatherization assistance to 657 homes (in 2006).

The 14 branches of the Delaware Division of State Service Centers accept applications, determine eligibility, notify clients, perform energy audits, and implement suggested weatherization measures.

## Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for assistance. Applications are taken on a first-come basis, but delivery of service is prioritized to the elderly, handicapped, and households with children.

## Participation (2005)

Households served: 475

## Delaware Low-Income Fund (Utility Fund)

The Delaware Low-Income Fund (Utility Fund) provides \$800,000 annually to supplement low-income fuel assistance and weatherization programs within the service territory of Delmarva Power, the state's largest utility.

## Benefits (FY2005)

Energy assistance: \$400 maximum per household per year

Weatherization: \$2,500 maximum per household

The Utility Fund provides payments for energy and weatherization services to eligible Delmarva customers. Energy assistance payments may go toward payment of an electricity or natural gas bill or for the delivery of heating fuel. Weatherization assistance may include standard insulation, weather stripping, and furnace repair or replacement.

## Energy and Telephone Assistance in the States

### **Funding (FY2005)**

Total: \$800,000

Utility surcharge: \$800,000

As required under the state's 1999 electric restructuring law, all Delmarva customers are assessed a charge of \$0.000095 per kilowatt-hour on their monthly bills to finance the low-income fund. The State Department of Health and Social Services' Division of State Service Centers accepts applications and determines eligibility for the fund, and contracts with three community action agencies in the state to provide weatherization services and pay energy providers.

### **Eligibility (FY2005)**

Delmarva customers with incomes up to 250% of the federal poverty guideline are eligible for assistance if they can demonstrate an immediate need for assistance.

### **Participation (FY2005)**

Households served by program component:  
1,775

Energy assistance: 1,735

Weatherization assistance: 40

## Seasonal, Health, and Income-Related Disconnection Policies

### **Seasonal**

Delaware prohibits disconnection of residential electric or natural gas service from November 15 through April 15 for nonpayment if the National Weather Service forecasts the temperature to be 20°F or below on the day the customer's service is slated to be disconnected.

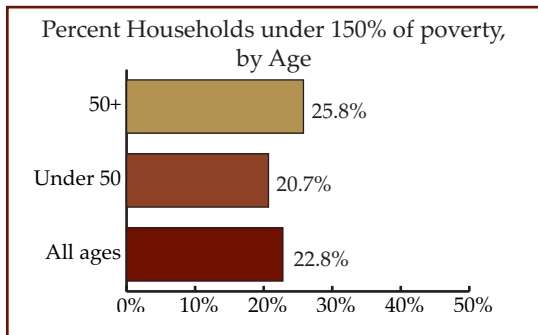
### **Health**

The state prohibits disconnection of service to residential customers when a medical professional certifies that such an action would result in a decline in the health of the customer or a permanent household resident.

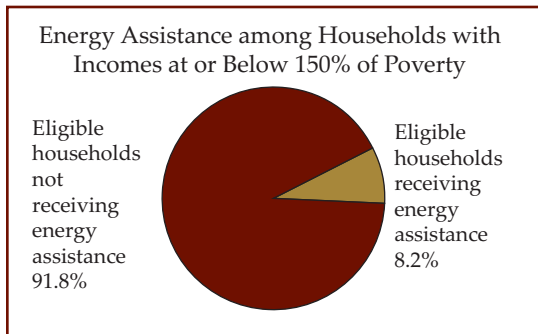
# Energy and Telephone Assistance in the States District of Columbia

## District of Columbia in Brief (2006)

Total state population:	581,530
State median income:	\$56,067
Percent households age 50+:	42.4%

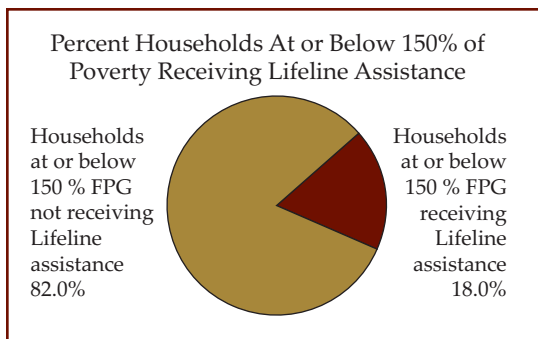


## Energy Assistance



## Telephone Assistance

Telephone penetration rate in state: 90.9%



## Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in the District of Columbia.

### *Lifeline (Economy II)*

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service. Economy II is the name of the Lifeline program offered by Verizon, the largest provider of local telephone service in Washington, D.C.

### Benefits (2006)

Maximum monthly credit: \$15.64; \$17.64 for seniors

Basic federal support: \$8.25

D.C.: \$6.28; \$8.28 for seniors

Federal match: \$1.75

Lifeline subscribers age 65 or older pay a flat rate of \$1 per month for local telephone service. All other Lifeline subscribers pay \$3 per month.

### Funding (2005)

Federal: \$940,898

D.C.: \$884,468 (est.)

Local telephone companies recover the cost of providing this benefit in the rates they charge non-Lifeline subscribers for basic local service.

### Eligibility (2006)

To receive Lifeline assistance, District residents must complete an application with their local telephone provider and prove they have a household income at or below 150% of the federal poverty guideline, or that they are eligible for or receiving Low-Income Home Energy Assistance Program (LIHEAP) assistance.



## Energy and Telephone Assistance in the States

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

### Participation (2005)

Households served: 10,675

Participation rate: 18.0% (based on 150% of the federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$4,570

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 435

## Energy Assistance

Energy assistance programs in the District of Columbia include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)—Residential Conservation Assistance Program (RCAD)
- Residential Aid Discount (RAD)
- Residential Essential Service (RES)

## Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the District of Columbia with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, the District distributes payments under two categories of assistance: heating and crisis. The city also uses a portion of the grant to supplement funding for the District's Weatherization Assistance Program (WAP).

### Benefits (FY2004)

Heating: \$1,038 maximum per household

Crisis: \$400 maximum per household

Clients receive a benefit once a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Both heating and crisis assistance are available year-round or until funds are exhausted.

### Funding (FY2006)

Total: \$15,248,522

Federal: \$12,748,522

Regular net block grant: \$6,354,918

Additional one-time block grant: \$1,496,945

Total emergency/cont.: \$387,000

REACH grant: \$381,000

FY2005 carryover: \$188,659

Department of Energy: \$940,000

TANF funds: \$3,000,000

State: \$2,500,000

D.C. government appropriation: \$2,500,000

The D.C. Energy Office (DCEO) and community action agencies in the city accept applications. The DCEO determines eligibility, notifies clients, and makes payments to energy providers and clients.

LIHEAP is funded through a federal block grant. The District allocates LIHEAP funding as follows:

Heating assistance:	65%
Crisis assistance:	10%

## Energy and Telephone Assistance in the States

Weatherization:	15%
Administration, etc.:	10%

### Eligibility (FY2006)

District residents with household incomes at or below 150% of poverty are eligible for assistance. Households found eligible for utility discounts are automatically deemed eligible for LIHEAP.

Participation in the District's LIHEAP program does not reduce the client's eligibility or benefits under other assistance programs.

### Participation (FY2005 est.)

Households served:  
Heating: 19,500\*

\*Source: LIHEAP Clearinghouse.

### *Weatherization Assistance Program (WAP)—Residential Conservation Assistance Program (RCAP)*

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides the District of Columbia with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children— increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2006)

Maximum benefit per household: \$2,672

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner

- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$5,067,076  
Federal: \$1,522,076  
Department of Energy: \$712,764  
Additional LIHEAP funding: \$809,312  
State: \$3,545,000  
Resolution Energy Trust Fund: \$3,545,000

The D.C. Energy Office contracts with seven community action agencies to accept applications, determine eligibility, notify clients, and implement weatherization measures.

### Eligibility (FY2006)

Households that meet LIHEAP eligibility standards are eligible for assistance. The weatherization program also provides services to apartment buildings if at least two-thirds of the building's residents would qualify for LIHEAP. Landlords must contribute 25% to total weatherization costs.

### Participation (2006)

Households served: 1,084

### *Residential Aid Discount (RAD)*

Residential Aid Discount (RAD) is a discount program offered to low-income customers of the Potomac Electric Power Company (PEPCO) utility.

### Benefits (FY2006)

In the winter, RAD customers who do not use all-electric heating (RAD standard) receive a 32% discount on the first 400 kWh used each month, while in the summer they receive a 63% discount on the first 400 kWh used for each summer month.

## Energy and Telephone Assistance in the States

RAD customers with all-electric heating (RAD AE) receive a 51% discount on the first 700 kWh used each winter month and a 38% discount on the first 700 kWh used each summer month. Discounts for both types of customers must not exceed \$20 per month.

### Funding (FY2005)

Total: \$2,700,000

The program is funded by a public benefit fund—the Reliable Energy Trust Fund (RETF)—financed by a \$0.0001 surcharge on residential PEPCO bills.

The D.C. Energy Office administers the program, accepting and approving applications and informing PEPCO of eligible customers.

### Eligibility (FY2005)

D.C. residents who are eligible for LIHEAP are also eligible for RAD. Clients are certified as eligible for 18 months and then must recertify eligibility.

### Participation (2005)

Households served: 13,625 (electric)

### Residential Essential Service (RES)

Residential Essential Service (RES) is a winter discount program offered to low-income customers of the Washington Gas utility.

### Benefits (FY2005)

This program offers discounted gas rates to eligible customers from November through April. The discounts range from \$142 to \$189 per year and are based on increasing levels of therm discounts according to income level. RES participants received therm rates of \$0.5754 cents per therm, as opposed to the \$0.7651 cents per therm charged to non-RES customers. A client is certified to participate in the RES program for one year and then must reapply.

### Funding (FY2005)

Total: \$1,800,000

Utility surcharge: \$1,800,000

The program is funded through the Natural Gas Trust Fund, financed by a surcharge on natural gas residential customer bills of \$0.0055 per therm.

### Eligibility (FY2005)

Residential LIHEAP-eligible customers (household incomes at or below 150% of federal poverty guidelines) of Washington Gas who use gas for their principal source of heating are eligible for assistance. Eligibility is established each year on a first-come, first-served basis at the D.C. Energy Office. Participants in the program must reapply for certification each year.

### Participation (2005)

Households served: 8,311

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal

The District of Columbia Public Service Commission prohibits disconnection of residential electric or natural gas service for nonpayment when the National Weather Service forecasts that the temperature at that location will be 32°F or below for that calendar day.

### Health

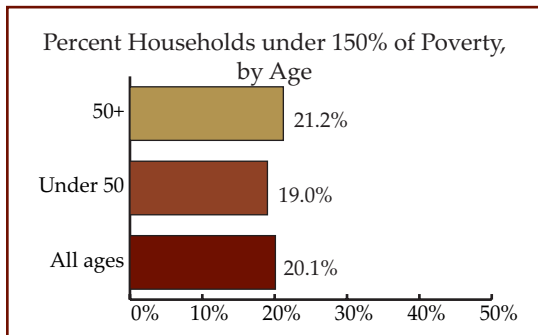
The Commission requires that utilities delay for up to 21 days disconnection of residential service if the customer provides a physician's certificate or notice from a public health official stating that disconnection would be detrimental to the health and safety of the customer or permanent household resident. The customer is also required to enter into a deferred-payment plan. Disconnection may be delayed for an additional 21 days by renewal of the certificate or notice.

# Energy and Telephone Assistance in the States

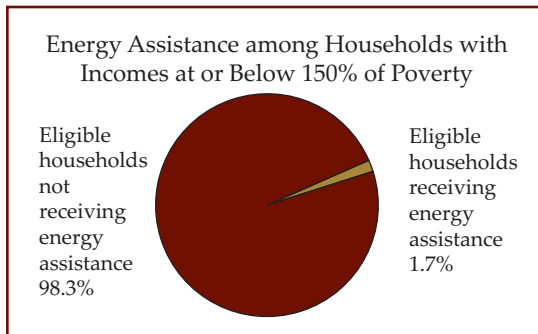
## Florida

### Florida in Brief (2006)

Total state population:	18,089,888
State median income:	\$58,605
Percent households age 50+:	50.7%

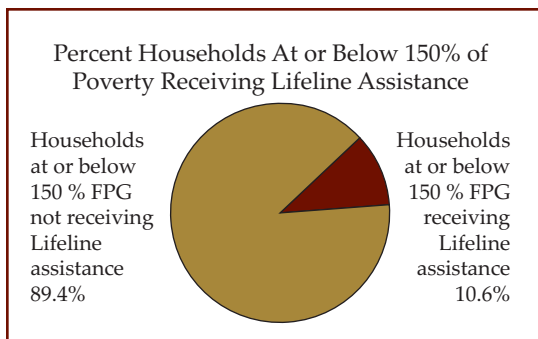


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 92.1%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Florida.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

#### Funding (2005)

Federal: \$17,465,583

State: \$6,355,986 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$3.50 per subscriber) in the rates they charge non-Lifeline subscribers for basic local telephone service.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must certify under penalty of perjury that they either have household incomes at or below 135% of poverty or are enrolled in any of the following programs:

- Temporary Assistance for Needy Families (TANF)
- Medicaid
- Federal public housing, Section 8
- Supplemental Security Income (SSI)
- Food stamps
- Low-Income Home Energy Assistance Program (LIHEAP)
- National School Lunch
- Bureau of Indian Affairs programs, including Tribal TANF and Head Start

## Energy and Telephone Assistance in the States

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

### Participation (2005)

Households served: 151,333

Participation rate: 12.5% (based on 135% of federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$316,350

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 13,409

low-income households meet their immediate home energy needs. With this grant, Florida distributes payments under three categories of assistance: crisis heating, crisis cooling, and noncrisis assistance. The state also uses a portion of the grant to supplement funding for Florida's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

- Crisis heating: \$300 maximum per household
- Crisis cooling: \$300 maximum per household
- Noncrisis heating: \$150 maximum per household
- Noncrisis cooling: \$150 maximum per household

Customers receive a benefit once a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. All components of Florida's LIHEAP program are available year-round.

### Funding (FY2006)

Total: 54,070,916

Federal: \$54,070,916

Tribal set-aside: \$6,802

Regular net block grant: \$26,527,472

One-time additional net block grant: \$23,001,621

Total emergency/cont.: \$255,871

FY2005 carryover funds: \$1,763,286

Department of Energy funds for weatherization: \$2,515,864

The Florida Department of Community Affairs distributes grants to community action agencies, local governments, and nonprofit agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients. In addition, the department allocates 6% of the state's LIHEAP grant to the Department of Elder Affairs to serve persons over 60 years of age.

The Department of Elder Affairs contracts with local Area Agencies on Aging to provide energy assistance to this population.

## Energy Assistance

Energy assistance programs in Florida include the following:

- Low Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)

### Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Florida with a block grant to help eligible

## Energy and Telephone Assistance in the States

Florida allocates LIHEAP funding in the following manner:

Heating assistance:	14%
Cooling assistance:	22%
Crisis assistance:	29%
Weatherization:	15%
Administration, etc.:	20%

### Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for assistance. Participation in Florida's LIHEAP program does not reduce the client's eligibility or benefits under other state programs.

### Participation (FY2005)

Households served by program component:

Noncrisis Heating	25,057
Cooling	41,875
Crisis	
Heating	22,879
Cooling	34,829

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Florida with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, living with young children, or with a high energy burden—to increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2006)

Maximum benefit per household: \$5,652

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner

- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$11,172,084

Federal: \$11,172,084

Department of Energy: \$2,592,639

Additional LIHEAP funds: \$8,579,445\*

\*Included in LIHEAP funding numbers.

The Florida Department of Community Affairs distributes grants to 30 local service providers, including community action agencies, urban leagues, county governments, and nonprofit housing agencies throughout the state. These agencies accept client applications, determine eligibility, and provide weatherization services, which include performing energy audits and installing energy efficiency measures.

### Eligibility (2006)

Households at or below 150% of poverty are eligible for assistance. Preference is given to households living in owner-occupied housing, households with elderly and/or disabled persons, households with children age 12 and under, and households with a high energy burden.

### Participation (2005)

Households served: 1,400

### Seasonal, Health-, and Income-Related Disconnection Policies

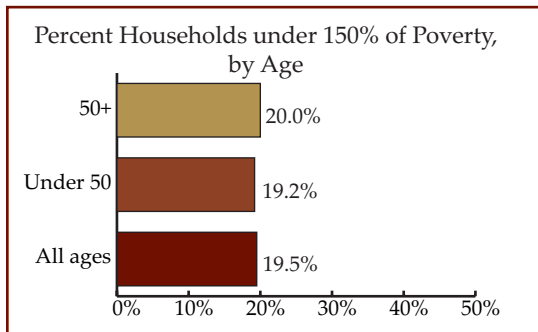
Florida does not have state-mandated disconnection policies in these areas.

# Energy and Telephone Assistance in the States

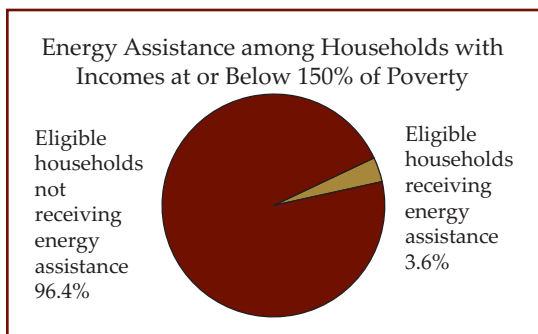
## Georgia

### Georgia in Brief (2006)

Total state population:	9,363,941
State median income:	\$62,294
Percent households age 50+:	40.6%

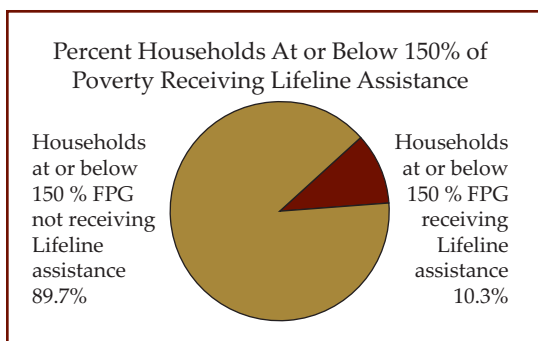


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 89.5%



### Telephone Assistance

Lifeline and LinkUp are the primary sources of telephone assistance for low-income households in Georgia.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50  
 Basic federal support: \$8.25  
 Maximum state support: \$3.50  
 Maximum federal match: \$1.75

#### Funding (2005)

Federal: \$8,166,837  
 State: \$2,898,210 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$3.50 maximum per subscriber) in the rates they charge non-Lifeline subscribers for basic local telephone service.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- Food stamps
- Medicaid
- Senior citizen low-income discount plan offered by the local gas or power company

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 69,005

## Energy and Telephone Assistance in the States

Participation rate: 10.3% (based on 150% of federal poverty guideline)

### LinkUp

Qualified customers receive a discount on the price of installing new telephone service.

#### Benefits (2006)

LinkUp subscribers receive the following:

- A credit of \$30 or a 50 percent reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

#### Funding (2005)

Federal: \$210,580

#### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

#### Participation (2005)

Households served: 8,671

## Energy Assistance

Energy assistance programs in Georgia include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Regular Energy Assistance Program
- Weatherization Assistance Program (WAP)
- Low-income senior citizen discounts

Low-Income Home Energy Assistance Program (LIHEAP)—Regular Energy Assistance Program  
The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Georgia with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Georgia distributes payments for heating assistance. The state also uses a portion of the

grant to supplement funding for the state's Weatherization Assistance Program (WAP).

#### Benefits (FY2006)

Heating: \$220 maximum per household  
Cooling: \$220 maximum per household  
Crisis: \$220 maximum per household

Clients receive a benefit once a year, paid to the energy provider. Heating assistance is available from November 1 to April 29, and crisis assistance from November 1 to May 31. Crisis assistance funds can be used for cooling. Georgia employs a one-month early application period for older and home-bound residents.

#### Funding (FY2006)

Total: \$58,349,327

Federal: \$40,099,327

Regular net block grant: \$20,979,412

One-time additional net block grant:  
\$18,190,973

Total emergency/cont.: \$855,734

FY2005 LIHEAP carryover: \$62,432

Leveraging incentive funds: \$10,776

State: \$18,250,000

Public Service Commission: \$ 14,100,000  
(from state universal service fund)

Governor's office: \$ 4,150,000

The Georgia Department of Human Resources distributes grants to community action agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers.

Georgia allocates LIHEAP funding in the following manner:

• Heating:	50%
• Crisis:	25%
• Weatherization:	15%
• Administration:	10%

#### Eligibility (2006)

State residents with household incomes at or below 150 percent of poverty, who pay home energy costs directly, are eligible for assistance.



# Energy and Telephone Assistance in the States

## Participation (FY 2005 est.)\*

Households served by heating component:  
87,006

\*Source: LIHEAP Clearinghouse

Weatherization Assistance Program (WAP)  
Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Georgia with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2005)

Maximum benefit per household: \$2,684  
Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2005)

Total: \$10,099,384

Federal: \$8,199,384

Department of Energy: \$3,339,105

Additional LIHEAP funds: \$4,860,279

Utility: \$1,900,000

\$1,100,000 (Georgia Power)

\$800,000 (Atlanta Gas Light)

The Energy Division of the Georgia Environmental Facilities Authority distributes grants to 21 community action and nonprofit

agencies across the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility (FY2006)

Homeowners with household incomes at or below 150% of the federal poverty level are eligible for weatherization assistance. Priority is given to elderly or handicapped homeowners. Rental property can be weatherized with a signed agreement from the landlord.

## Participation (2005 - 2006)

Households served: 2,517

## Low-Income Senior Citizen Discounts

Major gas and electric utilities in Georgia waive their monthly service charge for older low-income homeowners.

## Benefits (2005)

Georgia Power and Atlanta Gas Light both offer senior citizens a discount of \$14.00 per month. This discount in essence waives the monthly base charge for Atlanta Gas Light and Georgia Power who meet eligibility requirements.

## Funding (2005)

Total: \$22,500,000

State: \$22,500,000

The discounts are funded through a \$0.20 to \$0.24 per month surcharge to customers of Atlanta Gas Light and Georgia Power. The Resource Service Ministries of Atlanta accepts applications for the program. The Georgia Department of Human Resources determines eligibility and informs the utilities of customers who are eligible for the discount.

\*Includes \$5,100,000 in relief for eligible Atlanta Gas Light Company (AGLC) customers. Each qualified customer received a one-time \$150 credit to help defray natural gas prices.

### **Eligibility (2006)**

Residents of Georgia age 65 and older who own their own homes and have total household incomes of less than \$12,000 per year for Georgia Power and \$14,355 for Atlanta Gas Light are eligible for assistance.

### **Participation (2005)**

Households served: 90,000

Electric waivers: 55,000 households

Gas waivers: 35,000 households

## Health, and Income-Related Disconnection Policy

### **Seasonal**

Between November 15 and March 15, Georgia prohibits disconnection of residential electric or natural gas service whenever the National Weather Service forecasts that the temperature at that location will be 32°F or below during a 72-hour period beginning at 8 a.m. on the date of the proposed disconnection. During the winter protection period, utilities are prohibited from disconnecting residential service if a customer agrees in writing to a deferred payment plan and adheres to the arrangement.

### **Health**

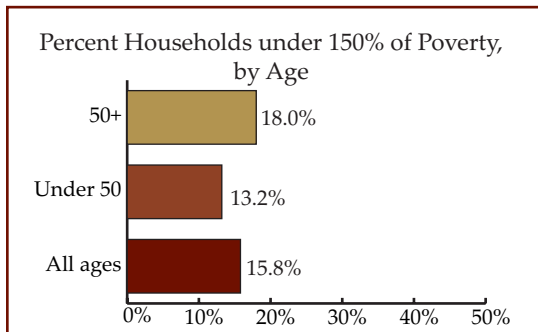
Georgia requires natural gas and electric utilities to delay for 30 days—or the duration of the illness, whichever is less—the disconnection of residential service when a medical professional certifies that such an action would result in a decline in the health of the customer or other permanent household resident..

# Energy and Telephone Assistance in the States

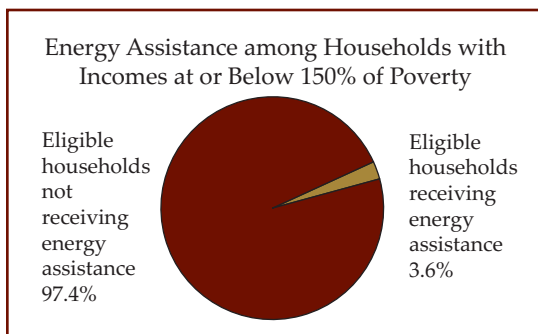
## Hawaii

### Hawaii in Brief (2006)

Total state population:	1,285,498
State median income:	\$71,320
Percent households age 50+:	55.9%

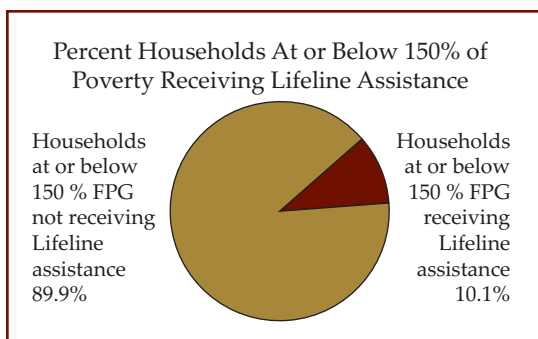


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 95.4%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Hawaii.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$8.25

Basic federal support: \$8.25

State support: None

#### Funding (2005)

Federal: \$680,299

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove their household income is at or below 135% of the federal poverty guideline.

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 6,882

Participation rate: 11.7% (based on 135% of federal poverty guideline)

#### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

#### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service

# Energy and Telephone Assistance in the States

- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

## Funding (2005)

Federal: \$12,439

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2005)

Households served: 548

## Energy Assistance

Low-income energy assistance programs in Hawaii include the following:

Low-Income Home Energy Assistance Program (LIHEAP)

Weatherization Assistance Program (WAP)

### *Low-Income Home Energy Assistance Program (LIHEAP)*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Hawaii with a block grant to help eligible low-income households meet home energy needs. The purpose of the federal LIHEAP program is limited to providing heating or cooling to residences; it is neither a bill payment program nor an entitlement program. To ensure that heating/cooling is provided to the household's residence, credits are placed directly into utility accounts of eligible households. There are two components of assistance: crisis intervention and regular heating/cooling assistance.

## Benefits (FY2005)

Maximum crisis benefit \$100

Average credit for regular heating/cooling: \$312

Clients receive one credit a year for either crisis intervention or regular heating/cooling with the electric or gas company. Open application period is for one month each year, usually in June.

## Funding (FY2006)

Total: \$2,566,687

Federal: \$2,566,687

Regular net block grant: \$2,112,742

Additional one-time net block grant: \$442,135

Total emergency/cont.: \$11,810

The Hawaii Department of Human Services (DHS) contracts with community action programs throughout the state to accept applications for both components and to determine eligibility. DHS finalizes eligibility for regular heating benefits, processes all payments to utility companies to apply credits to client accounts, and notifies clients.

Hawaii allocates LIHEAP funds in the following manner:

• Heating	64%
• Crisis	25%
• Administration, etc.	10%
• Other	1%

## Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for assistance. Hawaii also uses an assets test to determine the final eligibility of clients for LIHEAP.

## Participation (FY2005)

Households served:

Heating: 5,874

Crisis: 230

### *Weatherization Assistance Program (WAP)*

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Hawaii with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes and reduce their energy expenditures.

## Benefits (FY2006)

Maximum benefit per household: \$2,000

## Energy and Telephone Assistance in the States

This program funds the fabrication and installation of hot water heater blankets and timers and solar water heaters. Hawaiian Electric Company (HECO) has a five-year program to encourage households to install solar units, providing low-income households with rebates to help defray the cost.

### **Funding (FY2006)**

Total: \$234,987

Federal: \$234,987

Department of Energy: \$234,987

The Hawaii Department of Labor and Industrial Relations, Office of Community Services, through the services of community action agencies (CAAs) in the four counties accepts applications, determines eligibilities, and provides weatherization services, such as installing hot water heater blankets and/or timers and solar water heaters.

### **Eligibility (FY2006)**

Households with total incomes at or below 150% of poverty are eligible for assistance.

The program focuses on households with elderly members, children, and members with disabilities. The program is available to both owners and renters.

### **Participation (2005)**

Households served: 107

## Seasonal, Health-, and Income-Related Disconnection Policies

### **Health**

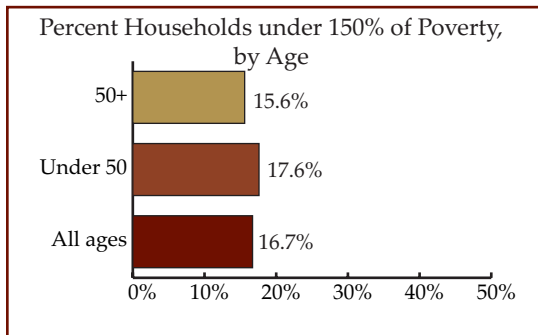
Hawaii does not have a weather-related disconnection policy, but the state prohibits utility companies from disconnecting electric service to residential customers who need the service to power life-support equipment.

# Energy and Telephone Assistance in the States

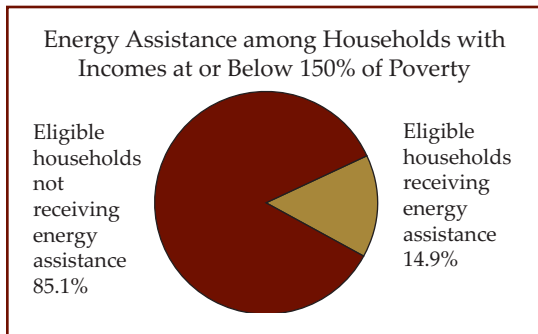
## Idaho

### Idaho in Brief (2006)

Total state population:	1,466,465
State median income:	\$53,376
Percent households age 50+:	46.9%

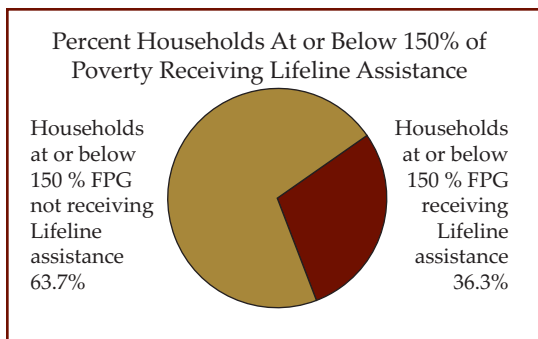


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 95.7%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Idaho.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2005)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

#### Funding (2005)

Federal \$3,776,261\*

State: \$1,334,650\*

\* Source: State staff

Local telephone companies recover the cost of providing the state portion of this benefit (\$3.50 per subscriber) in the rates they charge non-Lifeline subscribers for basic local telephone service.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove that their household income is at or below 135% of the federal poverty guideline.

Beneficiaries must recertify on a periodic basis to remain eligible for this program.

#### Participation (2005)

Households served: 31,943\*\*

Participation rate: 30.6% (based on 135% of the federal poverty guideline)

\*\*Source: State staff. All participants and funding numbers provided are estimated or averaged.

# Energy and Telephone Assistance in the States

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

LinkUp subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$21,783\*\*

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 1,535\*\*

\*\* From state staff. All participant and funding numbers provided are estimated or averaged.

## Energy Assistance

Low-income energy assistance programs in Idaho include the following programs:

- Low Income Home Energy Assistance Program (LIHEAP)—Energy Assistance Programs
- Weatherization Assistance Program (WAP)—Idaho Weatherization Assistance Program

### LIHEAP—Energy Assistance Program

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Idaho with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Idaho distributes payments for heating assistance. The state also uses a portion of the grant to supplement

funding for the state's Weatherization Assistance Program (WAP).

### Benefits (FY2005)

Heating and crisis: \$575 maximum per household

Customers receive a benefit once a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating and crisis assistance are available from December 1 to May 31, with an early application period for older and disabled residents.

### Funding (FY2006)

Total: 18,418,214

Federal: \$14,668,214

Tribal set-aside: \$593,721

Regular net block grant: \$11,641,642

Additional one-time block grant:  
\$2,031,414

Total emergency/cont.: \$401,437

State: \$3,750,000

State general fund appropriation:  
\$3,750,000

The Idaho Department of Health and Welfare contracts with local community action agencies (CAAs) throughout the state to accept applications and determine eligibility for LIHEAP. The department makes payments to energy providers and clients.

Idaho allocates LIHEAP funding in the following manner:

- Heating and crisis: 85%
- Weatherization: 15%

### Eligibility (FY2006)

State residents with household incomes at or below 150 percent of poverty are eligible for assistance. Households with disabled or senior (over 60) members, as well as those with at least one child under six years old, are given priority.

### Participation (FY2005)

Households served by program component:

Heating: 26,609

# Energy and Telephone Assistance in the States

Winter/year-round crisis:	5,753
Weatherization:	1,397

## *Weatherization Assistance Program (WAP)—Idaho Weatherization Assistance Program for Low-Income Families*

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Idaho with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children— increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### **Benefits (FY2006)**

Maximum benefit per household: \$ 2,826

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### **Funding (FY2006)**

Total: \$ 4,420,968

Federal: \$3,797,361

Department of Energy: \$2,076,784

Additional LIHEAP funds: \$1,720,577

Other Funds: \$623,607

Petroleum violation escrow: 123,607<sup>1</sup>

Bonneville Power Authority: \$414,606<sup>2</sup>

The Idaho Department of Health and Welfare distributes grants to nine Community action agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, including performing energy audits and implementing suggested measures.

<sup>1</sup> This is the amount of accumulated funds over the prior two years that was made available for 2006. A minimal amount (\$16,000) of funding was expected for FY2007.

<sup>2</sup> Funding provided for the period beginning October 1, 2005 was \$414,606.

### **Eligibility (FY2006)**

Persons with household incomes at or below 150% of the federal poverty guidelines are eligible for this program.

Potential participants must apply in person at local administering agencies, providing proof of income, citizenship, and residence.

Participation (2004)

Households served: 1,395

## Seasonal, Health, and Income-Related Disconnection Policies

### **Seasonal**

Idaho prohibits regulated utilities from disconnecting natural gas or electric service to residential customers between December 1 and February 28 if the household includes children under age 18, persons who are infirm, or persons age 62 or older.

### **Health**

Idaho requires natural gas and electric utilities to delay for up to 30 days disconnection of residential service for nonpayment when a medical professional certifies that such an action would result in a decline in the health of the customer or other permanent household resident.



# Energy and Telephone Assistance in the States

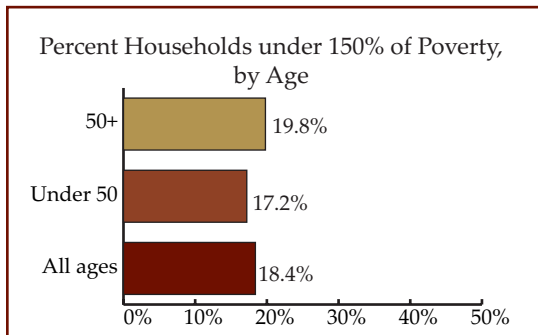
## **Deferred Payments**

Idaho prohibits utilities from disconnecting residential service to customers who agree to a deferred payment arrangement. Customers may be offered participation in the Winter Payment Plan but no customer is required to participate. Utilities cannot disconnect services of Plan participants between November 1 and March 31. Monthly payments under the Winter Payment Plan are half the amount required under the state's Level Payment Plan

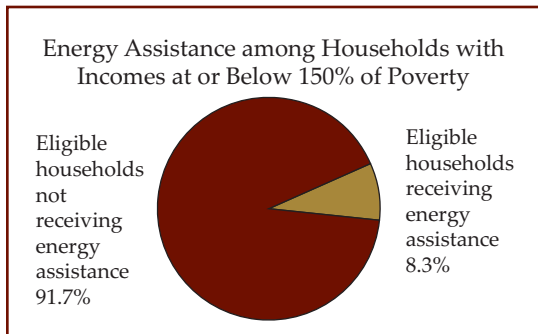
# Energy and Telephone Assistance in the States Illinois

## Illinois in Brief (2006)

Total state population:	12,831,970
State median income:	\$72,368
Percent households age 50+:	46.9%

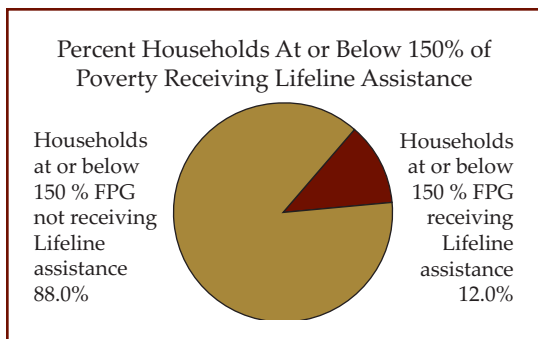


## Energy Assistance



## Telephone Assistance

Telephone penetration rate in state: 90.3%



## Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Illinois.

### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

### Funding (2005)

Federal: \$8,563,169

State: \$3,000,000\*

\* Source: National Regulatory Research Institute (NRRI), 2005–2006 Universal Service Funding Mechanism Survey.

Of the total state portion of this benefit, \$1.75 is funded through voluntary contributions to the Universal Telephone Assistance Corporation (UTAC). Residential customers may elect to contribute from \$0.50 to \$5.00 per month, while business customers may contribute from \$1.00 to \$25.00. Customers also may elect to make a one time contribution to the UTSAP Administrator who invests these funds in securities backed by the U.S. government. The remaining \$1.75 of the state portion of the benefit is provided by the local telephone companies, who are allowed to recover this cost in the rates they charge non-Lifeline subscribers for basic local telephone service.

### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

## Energy and Telephone Assistance in the States

- Medicaid
- Food stamps
- Supplemental Security Income (SSI)
- Federal public housing
- Low-Income Home Energy Assistance Program (LIHEAP)

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

### Participation (2005)

Households served: 106,960\*\*

Participation rate: 11.6% (based on 135% of federal poverty guideline)

\*\*Source: UTAC Annual Report.

### Universal Telephone Service Assistance Program (UTSAP)

The Universal Telephone Service Assistance Program (UTSAP) provides supplemental assistance to Link-Up and Lifeline participants.

### Benefits (2006)

The amount of assistance participants receive is dependent on the level of voluntary contributions received, as reviewed on an annual basis by the Illinois Commerce Commission.

### Funding (2005)

Voluntary contributions: \$777,627

Telephone customers voluntarily contribute a one-time donation or monthly fixed amount to UTSAP. Customers may contribute \$0.50, \$1, \$2, or \$5 per month. Business customers may contribute \$1, \$5, \$10, or \$25 per month.

Contributions are collected from customers' bill payments and transferred to the UTSAP administrator, a not-for-profit group: Universal Telephone Assistance Corporation (UTAC).

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline and Link-Up.

### Participation (2005)

Reflected in Lifeline and Link-Up participation.

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A federal credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year
- In addition, through the Universal Telephone Assistance Program, the state pays the remaining 50% of the cost of installing telephone service

### Funding (2005)

Total: \$1,572,081

Federal: \$1,080,060

State: \$492,021

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 49,400\*\*

\*\*Source: UTAC Annual Report.

## Energy Assistance

Low-income energy assistance programs in Illinois include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Supplemental Low-Income Energy Assistance Fund
- Weatherization Assistance Program (WAP)—Illinois Home Weatherization Assistance Program

## *Low-Income Home Energy Assistance Program (LIHEAP)—Supplemental Low-Income Energy Assistance Fund*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Illinois with a block grant to help eligible low-income households meet their immediate home energy needs. Illinois's LIHEAP funding is supplemented significantly by the state's Supplemental Low-Income Energy Assistance Fund. Money collected through this program is used to provide gas, electric, and weatherization assistance to LIHEAP clients; increases the total number of households served; and helps to extend the LIHEAP program's funding period. With these combined funds, Illinois distributes payments under two categories of assistance: heating and crisis.

### **Benefits (FY2005)**

Heating: \$1,045 maximum per household  
 Crisis: \$750 maximum per household

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from September 1 to March 31, while crisis assistance is available from September 1 to May 31.

\*Note: The Supplemental Fund can be used only to make direct payments to utilities and cannot be used to pay for delivered fuels.

### **Funding (FY2006)**

Total: \$247,724,434

Federal: \$167,724,434

Regular net block grant: \$113,259,040

Additional one-time block grant: \$32,699,562

Total emergency/cont.: \$47,855,039

Department of Energy: \$13,910,793

State: \$85,200,000 (Supplemental Low-Income Energy Assistance Fund)

Utility surcharge: \$80,000,000

General revenue: \$5,200,000\*

\*On May 30, 2006, Illinois enacted S.B. 2030, transferring \$5,200,000 from the General Revenue Fund to the Supplemental Low-Income Energy Assistance Fund. The \$5,200,000 comprises taxes paid by 2005 energy-assistance participants.

The Supplemental Low-Income Energy Assistance Fund is supported through a state-legislated monthly customer charge assessed to utility customers through gas and electric utilities throughout the state. The assessment of fees is as follows:

- \$0.40 per month for residential gas and electric residential accounts
- \$4 per month for nonresidential gas and electric customers using less than 10 megawatts of peak demand (electric) or less than 4,000,000 therms of gas during the previous year
- \$300 per month on each account for nonresidential electric or gas service that had 10 megawatts or greater of peak demand (electric) or 4,000,000 or more therms of gas distributed to it during the previous calendar year

The Illinois Department of Healthcare and Family Services distributes grants to local community action agencies (CAAs) throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients.

Illinois allocates LIHEAP funding in the following manner:

- Heating and crisis : 75%
- Weatherization: 15%
- Administration, etc.: 10%

## Energy and Telephone Assistance in the States

### Eligibility (2006)

State residents with household income at or below 150% of poverty are eligible for both LIHEAP and Supplemental assistance.

### Participation (FY2005)

Households served: 310,965

### *Weatherization Assistance Program (WAP)—Illinois Home Weatherization Assistance Program (IHWAP)*

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Illinois with a formula distribution grant to help low-income residents—especially those older, disabled, or living with young children— increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2006)

Maximum benefit per household: \$4,400  
Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### **City Of Chicago Emergency Housing Assistance Program**

Qualified low-income homeowners residing in Chicago receive emergency repair grants

for repair or replacement of heating units, emergency roof repairs and other energy saving conservation activities.

### Funding (FY2006)

Total: \$37,800,000

Federal: \$30,200,000

Department of Energy: \$13,400,000

Additional LIHEAP funding: \$16,800,000

State: \$7,600,000

Supplemental Energy Assistance Fund: \$7,600,000

The Illinois Department of Healthcare and Family Services distributes grants to community action agencies and not-for-profit agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for assistance. Households with high heating bills in relation to income and those including elderly members (60 years of age or older), young children (five years of age or younger), or persons with a disability are given priority.

### Participation (2006)

Households served: 7,100

### *The Good Samaritan Energy Trust Fund*

The Good Samaritan Energy Trust Fund, created by the Good Samaritan Energy Plan Act in 2003, allows Illinois residents to contribute money towards emergency heating bills of low-income households.

### Benefits (FY2006)

County agencies grant funds to low-income consumers to pay overdue gas or electric bills in order to have household gas or electric utility service reconnected.

## Energy and Telephone Assistance in the States

The Good Samaritan reconnection agreement allows LIHEAP recipients to get their heat restored if they agree to pay \$250 or 20 percent of the money they owe and enter into a payment plan for the balance.

Grants go directly to eligible low-income residents of the county from which funds were donated.

### Eligibility

Households eligible for LIHEAP are also eligible for this program. Those households unable to have their service reconnected, even with a LIHEAP grant, are first served.

### Funding (FY2006)

Approximately \$20,000

The Department of Healthcare and Family Services administers the Fund. Donations from individuals, foundations, corporations, and other sources, as well as proceeds from related fund-raising events are accepted by the state treasury.

### Participation (2003/04)

Approximately 3000 households

## *Seasonal, Health, and Income-Related Disconnection Policies*

### Seasonal

Illinois prohibits disconnection of residential natural gas or electric service for nonpayment when the National Weather Service forecasts that the temperature at that location will be 32°F or below for that calendar day.

The Utility Termination Bill prevent utilities from disconnecting service to any LIHEAP-eligible households for nonpayment from December 1 through March 31.

Between December 1 and March 31, utilities must offer all customers who are subject to disconnection the opportunity to maintain service by making a down payment equal to

10% of the bill and paying the balance over the next 4 to 12 months. The utility must allow the customer to earn credits applicable to the overdue bill by working at a nonprofit organization or by attending school.

### Health

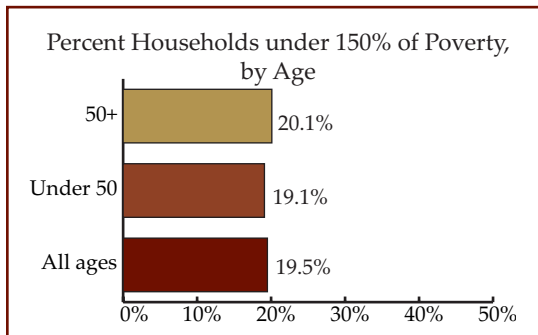
Illinois requires that natural gas and electric utilities delay disconnection of residential service for up to 30 days if a physician or other health official certifies that such an action would adversely affect the health of the customer or permanent household resident. Disconnection may be delayed for another 30 days if the customer presents another certificate to the utility. The customer is expected to enter into an agreement to pay the bill within the 30-day delay.

# Energy and Telephone Assistance in the States

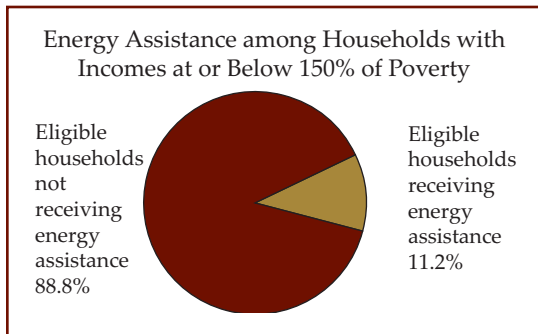
## Indiana

### Indiana in Brief (2006)

Total state population:	6,313,520
State median income:	\$65,009
Percent households age 50+:	45.7%

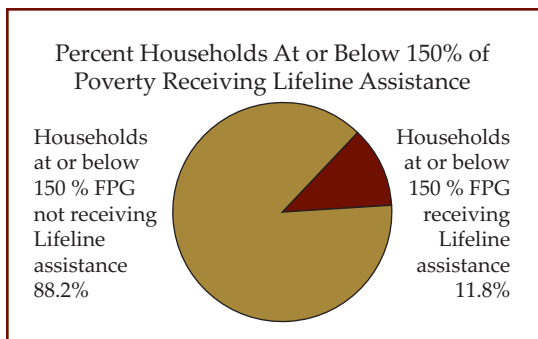


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 91.0%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Indiana.

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$8.25

Basic federal support: \$8.25

Funding (2005)

Federal: \$5,102,552

State: None

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove either that their household income is at or above 135% of poverty, or that they are enrolled in any of the following programs:

- National School Lunch Program
- Low-Income Home Energy Assistance Program (LIHEAP)
- Medicaid
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- Federal public housing Assistance or Section 8
- Food stamps

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 56,461

Participation rate: 13.8% (based on 135% of federal poverty guideline)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$601,645

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 25,100

## Energy Assistance

Low-income energy assistance programs in Indiana include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)
- Winter Warmth Program

### Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Indiana with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Indiana distributes payments under three categories of assistance: heating, crisis, and cooling. The state also uses a portion of the grant to supplement funding for the state's Weatherization Assistance Program (WAP).

### Benefits (FY2005)

Heating: \$275 average per household  
 Crisis: \$120 average per household  
 Cooling: Limited distributions of fans in summer months or \$50 credit or window air conditioner.

Customers receive a heating benefit once a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Both heating and crisis assistance are available from early November to May 31 each year, while cooling assistance is available between June 1 and September 30.

### Funding (FY2006)

Total: \$77,373,337

Federal: \$75,373,337

Tribal set-aside: \$6,664

Regular net block grant: \$48,722,000

Additional one-time net block grant: \$2,705,717

Total emergency cont.: \$23,794,739

Leveraging incentive program: \$144,217

State: \$12,000,000

Transfer from TANF: \$10,000,000

Petroleum Violation Escrow funds (Exxon / Stripper Well settlement): \$2,000,000 (FY2005)

Utility/Charitable:

Winter Warmth Program: \$7,900,000\*

\* The Winter Warmth program is funded through customer surcharges totaling \$6,750,000 and a \$1.15 million contribution from the state's major gas provider (NIPSCO).

The Indiana LIHEAP program is funded through a federal block grant with additional limited funds from the state's Exxon / Stripper Well oil overcharge settlements.

The Indiana Family and Social Services Administration distributes grants to Community Action Agencies (CAAs) throughout the state. These agencies accept applications, determine



# Energy and Telephone Assistance in the States

eligibility, notify clients, and make payments to energy providers and clients.

Indiana allocates LIHEAP funding in the following manner:

Heating assistance:	60%
Cooling assistance:	2%
Crisis assistance:	8%
Program Support	5%
Weatherization:	15%
Administration, etc.:	10%

## Eligibility (FY2005)

Households with incomes at or below 125% of poverty are eligible for assistance. Households between 125% and 150% may qualify under special circumstances.

Participation in Indiana's LIHEAP program does not reduce the client's eligibility or benefits under state assistance programs.

## Participation (FY2005)

Households served by program component:

Heating:	136,601
Cooling:	49,617
Winter/Year-round Crisis:	37,446
Weatherization:	980

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Indiana with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2006)

Maximum benefit per household: \$2,826

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows.

## Funding (FY2006)

Total: \$15,253,063

Federal: \$11,503,063

Department of Energy: \$6,762,132

Additional LIHEAP funds: \$4,740,931

State: \$1,000,000

Oil overcharge funds: \$1,000,000

Utility (Surcharge): \$750,000 (also reflected in state LIHEAP funding)

Charitable: \$2,000,000

Utility companies: \$2,000,000

The Indiana Family and Social Services Administration distributes grants to 24 community action agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility (FY2006)

State residents with household incomes at or below 125% of poverty are eligible for assistance. CAAs provide services to all 92 counties. Services include client intake, eligibility determination, client notification, and vendor/client payments.

## Participation (2004)

Households served: 2,020

## *Winter Warmth Program*

The Winter Warmth pilot program has been operated by the Northern Indiana Public Service Company (NIPSCO) since 2004. The program provides eligible customers with annual grants that can be used to pay delinquent utility bills and natural gas deposits.

### **Benefits (2005)**

Maximum benefit: \$400 per year  
The program also limits natural gas deposit payments to \$150 for LIHEAP-eligible customers and \$300 for customers who are not on LIHEAP but who have been determined to have a financial hardship.

### **Funding (Winter 2005-6)**

Total: \$5,700,000  
Utility: \$700,000 donation  
Utility monthly charge: \$5,000,000

### **Eligibility (2006)**

Households eligible for LIHEAP are eligible for assistance under the Winter Warmth program. Utility customers not eligible for LIHEAP but able to prove financial hardship are also eligible for assistance.

### **Participation (Winter 2005-2006)**

Households served: 15,321 households

action would adversely affect the health of the customer or permanent household resident.

### **Deferred Payment**

Utilities are prohibited from disconnecting residential service for nonpayment if the customer can prove financial hardship or other legitimate cause of nonpayment, and if he or she fulfills the following requirements:

- Pays the lesser of \$10 or 10% of the overdue bill and agrees to pay the balance within the next three months
- Agrees to pay all undisputed future bills
- Has met requirements of similar payment arrangement(s) within the last 12 months

## Seasonal, Health-, and Income-Related Disconnection Policies

### **Seasonal**

Indiana prohibits utilities from disconnecting residential natural gas or electric service for nonpayment from December 1 to March 15 if the customer qualifies for public assistance, whether or not the customer receives the benefit.

### **Health**

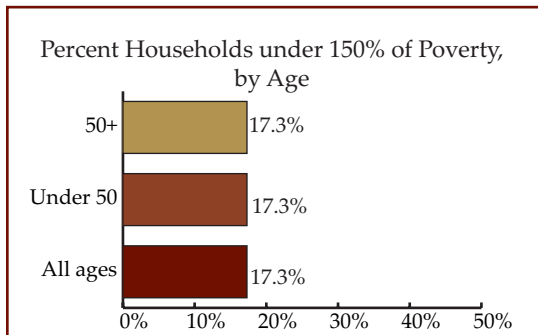
Indiana requires that natural gas and electric utilities delay residential disconnection for up to 10 days if a physician or other public health official certifies in writing that such an

# Energy and Telephone Assistance in the States

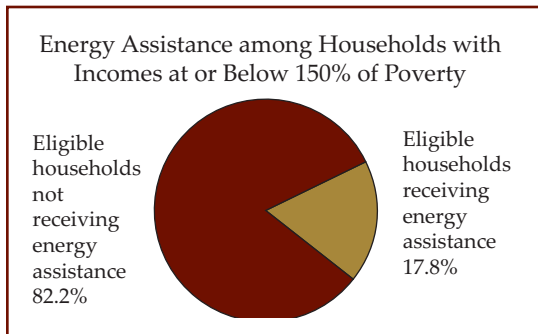
## Iowa

### Iowa in Brief (2006)

Total state population:	2,982,085
State median income:	\$64,341
Percent households age 50+:	46.5%

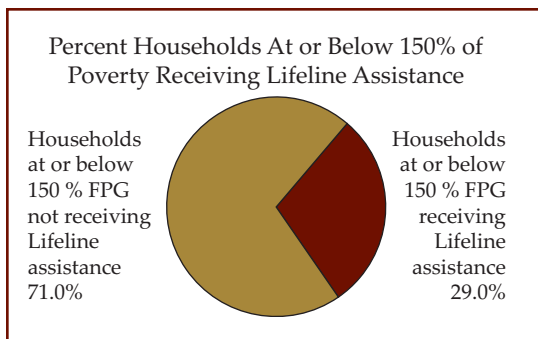


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 96.3%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Iowa.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$10  
 Basic federal support: \$10  
 State support: None

#### Funding (2005)

Federal: \$5,381,711  
 State: None

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove that their household incomes are at or below 135% of the federal poverty guideline, or that they are enrolled in any of the following programs:

- Medicaid
- Food stamps
- Supplemental Security Income (SSI)
- Federal public housing, Section 8
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 61,187

## Energy and Telephone Assistance in the States

Participation rate: 33.8% (based on 135% of federal poverty guidelines)

### *Link-Up*

Qualified customers receive a discount on the price of installing new telephone service.

### **Benefits (2006)**

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### **Funding (2005)**

Federal: \$462,014

### **Eligibility (2006)**

Eligibility requirements are the same as for Lifeline.

### **Participation (2005)**

Households served: 20,635

## Energy Assistance

Low-income energy assistance programs in Iowa include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)

### *Low-Income Home Energy Assistance Program (LIHEAP)*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Iowa with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Iowa distributes payments for heating assistance, and offers crisis assistance through the Emergency Crisis Intervention Program. The state also uses a portion of the grant to supplement funding Iowa's Weatherization Assistance Program

(WAP). The Iowa Bureau of Energy Assistance administers the Low-Income Home Energy Assistance Program (LIHEAP).

### **Benefits (FY2005)**

Heating: \$317 average per household  
Crisis (Emergency Crisis Intervention Program) including furnace repair and replacement: \$1,500  
Emergency delivery/reconnect: \$300

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Both heating and crisis assistance are available from November 1 to April 15. The program uses an early application period of one month for older and disabled applicants.

### **Funding (FY2006)**

Total: \$60,981,479

Federal: \$53,931,479

Regular net block grant: \$36,343,186

Additional one-time net block grant: \$419,222

Total emergency cont.: \$15,291,272

Other: \$1,877,799

FY2005 carryover funds

Leveraging incentive program

State: \$2,850,000

State supplemental funding: \$2,850,000

Utility: \$4,200,000

MidAmerican Energy: \$2,500,000

Alliant Energy: \$2,700,000

The Iowa Department of Human Resources, Division of Community Action Agencies, distributes grants to community action agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients.

Iowa allocates LIHEAP funding in the following manner:

- Heating assistance: 60%
- Crisis assistance: 5%

# Energy and Telephone Assistance in the States

- Weatherization: 15%
- Administration, etc. 20%,  
which includes services to reduce home energy needs (5%), and carryover to FY2007(5%)

## Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for assistance.

## Participation (FY2005)

Households served by program component:

Heating:	85,593
Winter/Year-round Crisis:	4,869
Summer Crisis:	1,525
Weatherization:	2,240

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Iowa with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2005)

Average benefit per household: \$4,700

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attic, walls, crawl spaces, water heater and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and sealing attic bypasses
- Replacing inefficient refrigerators and freezers

## Funding (FY2006)

Total: \$15,429,185

Federal: \$10,605,356

Department of Energy: \$5,153,879

Additional LIHEAP funding: \$5,451,477

Utility: \$4,823,829

The Department of Human Rights, Division of Community Action Agencies, distributes grants to 18 community action agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures

## Eligibility (FY2006)

State residents with household income at or below 150% of poverty are eligible for assistance. Households approved for LIHEAP are automatically eligible for weatherization assistance.

## Participation (2005)

Households served: 2,064

## Seasonal, Health, and Income-Related Disconnection Policies

### Seasonal

From November through April, Iowa prohibits the disconnection of residential electric or natural gas service for nonpayment if the customer is certified eligible for LIHEAP and/ or the Weatherization Assistance Program.

Iowa also prohibits the disconnection of residential electric or natural gas service for nonpayment when the National Weather Service forecasts that the temperature at that location will be 20° F or below for that calendar day.

### Health

The state requires utilities to delay for up to 30 days the disconnection of residential service if a physician or other public health official certifies that such an action would adversely affect the health of the customer or a permanent household resident. The delay may be extended for an additional 30 days if the physician certifies

## Energy and Telephone Assistance in the States

IOWA

that the problem still exists at the end of the initial period. The customer is required negotiate a payment arrangement to pay the overdue balance.

### **Deferred Payments**

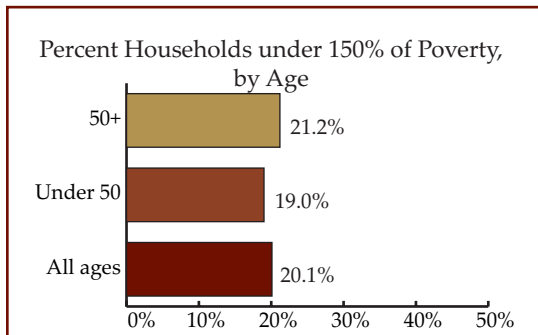
Utilities are required to offer deferred payment arrangements to residential customers in danger of disconnection for nonpayment, and are prohibited from disconnecting service when a customer agrees and adheres to such an arrangement.

# Energy and Telephone Assistance in the States

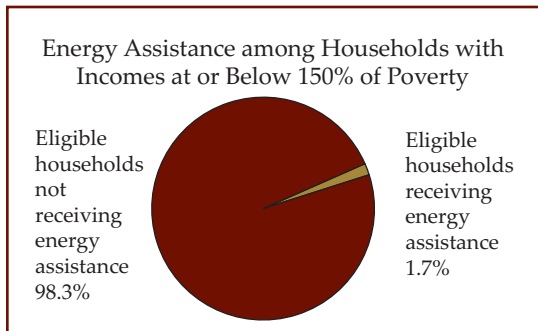
## Kansas

### Kansas in Brief (2006)

Total state population:	2,764,075
State median income:	\$64,215
Percent households age 50+:	47.3%

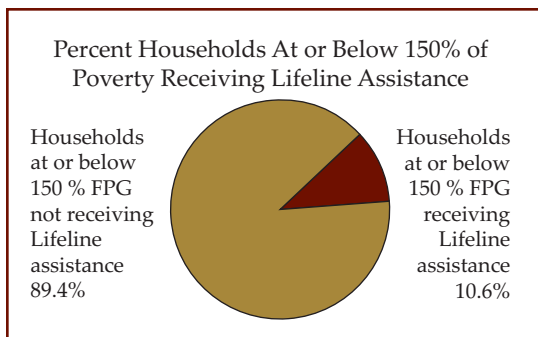


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 94.4%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Kansas.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$19.50

Basic federal support: \$8.25

State support: \$9.50

Federal match: \$1.75

#### Funding (2005)

Federal: \$3,007,822

State: \$1,898,000\*

\* Source: National Regulatory Research Institute (NRRI), 2004–2005 Universal Service Funding Mechanism Survey.

The Kansas Universal Service Fund (KUSF), which is financed by a 4.32% assessment on the intrastate retail revenues of all regulated telecommunications providers, provides the state's contribution (\$3.50 per subscriber) to the Lifeline program. All contributors to the KUSF are permitted to pass on their costs to all non-Lifeline customers as a separate line charge on their monthly bill.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove either that they have household incomes at or below 150% of poverty, or that they are enrolled in any of the following programs:

- Food stamps
- General assistance
- Supplemental Security Income (SSI)

# Energy and Telephone Assistance in the States

- Temporary Assistance for Needy Families (TANF)
- National School Lunch
- Medicaid
- United Tribes Food Distribution Program

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

Participation (2005)  
Households served: 27,567  
Participation rate: 13.3% (based on 150% of the federal poverty guideline)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$68,476

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 3,859

## Energy Assistance

Low-income energy assistance in Kansas includes the following programs:

- Low-Income Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)

## Low-Income Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Kansas with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Kansas distributes payments under two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for Kansas's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Heating: \$491 maximum per household  
Crisis: \$491 maximum per household  
Clients receive one benefit a year, which they may elect to split between heating and electric cooling costs. Benefits are paid to the energy provider. Heating and crisis assistance are available between January 15 and March 31 each year.

### Funding (FY2006)

Total: \$29,475,324  
Federal: \$29,475,324  
Tribal set-aside: \$12,420  
Regular net block grant: \$16,678,001  
One-time additional net block grant: 10,108,016  
Total emergency/cont.: \$923,223  
FY2005 carryover funds: \$1,753,664

The Department of Social and Rehabilitative Services uses county branches throughout the state to accept applications, determine eligibility, notify clients, and make payments to energy providers.

Kansas allocates LIHEAP funding in the following manner:

• Heating assistance:	56%
• Crisis assistance:	19%
• Weatherization:	15%
• Administration, etc.:	10%

### Eligibility (FY2006)

State residents with household income at or below 130% of poverty are eligible for assistance.



## Energy and Telephone Assistance in the States

Applicants must be responsible for the payment of home heating costs.

### Participation (FY2005 est.)

Households served:

Heating: 42,291

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Kansas with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2006)

Average expenditure per household: \$2,826  
Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (2006)

Total: \$4,921,237

Federal: \$4,921,237

Department of Energy: \$2,427,263

Additional LIHEAP funds: \$2,493,974

The Kansas Department of Commerce and Housing distributes grants to nine local providers throughout the state, including community action agencies. These agencies accept applications, determine eligibility,

and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty or 60% of the state median income, whichever is greater, may qualify for weatherization assistance. Preference is given to households with disabled, older, and/or very young members.

### Participation (2006)

Projected households to be served: 1,279

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal/Deferred Payment

Between November 1 and March 31, Kansas prohibits regulated electric and natural gas utilities from disconnecting service to residential customers for nonpayment unless the National Weather Service forecasts temperatures of above 35°F for the 48-hour period immediately following the proposed disconnection. Customers can avoid disconnection when the temperature is above 35°F during the winter protection period (or at any other time of the year) by paying 1/12 of the amount owed and agreeing to a deferred-payment arrangement to pay the balance within 12 months.

### Health

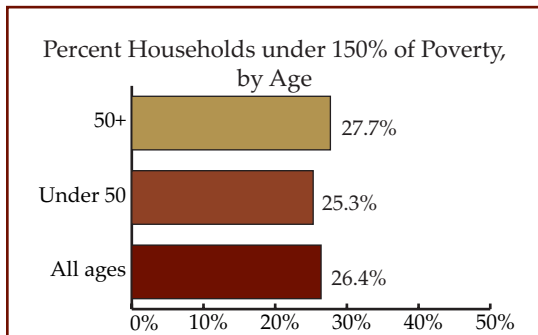
Kansas requires utilities to delay for up to 21 days disconnection of residential service if the customer notifies the utility—and the utility verifies—that such an action would adversely affect his or her health or the health of a permanent household resident. During the 21-day delay, the customer is expected to negotiate a deferred-payment arrangement to pay off the delinquent balance.

# Energy and Telephone Assistance in the States

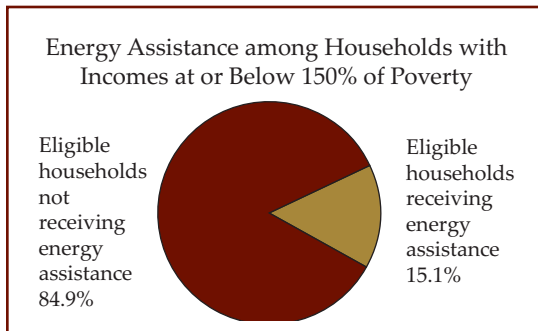
## Kentucky

### Kentucky in Brief (2006)

Total state population:	4,206,074
State median income:	\$53,198
Percent households age 50+:	46.7%

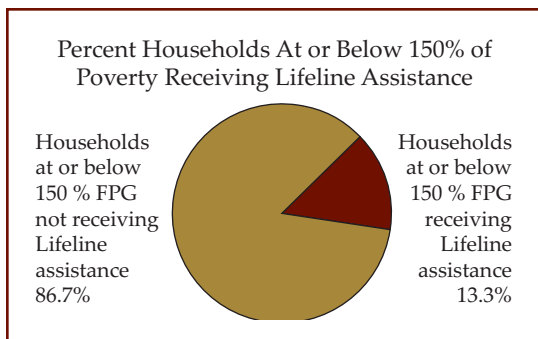


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 89.5 %



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Kentucky.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

#### Funding (2005)

Federal: \$7,197,280

State: \$2,572,038 (est.)

The Kentucky Universal Service Fund provides the state's contribution of \$3.50 per month per subscriber. The fund receives its income from a line charge of \$0.08, which is billed monthly to each non-Lifeline customer by the telephone service provider.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Food stamps
- Low-Income Home Energy Assistance Program (LIHEAP)
- Medicaid
- Federal public housing assistance, Section 8
- Supplemental Security Income (SSI)
- National School Lunch
- Temporary Assistance for Needy Families (TANF)

## Energy and Telephone Assistance in the States

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

### Participation (2005)

Households served: 64,751

Participation rate: 17.3% (based on 130% of federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$237,798

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 11,101

## Energy Assistance

Low-income energy assistance programs in Kentucky include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)
- Department of Social Services Preventive Assistance Program
- Utility payment arrangements

## Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Kentucky with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Kentucky distributes payments under two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for Kentucky's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Heating: \$125 average per household

Crisis: \$250 maximum per household

Clients receive one benefit for heating and for crisis a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment voucher is sent directly to the client. Heating assistance is available from November 1 to December 14, and crisis assistance from January 1 to March 15.

### Funding (FY2006)

Total: \$61,103,779

Federal: \$51,103,779

Regular net block grant: \$26,686,205

One-time additional net block grant:  
\$17,660,884

Total emergency/cont.: \$972,439

FY2005 carryover funds: \$1,022,322

Department of Energy: \$4,761,929

State: \$10,000,000

Natural gas severance tax: \$10,000,000

The Kentucky Cabinet for Health and Family Services, Department for Community Based Services, distributes grants to community action agencies (CAAs) throughout the state through the Kentucky Association of Community Action (KACA). These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients. Kentucky allocates LIHEAP funding in the following manner:

# Energy and Telephone Assistance in the States

- Heating and Crisis: 75%
- Weatherization: 15%
- Administration, etc.: 10%

## Eligibility (FY2006)

State residents with household incomes at or below 130% of poverty are eligible for assistance. Kentucky also uses an assets test to determine the financial eligibility of clients for LIHEAP.

## Participation (FY2006)

Households served by program component:

Heating: 107,733

Winter/year round crisis: 122,114

Weatherization: 1,172

## Weatherization Assistance Program (WAP)

This program helps low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2006)

Maximum benefit per household: \$3,826

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2006)

Total: 8,765,245

Federal: 8,765,245

Department of Energy grant funds:

\$4,539,785

Carryover funds: \$69,181

LIHEAP funds: \$4,156,279

The Kentucky Cabinet for Health and Family Services, Department for Community Based Services, distributes grants to community action agencies (CAAs) throughout the state through the Kentucky Association of Community Action (KACA). These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility (FY2006)

Households with total incomes at or below 150% of poverty, or with a member receiving SSI or Temporary Assistance for Needy Families (TANF) in the 12-month period before application, are eligible for assistance.

## Participation (2006)

Households served: 1,162

## Department of Social Services Preventive Assistance Program

This program provides emergency funds to families in crisis to accomplish the following goals:

- Prevent the removal of children from the home
- Facilitate the return of children to their natural parents
- Prevent the removal of elderly persons from their home
- Assist at-risk adults in need of immediate protective service intervention

The Preventive Assistance Program includes the energy-related services discussed in “Benefits,” below.

## Benefits (FY2006)

The program will pay a maximum of \$500 on behalf of a household for utility payments, utility deposits, and the purchase, installation,

## Energy and Telephone Assistance in the States

repair, or replacement of heaters and air conditioners.

### Funding (FY2006)

Total: \$461,600  
State: \$461,600

The state-appropriated funding includes funding for other necessities, in addition to utility payments, and deposits. At least 25% of the state-appropriated funding pays for utility payments and related services.

### Eligibility (FY2006)

The following describes categorical eligibility for program assistance:

- Families in danger of having a child placed outside of the home or not returned to the home because of an existing financial emergency
- Older persons in danger of being removed from their homes
- At-risk adults in need of immediate intervention

Families must have exhausted or been denied all other means of public assistance.

Use of the funds requires a program supervisor's request and the approval of the service region administrator before the department authorizes payment for any expenditure. Disbursement of funds is coordinated by the Division of Financial Management and is allocated by region.

### Participation (2006)

Families served: 1,483

### Utility Payment Arrangements

The Kentucky Public Service Commission requires utilities to offer partial payment plans or budget billing plans to customers who are unable to pay their bills in full. Budget billing plans allow customers to spread their annual utility service costs over equal monthly payments. Customers with medical certificates stating a health need for uninterrupted utility

service and certified low-income customers are eligible for either plan.

Customers with medical certificates or certificates of need are able to negotiate partial payment plans based on their ability to pay. These plans may include budget payment plans and plans deferring payment of arrears until after the end of the heating season. Examples of two payment plans are described in "Benefits," below.

### Benefits (FY2006)

Louisville Gas & Electric (LG&E): The program provides a monthly fixed credit that varies by household income, utility bills for the previous 12 months, monthly normal heating degree days, and changes in utility pricing. The credit can be applied to arrearages.

Kentucky Utilities (KU): Beneficiaries (eligible customers who use electric heat) receive a total of \$294 per year, divided in seven monthly installments across peak heating and cooling months. The credit cannot be used to reduce arrearages.

### Funding (FY2006)

Total: \$2,140,000  
LG&E: \$840,000  
KU: \$1,300,000

Both programs are funded through a 10% surcharge on residential electric or gas meters.

### Eligibility (FY2006)

Customers with household incomes at or below 110% of federal poverty guidelines and a minimum monthly household income of \$100 (for LG&E only) are eligible for assistance. LG&E customers must have utility arrearages under \$700 to participate.

### Participation (2006 Projected)

Total: 2,200  
LG&E: 900 households annually  
KU: 1,300 households annually

### Seasonal, Health-, and Income-Related Disconnection Policies

#### **Seasonal**

Between November 1 and March 31, residential utility customers in Kentucky who are certified eligible for LIHEAP by the Cabinet for Human Resources, or who have incomes under 130% of poverty, are exempt from termination for 30 days beyond any termination date set by the utility. Under the winter hardship reconnection policy, which extends from November to March, electric and natural gas utilities are required to reconnect a customer's residential service if the customer obtains a certificate of need from the Cabinet for Human Resources, pays either one-third of the outstanding bill or \$200 (whichever is less), and agrees to a deferred-payment arrangement.

#### **Health**

Utilities are required to delay for up to 30 days disconnection of a customer's residential service whenever a physician or other public health official certifies in writing that such an action would aggravate an existing medical or debilitating condition of the customer or any other household member. The customer is required to negotiate a deferred-payment arrangement to maintain service beyond the delay.

#### **Deferred Payment**

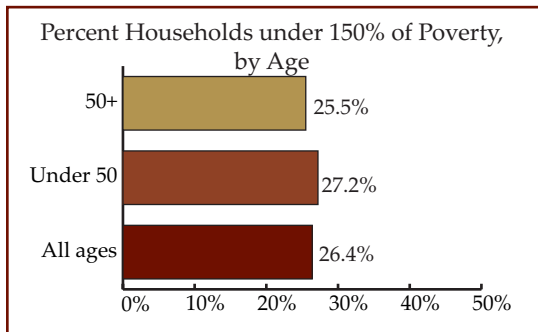
During the winter protection dates, and at any other time of the year, utilities are required to offer a deferred-payment arrangement to customers in danger of service disconnection, and to determine if they are eligible for energy assistance.

# Energy and Telephone Assistance in the States

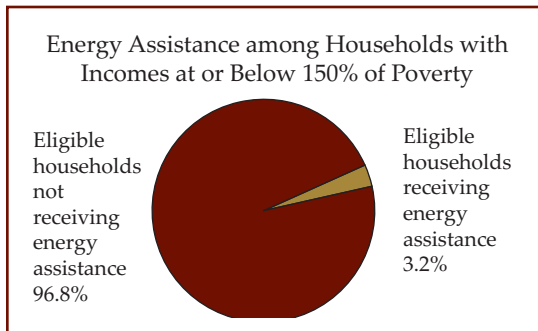
## Louisiana

### Louisiana in Brief (2006)

Total state population:	4,287,768
State median income:	\$50,529
Percent households age 50+:	47.5%

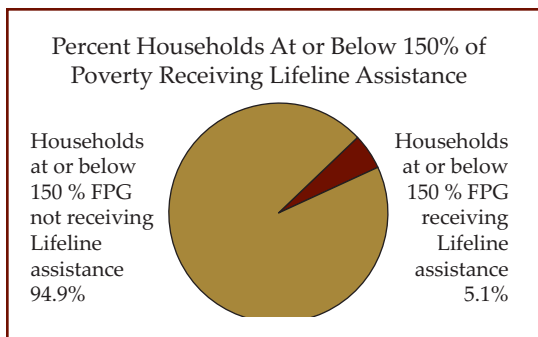


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 95.2%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Louisiana.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$8.25

Basic federal support: \$8.25

State support: None

#### Funding (2005)

Federal: \$2,055,784

State: None

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove that they have household incomes at or below 135% of the federal poverty guideline, or that they are enrolled in any of the following programs:

- Food stamps
- Low-Income Home Energy Assistance Program (LIHEAP)
- Medicaid
- Federal public housing assistance, Section 8
- Supplemental Security Income (SSI)

Beneficiaries must notify their telephone provider when they are no longer eligible for assistance.

#### Participation (2005)

Households served: 22,195

Participation rate: 5.7% (based on 150% of the federal poverty guideline)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$51,657

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 2,594

## Energy Assistance

Low-income energy assistance programs in Louisiana include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)

### Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Louisiana with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Louisiana distributes payments under two categories of assistance: heating and cooling. The state also uses a portion of the grant to supplement funding for Louisiana's Weatherization Assistance Program (WAP).

### Benefits

Heating: \$390 maximum per household  
Cooling: \$390 maximum per household

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. All assistance under Louisiana's LIHEAP program is available year-round.

### Funding (FY2006)

Total: \$17,805,439  
Federal: \$17,805,439  
Net block grant: \$17,144,187  
Emergency/cont.: \$661,252

The Louisiana Housing Finance Agency distributes grants to community action agencies (CAAs) and government bodies (police juries) throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients.

Louisiana allocates LIHEAP funding in the following manner:

- |                               |     |
|-------------------------------|-----|
| • Cooling/heating assistance: | 75% |
| • Weatherization:             | 15% |
| • Administration, etc.:       | 10% |

The heating and cooling components are operated as one year-round program. There is no crisis program, but emergency funds are used for cooling.

### Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for LIHEAP assistance. Additionally, households are eligible if one or more members receive Temporary Assistance for Needy Families (TANF), SSI, food stamps, or certain veterans' benefits.

### Participation (2005)

Households served by program component:  
Heating: 11,514



### *Weatherization Assistance Program (WAP)*

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Louisiana with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

#### **Benefits (FY2005)**

Maximum benefit per household: \$2,741  
Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

#### **Funding (FY2006)**

Total: \$4,145,052

Federal: \$4,145,052

Department of Energy: \$1,997,309

Additional LIHEAP funds (FY2004):  
\$2,147,743

The Louisiana Housing Finance Agency distributes grants to community action agencies and police juries (local government agencies) throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

#### **Eligibility (FY2006)**

State residents with household incomes at or below 150% of poverty, or receiving Temporary Assistance for Needy Families (TANF), SSI, food stamps, or certain veterans' benefits are eligible for assistance. Priority is given to households containing elderly persons, disabled persons, and children.

#### **Participation (2005)**

Households served: 526

### Seasonal, Health-, and Income-Related Disconnection Policies

#### **Health**

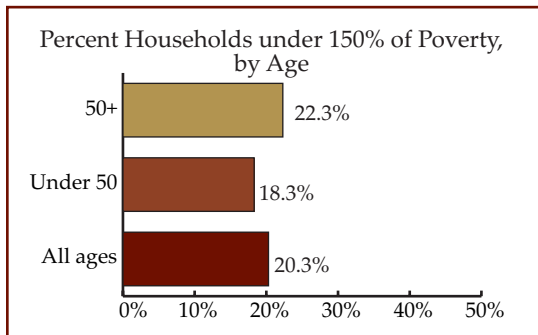
Louisiana delays for up to 63 days disconnection of residential electric or natural gas service for nonpayment if a medical professional certifies in writing that such an action would be detrimental to the customer's health or safety. The customer is required to negotiate a deferred-payment plan with the utility before the scheduled disconnection date.

# Energy and Telephone Assistance in the States

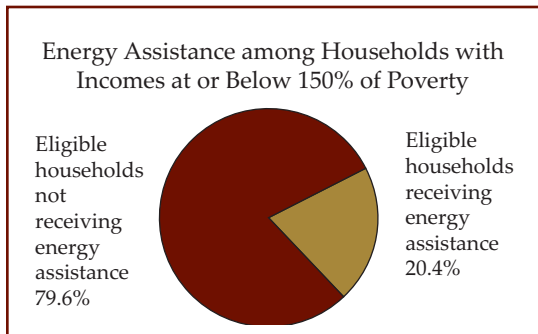
## Maine

### Maine in Brief (2006)

Total state population:	1,321,574
State median income:	\$59,596
Percent households age 50+:	51.1%

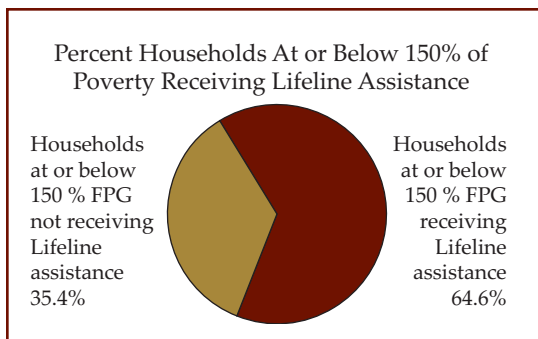


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 96.0%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Maine.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

#### Funding (2005)

Federal: \$8,447,251

State: \$2,980,194 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$3.50 per subscriber) in the rates they charge non-Lifeline subscribers for basic local telephone service.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and certify under penalty of perjury that they are enrolled in any of the following programs:

- Food stamps
- Temporary Assistance for Needy Families (TANF)
- Low-Income Home Energy Assistance Programs (LIHEAP)
- Medicaid
- Supplemental Security Income (SSI)

Beneficiaries must recertify on a periodically to remain eligible for this program.

# Energy and Telephone Assistance in the States

## Participation (2005)

Households served: 70,957  
Participation rate: 64.6% (based on 150% of federal poverty guidelines)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

## Benefits (2006)

LinkUp subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

## Funding (2005)

Federal: \$358,845

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2005)

Households served: 16,410

## Energy Assistance

Low-income energy assistance programs in Maine include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)
- Central Heating Improvement Program (CHIP)
- Electric Transmission and Distribution Utility Statewide Low-Income Assistance Plan

### *Low-Income Home Energy Assistance Program (LIHEAP)*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the

state of Maine with a block grant to help eligible low-income households meet their immediate energy needs. With this grant, Maine distributes payments under the Fuel Assistance Program, Emergency Crisis Intervention Program (ECIP), and Central Heating Improvement Program (CHIP), to fund heating, crisis, and weatherization assistance. The state also uses a portion of the LIHEAP grant to supplement the Weatherization Assistance Program (WAP).

## Benefits (FY2006)

Heating: \$1,120 maximum per household  
Crisis: \$300

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client.

## Funding (FY2006)

Total: \$63,504,765

Federal: \$52,726,605

Tribal set-aside: \$968,922

Regular net block grant: \$25,835,000

One-time additional net block grant: \$294,614

Total emergency/cont.: \$18,331,006

2005 REACH grant: \$1,100,000

Leveraging incentive program: \$172,000

FY2005 Carryover funds: \$2,785,000

Department of Energy: \$3,240,063

State: \$5,000,000

Private/charitable funds: \$5,389,080

The Maine State Housing Authority distributes grants to 11 community action agencies (CAAs) throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients.

The Maine LIHEAP program is funded through a federal block grant. Maine allocates LIHEAP funding in the following manner:

- Heating Assistance: 74%
- Crisis Assistance: 1%
- Weatherization: 15%
- Administration, etc.: 10%

## Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty (170% if the household includes children age 2 and younger, an elderly person, or a person vulnerable to hypothermia) are eligible for assistance. Priority is given to elderly households.

## Participation (FY2005)

Households served by program component:

Heating: 44,897

Crisis: 4,772

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Maine with a formula distribution grant to help low-income residents—especially those older, disabled, or living with young children— increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2006)

Average benefit per household: \$2,744

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling or whole-house fans—to increase air circulation
- Stopping air infiltration by weather stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2006)

Total: \$8,956,565

Federal: \$7,056,565

Department of Energy: \$3,240,063

Additional LIHEAP funds: \$3,644,200

Other: \$172,302

Utility funding: \$1,900,000 (Low Income Appliance Replacement Program)

The Maine State Housing Authority distributes grants to 11 Community Action Program (CAP) agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, including performing energy audits and implementing suggested measures. The Low Income Appliance Replacement Program is described separately below.

## Eligibility (FY2006)

State residents with household incomes at or below 170% of poverty are eligible for assistance

## Participation (2005)

Households served: 700

## Central Heating Improvement Program (CHIP)

The Central Heating Improvement Program (CHIP) supplements the state's federally-funded weatherization assistance program by providing eligible households with evaluations and needed repairs and replacements of their heating systems.

## Benefits (FY2006)

Maximum CHIP grant: \$2,500 (lifetime)

The program repairs or replaces dangerous, malfunctioning or inoperable heating systems of eligible households. This may include any or all of the below measures.

- Cleaning, evaluating, servicing or replacing oil, gas, electric, or solid fuel systems
- Replacing oil or gas burners and cracked heat exchangers and installing electrical or mechanical furnace ignition systems;
- Sealing and insulating heating system pipes or ducts in unconditioned spaces, replacing or relocating thermostats; chimney

## Energy and Telephone Assistance in the States

cleaning, and installing smoke alarms or fire extinguishers.

In addition, up to \$300 may be used to make minor repairs, clean, tune and evaluate a heating appliance or system in rental units occupied by households eligible for LIHEAP.

### Funding (FY2006)

Not available

The Maine State Housing Authority contracts with community action program (CAP) agencies throughout the state to implement the CHIP program.

### Eligibility (FY2006)

Households with total incomes at or below 170% of poverty are eligible for assistance.

### Participation (2006)

Households served: Not available  
Low-Income Appliance Replacement Program

The Low Income Appliance Replacement Program, mandated through the 2002 Act to Strengthen Energy Conservation, replaces old and inefficient refrigerators in eligible low-income households. This program works in conjunction with state weatherization program administered by the Maine State Housing Authority and Community Action Program agencies throughout Maine.

### Benefits (FY2006)

The program provides energy efficient refrigerators to eligible households, replacing old and inefficient models. Households are also supplied with compact fluorescent light bulbs and energy efficiency education. Also, households with electrically heated water beds are given conventional mattresses.

### Funding (FY 2006)

Total: \$1,900,000  
Utility funding: \$1,900,000

Funding for this program is included in the rates of the state's three largest investor-owned utilities.

Central Maine Power Company: 0.15 cents/kilowatt hour

Bangor Hydro-Electric: 0.03 cents/kilowatt hour

Maine Public Service: 0.03 cents/kilowatt hour

### Eligibility (FY2006)

Households with incomes at or below 150% of federal poverty guidelines, or 170% of the federal poverty guideline, if household has an older member or a young child are eligible for the Low Income Appliance Replacement Program.

### Participation (FY2006)

Energy Efficient Refrigerators: 2,500 households  
Compact Fluorescent lamps: 30,000 households

### *Electric Transmission and Distribution Utility Statewide Low-Income Assistance Plan*

The Statewide Low-Income Assistance Plan requires all 12 utilities in the state to create or maintain a Low-Income Assistance Program (LIAP) to make electric bills more affordable for low-income customers, and to make assistance available to low-income customers throughout the state. Maine's three investor utilities offer a Percent of Income Payment Plan (Central Maine Power), a rate discount program (Bangor Hydro), and a bill credit program (Maine Public Service).

### Benefits (FY2006)

Central Maine Power: Central Maine Power operates a Percent of Income Payment Plan that allows participants to pay a fixed percentage of their income for energy; the percentage varies based on the customer's level of poverty and electric use.

Bangor Hydro-Electric: Low-income customers of Bangor Hydro-Electric who are enrolled in the state's LIHEAP program receive a reduced rate, termed the "Low-Income" rate. The percentage discount that eligible customers receive depends on their income and rate of use.

Maine Public Service: Under PowerPact, low-income customers who promise to pay their

energy bills between November and March receive a credit to their account of \$85, \$100, \$125, or \$200, depending on income and use.

The Statewide Low-Income Assistance Plan requires participants to agree to accept no-cost energy management programs offered by or through their utility, the Maine State Housing Authority, or any other federal or state agency. Each utility's assistance plan, with the exception of those utilities offering a Percent of Income Payment Plan, is required to have four distinct levels of benefits, based on the participant's income.

### **Funding (FY2005)**

Total: \$6,300,000

The plan is funded through the contributions of each of the 12 transmission and distribution utilities in the state, each required to contribute 0.5% of annual revenues to a central fund. The fund, known as the Statewide Low-Income Assistance Plan Fund, is administered by the Maine State Housing Authority (MSHA). It is also authorized to receive state appropriations and interest from investment of fund monies. MSHA redistributes funds to each utility based on the number of LIHEAP-eligible customers the utility serves. Community action programs throughout the state accept applications, determine client eligibility, and inform the utilities of customers who are eligible for assistance. The Maine State Housing Authority coordinates administration of the individual low-income assistance programs offered by each utility with the delivery of LIHEAP.

### **Eligibility (FY2006)**

State residents eligible for LIHEAP and not receiving a housing subsidy are eligible for the program.

### **Participation (2005)**

Households served: 21,000

## Seasonal, Health-, and Income-Related Disconnection Policies

### **Seasonal/Low-Income**

Maine prohibits utilities from disconnecting residential natural gas or electric service for nonpayment between November 15 and April 15 if the customer's account is less than three months overdue, or if the amount owed is less than \$50. During these protection dates, Maine also requires regulated utilities to offer LIHEAP participants, SSI recipients, and state residents with household income at or below 185% of poverty the opportunity to pay a portion of each winter bill as it becomes due, and the remaining portion of the bill(s) in installments during the nonheating months.

### **Health**

Maine requires utilities to delay for up to 30 days disconnection of residential service for nonpayment if a physician certifies in writing that such an action would adversely affect the health of the customer or a permanent household resident. A certificate delaying disconnection can be renewed up to three times in 12 month periods.

### **Deferred Payments**

Maine prohibits utilities from disconnecting residential service for nonpayment whenever a customer pays a "reasonable" portion of the account balance and agrees to a deferred payment arrangement to pay the balance owing.

### **Emergency Moratorium**

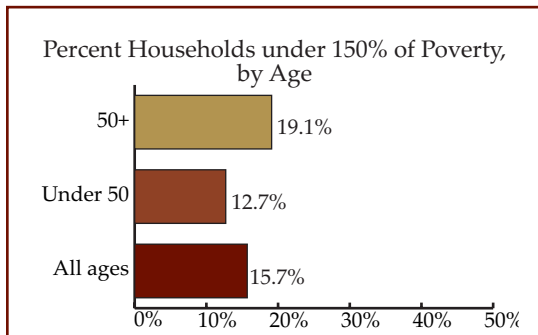
The Public Service Commission may declare a partial or complete moratorium on termination or disconnection of utility service including gas and/or electric service in cases of general weather or health emergency.

# Energy and Telephone Assistance in the States

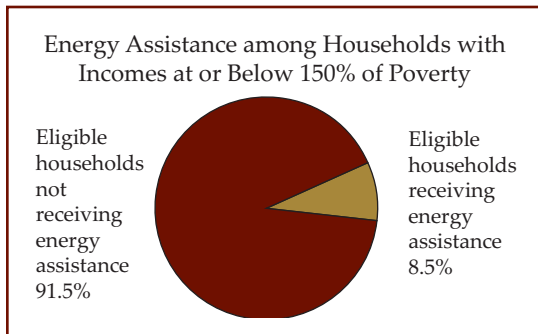
## Maryland

### Maryland in Brief (2006)

Total state population:	5,615,727
State median income:	\$82,363
Percent households age 50:	46.9%

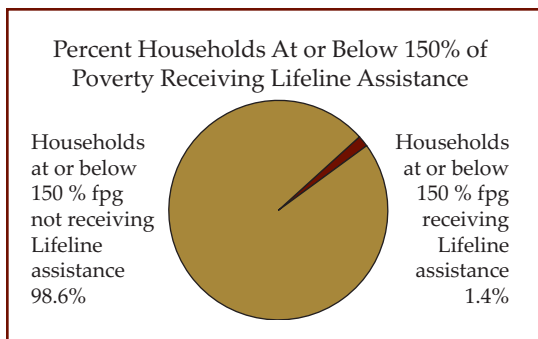


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 95%



### Telephone Assistance

Lifeline and LinkUp are the primary sources of telephone assistance for low-income households in Maryland.

#### *Lifeline (Tele-Life)*

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service. Tele-Life is the name of the Lifeline program offered by Verizon, the largest provider of local telephone service in Maryland.

#### Benefits (2006)

Maximum monthly credit: \$15.26

Basic federal support: \$8.25

State support: \$5.26

Federal match: \$1.75

#### Funding (2005)

Federal: \$501,933

State: \$287,890 (est.)

State funding for Lifeline (up to \$5.26 per subscriber) is provided through state tax credits.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application and be certified eligible by the Maryland Department of Human Resources. Eligibility is based on enrollment in any of the following programs:

- Maryland Cash Assistance
- Temporary Assistance for Needy Families (TANF)
- Public assistance to adults
- Transitional Emergency Medical and Housing Assistance Program (TEMHAP)
- Supplementary Security Income (SSI) benefits

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

## Participation (2005)

Households served: 4,561

Participation rate: 7.3% (based on participation in SSI)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

## Benefits (2006)

LinkUp subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

## Funding (2005)

Federal: \$20,424

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2005)

Households served: 851

## Energy Programs

Energy assistance programs in Maryland include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Maryland Energy Assistance Program
- Weatherization Assistance Program (WAP)
- Electric Universal Service Program (EUSP)
- Utility Service Protection Program (USPP)

## Low-Income Home Energy Assistance Program (LIHEAP)—Maryland Energy Assistance Program (MEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Maryland with a block grant to help eligible low-income households meet their immediate home energy needs. With this block grant, Maryland distributes payments through its Maryland Energy Assistance Program (MEAP), which includes two categories of assistance: heating and crisis.

## Benefits (FY2006)

Heating: \$417 average benefit per household

Crisis: Expedited service of regular benefit per household

The crisis component receives no specific funding, but households in crisis situations may receive expedited payments of regular heating benefits and limited assistance in repairing or replacing refrigerators and furnaces.

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent to landlord. Heating and crisis assistance from the MEAP program are available year-round.

## Funding (FY2006)

Total: \$71,889,447

Federal: \$58,889,447

Regular net block grant: \$31,331,801

Additional one-time net block grant: 27,167,392

Total emergency/cont.: \$3,390,254

State: \$12,600,000 (general fund)

The Maryland Department of Human Resources, through the Office of Home Energy Programs (OHEP), distributes grants through county agencies called local administering agencies (LAAs). These agencies accept applications, determine eligibility, notify clients, and make payments to bulk energy providers. Payments



## Energy and Telephone Assistance in the States

to Utilities (electricity and piped gas) are made through the state fiscal system

Maryland allocates LIHEAP funding in the following manner:

- Heating assistance: 90%
- Administration, etc.: 10%

### Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for assistance. Persons participating in the following programs are also eligible for assistance:

- Public assistance
- Supplemental Security Income (SSI)
- Food stamps
- Unemployment
- Veterans benefits
- Disability benefits

Between January 15 and March 31, households at or below 175 of the federal poverty guideline become eligible for assistance from the program.

### Participation (2005)

Households served by program component:

Heating: 82,688

### *Weatherization Assistance Program (WAP)*

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides the state of Maryland with a formula distribution grant to help low-income residents—especially those older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2006)

Average benefit per household: \$2,826

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attic, floors, water heater, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$3,297,804

Federal: \$2,897,804

Department of Energy: \$2,897,804

State: \$400,000

The Maryland Department of Housing and Community Development distribute grants to 15 Local Agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, including performing energy audits and implementing suggested measures.

### Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for assistance. Participants in the following programs are also eligible for assistance:

- Public assistance
- SSI
- Food stamps
- Veterans benefits
- Disability benefits

Priority is given to elderly and disabled homeowners and families with children.

### Participation (2005)

Households served: 1,291

### *Electric Universal Service Program (EUSP)*

The Electric Universal Service Program (EUSP) provides eligible low-income electric customers with bill payment assistance, and arrearage retirement benefits.

## Energy and Telephone Assistance in the States

### Benefits (FY2006)

Eligible electric customers may receive assistance in any of three ways:

- Current electric bill payment (an average of \$401 per program year)
- Past due electric bill payment (once in a life time -up to \$2,000)
- Help with energy efficiency measures to reduce future electric bills.

The state requires that most of the funding for this program be spent on bill payment assistance and \$1,500,000 be spent on retirement of arrearages incurred by low-income households.

Participation in the program does not affect other assistance that individuals may be receiving.

### Funding (FY2006)

Total: \$33,000,000 by electric customer surcharge

Funding for this program is generated from a universal service charge—\$0.37—applied to all state utility customers. The monies are collected through utility bills and forwarded to the State Department of Human Resources, Office of Home Energy Programs, which administers the EUSP.

Industrial and large commercial utility customers contribute about \$24 million of the total funding; residential customers pay the rest.

The funding is allocated as follows:

- Bill assistance: \$27.835 million
- Outreach: \$200,000
- Arrearage Retirement: \$1,500,000
- Program administration: \$3,465,000

### Eligibility (FY2006)

Maryland residents who have the electric bill in their name, have household incomes at or below 150% of federal poverty guidelines, and agree to accept a budget billing plan as determined by their electric utility company are eligible for assistance.

Customers who live in subsidized housing with an electric bill in their name may also be eligible for assistance.

### Participation (2005)

Households served: 78,668

### *Utility Service Protection Program (USPP)*

The Utility Service Protection Program (USPP), mandated by the Maryland Public Service Commission and operated in conjunction with the Maryland Energy Assistance Program (MEAP), protects eligible households from utility service termination during the winter months.

### Benefits (FY2005)

MEAP households that use gas or electricity as their primary heat source are protected from utility termination if they remain current on a monthly level payment plan. The payment plan is calculated as follows: Customers enrolled in the USPP have their MEAP benefit paid directly to their utility, which then deducts the benefit amount from the estimated cost of the customer's average annual utility use and divides the remaining cost into 12 equal payment amounts.

USPP includes an additional protection provision for MEAP participants with incomes at or below 50% of the federal poverty guideline. From November through March, these households are protected from utility termination if they pay an average of \$40 a month over this five-month period. However, any amount they do not pay on their monthly USPP payments between November and March will be charged against them in seven installments during the seven non-winter months (April-October). Participants must make these seven payments in addition to their regular USPP monthly payment.

### Funding

There is no dedicated funding associated with this program. Administrative costs are provided by participating utilities.

### **Eligibility**

State residents who have applied and are eligible for Maryland's LIHEAP program other household resident. The customer is required to negotiate a deferred payment arrangement to extend service beyond the 30 day delay.

MEAP-eligible households with unpaid utility bills may qualify for USPP if their outstanding balance is \$400 or less and they agree to repay their arrearage over a period of no more than 48 months.

### **Participation (2004-2005)**

Households served: 69,471

## Seasonal, Health, and Income-Related Disconnection Policies

Seasonal/Low-income customers of Maryland's Utility Service Protection Program are protected from utility disconnections year-round (see program description above). For all other residential customers, utilities cannot disconnect residential service between November 1 and March 31 unless they can prove that such an action will not endanger the health of any member of the customer's household.

### **Health**

Maryland requires natural gas and electric utilities to delay for up to 30 days disconnection of residential service if a physician certifies that such an action would adversely affect the health of the customer or other household resident.

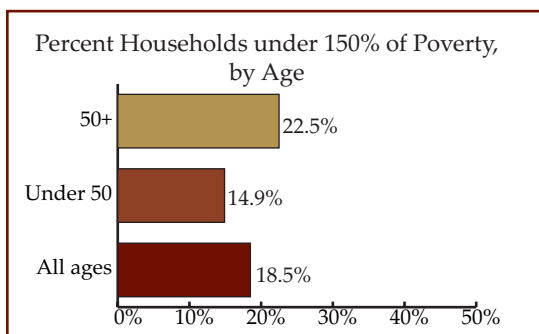
The customer is required to negotiate a deferred payment arrangement to extend service beyond the 30-day delay.

# Energy and Telephone Assistance in the States

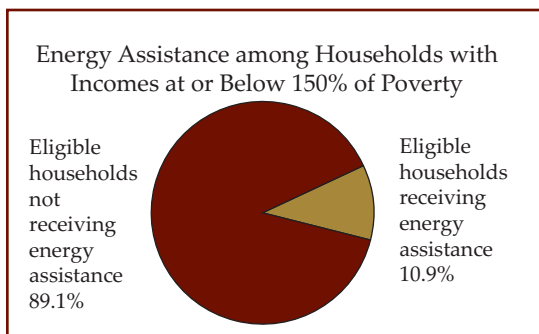
## Massachusetts

### Massachusetts in Brief (2006)

Total state population:	6,437,193
State median income:	\$58,605
Percent households age 50+:	47.7%

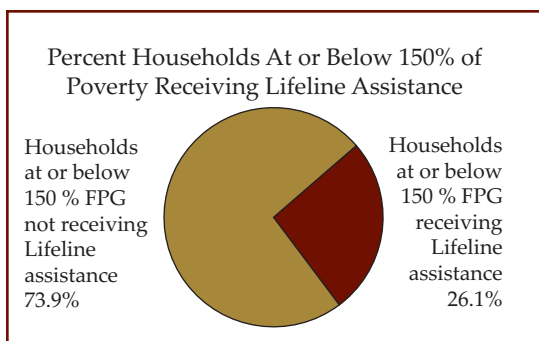


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 93.5%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Massachusetts.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$18.39

Basic federal support: \$8.25

Maximum state support: \$8.39

Federal match: \$1.75

#### Funding (2005)

Federal: \$14,226,210

State: \$12,071,633 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit in the rates they charge non-Lifeline subscribers for basic local telephone service.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Food stamps
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- Mass Health
- Emergency Aid to the Elderly, Disabled and Children (EAEDC)
- Fuel assistance
- Public housing

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

## Participation (2005)

Households served: 119,901

Participation rate: 18.3% (based on 200% of the federal poverty guideline)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

## Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

## Funding (2005)

Federal: \$8,712

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2005)

Households served: 1,289

## Energy Assistance

Low-income energy assistance in Massachusetts includes the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)—Fuel Assistance Program and Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP)
- Weatherization Assistance Program (WAP)
- Massachusetts Discount Utility Rate
- Low-Income Conservation Fund

## Low-Income Home Energy Assistance Program (LIHEAP)—Fuel Assistance Program and Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Massachusetts with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Massachusetts distributes payments under an integrated heating and crisis component (fuel assistance), and through the Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP), which repairs and replaces inefficient or unsafe heating equipment of eligible low-income households.

## Benefits (2006)

Heating: \$335–\$919 maximum per household; \$561–\$790 average per household

Heating system replacement: \$4,125 maximum per household

Asbestos abatement: \$1,200 maximum per household

Emergency repairs: Average between \$100 and \$150 per household

Clients receive one fuel assistance benefit a year. If household energy costs exceed a fixed threshold established by fuel type, the household may be eligible for an additional “high energy” benefit of up to \$75. Benefits are paid to the energy provider unless the client’s home energy costs are included in rent, in which case the payment is sent directly to the client. Fuel assistance clients are also eligible to receive discounts on utility and telephone bills.

HEARTWAP provides heating system repairs and replacements to LIHEAP-eligible households. Throughout the winter months, HEARTWAP serves as an emergency intervention service to eligible households

## Energy and Telephone Assistance in the States

having problems with their primary heating system. Fuel assistance is available from November 1 to April 30, and the program uses an early application period for older and disabled applicants. For FY2006, the LIHEAP application deadline was extended until May 12, 2006. HEARTWAP services are available year-round.

### Funding (FY 2006)

Total: \$147,419,345

Federal: \$127,419,345

Tribal set-aside: \$32,741

Regular net block grant: \$82,764,288

One-time additional block grant: \$943,806

Total emergency/cont.: \$43,678,510

State appropriation: \$20,000,000

The Massachusetts Department of Housing and Community Development, Division of Community Services, distributes fuel assistance grants to 22 nonprofit agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients. The community agencies also operate HEARTWAP, delivering services through contracted heating professionals.

Massachusetts allocates LIHEAP funding in the following manner:

• Heating assistance:	71%
• Cooling assistance:	N/A
• Crisis assistance:	3%
• Weatherization:	11%
• Administrative/program planning:	10%
• Services to reduce home heating cost/ outreach/budgeting, etc.:	5%

### Eligibility (FY 2006)

State residents with household incomes at or below 200% of poverty are eligible for fuel assistance and HEARTWAP.

### Participation (FY 2005)

Households served by program component:

Heating:	135,068
Cooling:	N/A

Winter/year-round crisis:	11,192
Weatherization:	11,078

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Massachusetts with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY 2006)

Maximum benefit per household: \$4,600

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY 2006)

Total: \$6,938,192

Federal: \$6,938,192

Department of Energy: \$6,938,192

The Massachusetts Department of Housing and Community Development distributes grants to 12 nonprofit agencies across the Commonwealth. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## **Eligibility (FY 2006)**

State residents with household incomes at or below 200% of poverty are eligible for assistance. In addition, households with a member receiving Temporary Assistance for Needy Families (TANF) or SSI benefits are categorically eligible. Priority is given to households with older and disabled members, and to households with children under age seven. Households with exceptionally high energy bills may also receive priority service.

## **Participation (FY 2005)**

Households served: 2,900

## *Massachusetts Discount Utility Rate*

In 1997 the Massachusetts legislature passed electric restructuring legislation requiring electric distribution companies to provide discounted rates for eligible low-income customers that are comparable to the low-income discount rates in effect before March 1998. As required by rules issued by the Massachusetts Department of Telecommunications and Energy that govern the unbundling of natural gas services, regulated gas companies in Massachusetts also must provide a low-income discount rate.

## **Benefits (FY 2006)**

Currently, all of the state's investor-owned electric and gas utilities provide low-income discounts, ranging from 20% to 42%.

## **Funding (FY 2006)**

Total: \$36,000,000

The gas and electric discount rates are funded through rates charged to all customers.

## **Eligibility (2006)**

State residents receiving any means-tested public benefit program, with household incomes at or below 200% of the federal poverty guideline, as well as those certified eligible for LIHEAP are eligible for assistance. All nonprofit agencies throughout the state that deliver LIHEAP automatically sign up LIHEAP-

recipient households for the discount, after verifying their income as part of the LIHEAP application process.

## **Participation**

Households served: 135,068

## *Low-Income Conservation Fund*

The Massachusetts electric restructuring law mandates a charge to customers of investor-owned utilities to fund energy efficiency activities, including no-cost, utility-funded services for eligible low-income households.

## **Benefits (FY 2006)**

Households eligible for the electric discount utility rate may also qualify for free weatherization or energy efficiency measures, including energy audits, appliance efficiency (repair or replacement), insulation, and furnace replacement.

## **Funding (FY 2006)**

Total: \$23,000,000

The state's low-income conservation program is funded through the greater of a 0.25 mills/ kWh charge on all electric customers of the state's investor owned utilities or 20% of each utility's residential conservation program.

## **Eligibility (2006)**

State residents who have a household income at or below 60% of the state median income qualify for the residential discount rate. Program funding is administered by the nonprofit agencies throughout the state that deliver weatherization, in coordination with all of the gas and electric distribution companies in the state.

## **Participation (FY 2005)**

Households served: 12,000

### Seasonal, Health-, and Income-Related Disconnection Policies

#### **Seasonal**

Between November 15 and March 15, Massachusetts prohibits disconnection of residential natural gas or electric service—if such service either provides heat or operates the heating system—for any household that is unable to pay an overdue bill because of financial hardship.

In 2006 the moratorium on disconnection of residential natural gas or electric service was extended until April 30, 2006.

#### **Health/Age**

Massachusetts prohibits disconnection of natural gas or electric service for nonpayment whenever a customer presents certification that the household contains either a seriously ill member or a child under 12 months old. Utility companies may not shut off services without written approval to households where all residents are 65 years of age or older.

Certifications of serious illness may be renewed monthly, or quarterly in cases of chronic illness. Certifications of infancy remain in effect until the child exceeds 12 months of age.

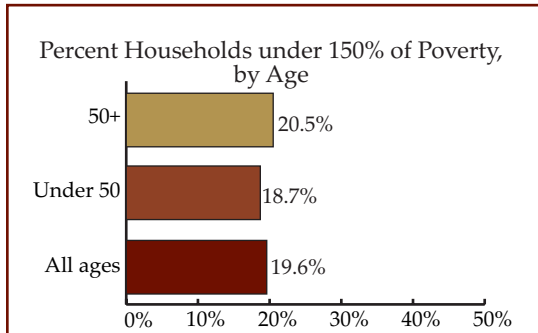


# Energy and Telephone Assistance in the States

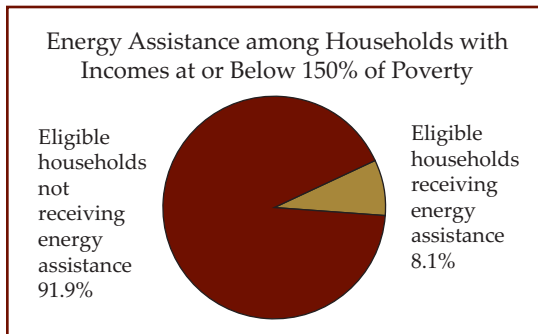
## Michigan

### Michigan in Brief (2006)

Total state population:	10,095,643
State median income:	\$68,602
Percent households age 50+:	49.0%

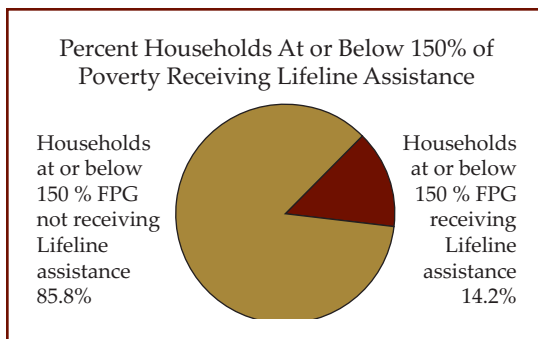


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 93.8%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Michigan.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Total monthly credit: \$11.25  
 Basic federal support: \$8.25  
 State support: \$2  
 Federal match: \$1

#### Funding (2005)

Federal: \$10,973,566  
 State: \$2,639,376 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$2 per subscriber) through the rates they charge non-Lifeline subscribers for basic local telephone service.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they have a household income that is at or below 150% of the federal poverty guideline, or that they are Michigan Family Independence Agency clients. Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 109,974  
 Participation rate: 14.2% (based on 150% of federal poverty guideline)

#### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

## Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

## Funding (2005)

Federal: \$437,188

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2005)

Households served: 21,343

## Energy Assistance

Michigan's low-income energy assistance programs include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Home Heating Tax Credit
- Crisis Intervention (State Emergency Relief)
- Weatherization Assistance Program (WAP)

### *Low-Income Home Energy Assistance Program (LIHEAP)*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Michigan with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Michigan distributes payments through the Home Heating Tax Credit, which supplies regular heating grants and subsidizes home heating costs for low-income and older households and Crisis Intervention, the State Emergency Relief program that supplies crisis assistance and limited energy-related home repairs. The state also uses a portion of the grant to supplement

funding for Michigan's Weatherization Assistance Program (WAP).

## Funding (FY2006)

Total: \$197,547,054

Federal: \$171,022,054

Tribal set-aside: \$737,354

Regular net block grant: \$106,792,178

One-time additional block grant: \$1,235,894

Total emergency/cont.: \$45,901,388

Department of Energy: \$15,446,624

FY2005 carryover: \$879,299

Leveraging incentive program: \$29,317

State: \$26,525,000

Low-Income Energy Efficiency Fund:  
\$26,525,000

The Low-Income Energy Efficiency Fund (LIEEF) was established in 2000 as part of the state's Customer Choice and Electric Reliability Act. LIEEF, once funded through securitization savings in excess of the amount needed to achieve a 5% electric rate reduction for residential and business customers, is currently funded through a customer surcharge. The fund is administered by the Michigan Public Service Commission.

Michigan allocates LIHEAP funding in the following manner:

Home heating credit:	62%
State emergency relief:	25%
Weatherization:	3%
Administration:	10%

### *i) Home Heating Tax Credit*

The Michigan Home Heating Tax Credit subsidizes home heating costs for low-income and older households.

## Benefits (FY2005)

Heating: \$972 maximum per household

The credit is calculated in either of two ways:

1. Based on the number of exemptions claimed by the household and total household income (the number of household

# Energy and Telephone Assistance in the States

exemptions is the number of household members plus an additional exemption for each person who is age 65 or older, blind, deaf, paraplegic, quadriplegic, or hemiplegic)

2. Based on the number of exemptions claimed by the household, total household income, and home heating costs

Clients receive one benefit a year. The state of Michigan issues this benefit as an energy draft or vendor payment if the household has direct responsibility for heating costs or as a discount if heat is included in the rent. The majority of home heating credit recipients do not file a state income tax return; instead, they file only for the credit.

### Funding (FY2005)

Total: \$68,080,794

Federal: \$68,080,794

The Michigan Department of Treasury determines eligibility and processes payments.

### Eligibility (FY2005)

State residents with household income at 110% of poverty are eligible for assistance.

Recipients of the following public benefits are also eligible:

- Family Independence Program (FIP)
- State disability assistance
- Supplemental Security Income (SSI)
- Food stamps
- Veterans' benefits

### Participation (FY2005)

Households served by program component:

Heating:	386,425
Winter/year-round crisis:	81,757
Weatherization:	3,187

### *Crisis Intervention (State Emergency Relief)*

As part of State Emergency Relief (SER), a program that distributes financial assistance to state residents facing emergencies that threaten their health or safety, Crisis Intervention helps eligible low-income households pay for energy-related emergency services.

### Benefits (FY2005)

Heating fuel or electricity payments help prevent shutoffs or restore service, while home repair payments provide the minimum necessary assistance to maintain "a decent, warm dwelling unit."

The SER program provides the following energy-related benefits:

Heating fuel:

\$550 maximum for natural gas/wood

\$850 maximum for nonwood delivered fuel

\$1,100 maximum for all-electric households

Electricity: \$550 maximum per household

Home repairs: \$1,500 lifetime maximum per household

State Emergency Relief energy services are available year-round.

### Funding (FY2005)

Total: \$46,808,917

Federal: \$31,808,917

State (2006): \$15,000,000

The Department of Human Services accepts applications, verifies eligibility, notifies clients, and makes payments to clients or to energy or home-repair providers on behalf of clients.

### Eligibility (FY2005)

Eligibility is based on the household's demonstration of immediate need for home energy assistance, such as presentation of a shutoff notice. In addition, state residents with household incomes at or below 60% of the state median income are eligible for assistance. Households with incomes above 60% of the state median income, who are provided with SER

service, are expected to make a co-payment for services.

### Participation (FY2005)

Households served: 81,757

Participation rate: 6.8% (based on 200% of the federal poverty guideline)

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Michigan with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2005)

Maximum benefit per household: \$2,500

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2005)

Total: \$21,496,624

Federal: \$21,496,624

Department of Energy: \$15,496,624

Additional LIHEAP funds: \$6,000,000

Michigan's Department of Human Services distributes grants to 33 community action, local government, and limited purpose agencies

throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Eligibility (FY2005)

State residents, both home owners and renters, at or below 150% of poverty are eligible for assistance.

Applications are made through community action agencies and weatherization providers.

### Participation (2005)

Households served: 3,107

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal/Winter Protection Plan

The Michigan Public Service Commission requires state-regulated utilities to provide winter protection programs that help low-income and senior citizen customers avoid service disconnections and high utility bill payments from November through March. State residents with household incomes at or below 200% of poverty are eligible for this program. Residents meeting any of the following criteria are also eligible:

- Age 65 or older
- Receiving Michigan Department of Human Services cash assistance
- Receiving food stamps or Medicaid

The program requires participants to make regular payments throughout the protection period and pay the balance in installments between April and October.

### Health

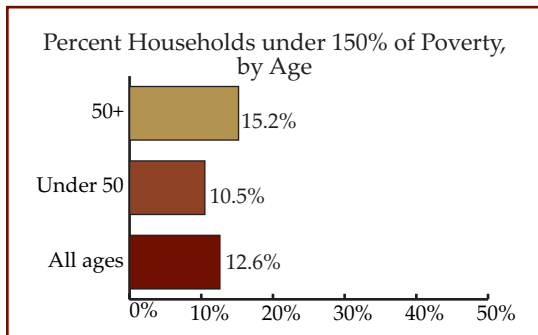
Michigan requires utilities to delay for up to 21 days disconnection of residential service if a physician or other public health official certifies that such an action would adversely affect the health of the customer or other permanent household resident.

# Energy and Telephone Assistance in the States

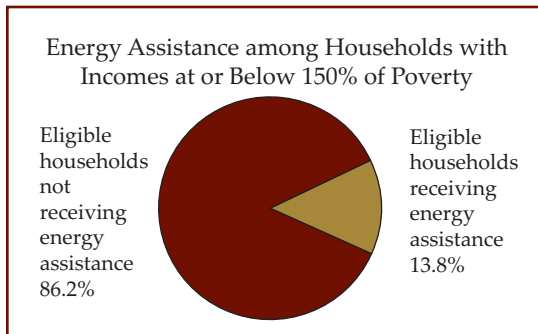
## Minnesota

### Minnesota in Brief (2006)

Total state population:	5,167,101
State median income:	\$76,733
Percent households age 50+:	45.0%

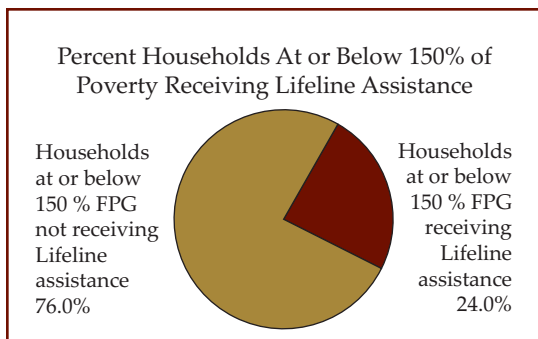


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 97.4%



### Telephone Assistance

Lifeline and Link-Up, along with the Minnesota Telephone Assistance Program (TAP), are the primary sources of telephone assistance for low-income households in the state.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Total monthly credit: \$10.87  
 Basic federal support: \$8.25  
 State support: \$1.75  
 Federal matching: \$0.87

#### Funding (2005)

Federal: \$5,777,274  
 State: \$4,500,000 (Telephone Assistance Program)

The Minnesota Public Utilities Commission provides state funding through a \$0.05 surcharge per wired line in the state.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they have a household income that is at or below 135% of the federal poverty guideline, or that they are enrolled in any of the following programs:

- Medical assistance
- Food stamps
- Supplemental Security Income (SSI)
- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal public housing, Section 8

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

# Energy and Telephone Assistance in the States

## Participation (2005)

Households served: 60,886

Participation rate: 27.6% (based on 135% of the federal poverty guideline)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

## Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

## Funding (2005)

Federal: \$155,911

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2005)

Households served: 8,280

## Telephone Assistance Program (TAP)

This program assists low-income senior citizens and disabled persons with the costs of telephone service. The program can also be used in conjunction with Lifeline.

## Benefits (FY2006)

The maximum benefit is \$1.75 per participant per month and is combined with Lifeline benefits. Benefits are provided as a credit on the participant's monthly telephone bill.

## Funding (FY2006)

State: \$4,500,000

Wired line surcharge: \$4,500,000

The Minnesota Public Utilities Commission (PUC) provides TAP funding through a surcharge of \$0.05 per wired access line throughout the state.

## Eligibility (2006)

In order to qualify for TAP, a subscriber must have household income at or below 135% of the federal poverty guideline or participate in a federal assistance program, such as Medicaid or food stamps.

The Minnesota Department of Human Service certifies eligibility for the program and informs local telephone companies when their subscribers are found to be eligible for the program.

## Participation (2005)

Reflected in Lifeline participation total.  
Energy Assistance

## Energy Assistance

Low-income energy assistance in Minnesota includes the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)—Energy Assistance Program (EAP)
- Weatherization Assistance Program (WAP)
- Minnesota Utility Rate Assistance
- Conservation Improvement Program (CIP) for Low-Income Households
- Reach Out for Warmth (ROFW)

Low-Income Home Energy Assistance Program (LIHEAP)—Energy Assistance Program (EAP)  
The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Minnesota with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Minnesota distributes payments through its Energy Assistance Program (EAP), which includes three categories of assistance: heating, crisis, and crisis heating-repair.

# Energy and Telephone Assistance in the States

## Benefits (FY2006)

- Heating: \$1,200 maximum per household
- Crisis: \$500 maximum per household
- Crisis heating-repair: No set maximum per household (case-by-case basis)

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating and crisis assistance are available from September 1 to May 1. Crisis repair assistance is available year-round if funds are available.

## Funding (FY2006)

- Total: \$141,135,526
- Federal: \$141,135,526
  - Regular net block grant: \$77,468,944
  - One-time additional net block grant: \$893,611
  - Total emergency/cont.: \$32,486,872
  - Department of Energy: \$10,100,643
  - Temporary Assistance for Needy Families (TANF) bonus funds: \$13,399,244
  - FY2005 carryover: \$6,786,212

The Energy Division of the Minnesota Department of Commerce distributes grants to community action agencies, counties, nonprofits, and tribal reservation governments throughout the state. These agencies accept applications and determine eligibility. They also use case-management techniques to encourage bill payment. The program uses eHEAT, a centralized system that notifies clients and makes payments to energy providers and clients. Minnesota allocates LIHEAP funding in the following manner:

• Heating assistance:	65%
• Crisis assistance:	15%
• Weatherization:	5%
• Administration, etc.	10%
• Advocacy services	5%

## Eligibility (FY2006)

State residents with household incomes at or below 50% of the state median income are eligible for assistance.

## Participation (FY2005)

Households served by program component:	
Heating:	117,698
Winter/year-round crisis:	34,402
Weatherization:	1,045

## Weatherization Assistance Program (WAP)

This program helps low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2005)

Average benefit per household: \$2,312  
Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2006)

- Total: \$14,643,146
- Federal: \$13,974,090
  - DOE funding: \$10,100,643
  - Additional funds from LIHEAP: \$3,873,447
- State: \$669,056
  - Petroleum violation escrow: \$75,000
  - Oil/propane taxes: \$594,056

The Energy Division of the Minnesota Department of Commerce distributes grants to 33 community action and nonprofit agencies throughout the state. These agencies accept

applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Eligibility (FY2006)

State residents with household incomes at or below 50% of the state median income are eligible for this program. Priority is given to households with at least one elderly or disabled member or child under 19, and to low-income households that consume a large quantity of heating energy.

### Participation (2005)

Households served: 3,179

## Minnesota Utility Rate Assistance

Minnesota requires public utilities with more than 200,000 residential electric customers (only Xcel Energy qualifies under this description) to provide eligible low-income customers with discounted rates.

### Benefits (2004)

Eligible recipients receive a 50% discount on the first 300 kWh consumed each month. The discount averages about \$10 per month.

### Funding (2004)

Total: \$4,700,000

Utility surcharge: \$4,700,000

Low-income discounts are funded through a \$0.36 monthly charge on all customer accounts, except for fire and civil defense siren service.

### Eligibility (2004)

Customers eligible for LIHEAP assistance are eligible for the program. Households spending more than 3% of their annual household income on electric use may also be eligible. The company will first offer benefits to those customers with the lowest incomes and an electricity consumption pattern that exceeds the residential average of 750 kWh per month.

Customers must have their eligibility certified annually through community action agencies or other LIHEAP agencies.

### Participation (2004)

Households served: 49,385

## Conservation Improvement Program (CIP) for Low-Income Households

The Conservation Improvement Program (CIP) requires Minnesota's electric and natural gas utilities to fund and operate programs that encourage energy conservation and are required to devote a portion of that spending to programs that specifically address the needs of low-income households.

### Benefits (2006)

Service contractors conduct energy audits on the houses of eligible participants and identify the causes of high or inefficient electricity use. They identify relevant energy-saving measures and perform any or all of the following services:

- Energy audits and checkups
- Energy-efficient appliance rebates, including appliances such as air conditioners, furnaces, water heaters, heat pumps, refrigerators, and freezers
- Compact fluorescent light rebates
- Installation of low-flow shower heads and aerators
- Low-interest loans or grants for more substantial home energy improvements

### Funding (2005)

Total: \$2,734,594

Xcel Energy (2005 proposed) \$756,800

Municipal and Cooperative Utilities:

\$1,977,794

Electric: \$1,965,332

Natural gas: \$12,462

Regulated electric utilities are required to fund CIPs through 1.5% of their state revenues (Xcel Energy must invest 2%). Regulated gas utilities



## Energy and Telephone Assistance in the States

and cooperative and municipal utilities are required to invest 0.5% of their state revenues in conservation programs.

The utilities are allowed to recover the costs of CIP funding and the loss of energy sales from conservation-related energy savings through rates charged to all customer classes.

### Eligibility (2006)

Eligibility requirements vary by utility. Each utility administers a unique CIP that must be approved by the Minnesota legislature.

### Participation

Not available

### *Reach Out for Warmth (ROFW)*

Reach Out for Warmth (ROFW), established by the state legislature in 1992, provides emergency heating and repair assistance to eligible households. Income guidelines apply to benefits from local and federal funds.

### Benefits (2006)

The program provides emergency energy payments and emergency furnace repairs (up to \$300) to eligible low-income households.

- \$350 for households who pay their own heat
- \$150 for households who pay for heat in their rent
- \$100 for subsidized households with heat in rent but who pay for electricity

### Funding (2006)

Federal: \$300,000

Charitable donations: Not yet determined

The Minnesota Energy Assistance Program provides a two-for-one match for contributions from individuals, businesses, civic groups, and churches with funds set aside from the LIHEAP block grant.

The Department of Commerce's State Energy Office administers the year-round emergency

fuel fund through 40 local energy assistance agencies.

### Eligibility (2006)

Households at or below 60% of state median income and that have exhausted all other resources are eligible for assistance. Specifically, the guidelines are the following:

- To receive a ROFW energy payment, a household must be disconnected from its heat or electric source, have a disconnection notice, or be unable to have fuel delivered. In addition, the household must not have received a regular Energy Assistance Program emergency benefit.
- To receive ROWF emergency repair, a household must own their dwelling and have an energy emergency that affects the heat in the household or the health and safety of household members.

### Participation

Not available

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal

From October 1 to April 15, Minnesota prohibits disconnection of residential natural gas or electric service for nonpayment if the customer meets any of the following requirements:

- The customer declares an inability to pay the overdue bill (the customer is determined to be unable to pay the bill if the household is receiving any form of government assistance, or if household income is below 50% of the state median income), and agrees to a payment plan offered by the utility.
- The customer requests and is found eligible for the commission's 10% plan—that is, the customer pays 10% of his or her income or the full amount of the current bill (not excluding arrearages), whichever is less.

## Energy and Telephone Assistance in the States

# Minnesota

- The customer enters into a payment schedule and makes reasonably timely payments under the schedule.

Minnesota also prohibits the disconnection of service in times of excessive heat or during a heat advisory.

### **Health**

Minnesota prohibits utilities from disconnecting residential service for nonpayment if a physician certifies that such an action would adversely affect the health of the customer or a permanent household resident.

### **Deferred Payments**

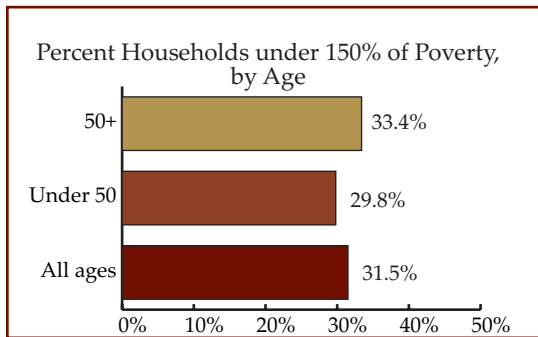
Before disconnecting residential service for nonpayment, utilities are required to offer the customer an opportunity to extend service by entering into and adhering to a deferred-payment arrangement.

# Energy and Telephone Assistance in the States

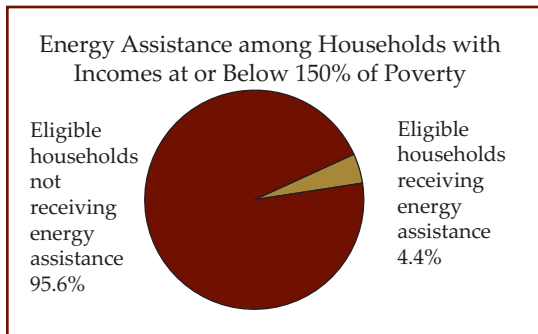
## Mississippi

### Mississippi in Brief (2006)

Total state population:	2,910,540
State median income:	\$46,570
Percent households age 50+:	48.7%

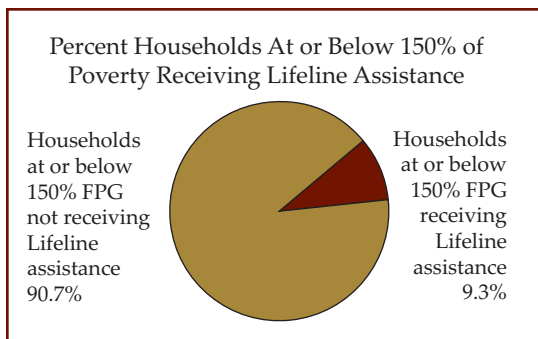


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 90.8%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Mississippi.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

#### Funding (2005)

Federal: \$3,309,744

State: \$1,196,580 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$3.50 per subscriber) in the rates they charge non-Lifeline subscribers for basic local telephone service.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Temporary Assistance for Needy Families (TANF)
- Food stamps
- Medicaid
- Supplemental Security Income (SSI)

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 28,490

## Energy and Telephone Assistance in the States

Participation rate: 10.8% (based on 150% of the federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$93,282

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 4,136

## Energy Assistance

Low-income energy assistance programs in Mississippi include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)—
- Low-Income Weatherization Assistance Program (LIWAP)
- Low-Income Utility Rate Assistance

### Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Mississippi with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Mississippi

distributes payments under three categories of assistance: heating, cooling, and crisis.

### Benefits (FY2006)

Heating: No maximum per household  
Cooling: No maximum per household  
Crisis: No maximum for crisis benefit

Benefit levels vary depending on a case-management analysis and an applicant's household income, bill amount, and compliance with a case-management plan.

Benefits are paid to the energy provider. The Mississippi LIHEAP program operates year-round.

### Funding (FY2006)

Total: \$30,266,470  
Federal: \$30,266,470  
Regular net block grant: \$14,349,950  
One-time additional net block grant: 12,442,652  
Total emergency/cont.: \$623,208  
Department of Energy: \$1,850,660  
FY2006 REACH funds: \$1,000,000

The Mississippi Department of Human Services, Division of Community Services, distributes grants to community action agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers.

Mississippi allocates LIHEAP funding in the following manner:

• Heating assistance:	63%
• Cooling:	16%
• Crisis assistance:	5%
• Administration, etc.:	16%

### Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for assistance.

### Participation (FY2005 est.\*)

Households served by program component:

Heating: 61,750

\*Source: LIHEAP Clearinghouse.

## Energy and Telephone Assistance in the States

### *Weatherization Assistance Program (WAP)—Low-Income Weatherization Assistance Program (LIWAP)*

This program helps low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

#### **Benefits (FY2004)**

Average benefit per household: \$2,464

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attic, floors, water heater, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

#### **Funding (FY2006)**

Total: \$1,850,660

Federal: \$1,850,660

Department of Energy: \$1,850,660

The Mississippi Department of Human Services, Division of Community Services, distributes grants to nine community action agencies and local government offices throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

#### **Eligibility (2006)**

State residents with household incomes at or below 125% of poverty are eligible for assistance.

Priority is given to low-income elderly and disabled individuals.

#### **Participation (2004)**

Households served: 669

### *Low-Income Utility Rate Assistance*

Mississippi Power Company waives the residential customer charge (approximately \$15 per month) for customers who receive SSI benefits.

## Seasonal, Health-, and Income-Related Disconnection Policies

#### **Seasonal**

From December 1 to March 31, Mississippi prohibits disconnection of residential electric or natural gas service for nonpayment if the customer declares in writing an inability to pay the bill in full and agrees to the following requirements:

- Pay all bills in full before November 1
- Agree to a 12-month level payment plan

#### **Seasonal/Health**

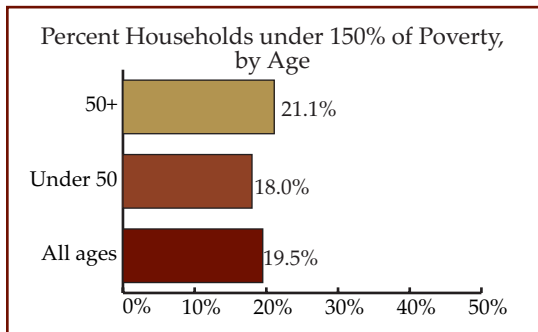
During the winter protection period, utilities are prohibited from disconnecting residential utility service if a licensed physician certifies that discontinuance of heating service to the customer would create a medical emergency for the customer or a member of the customer's household.

# Energy and Telephone Assistance in the States

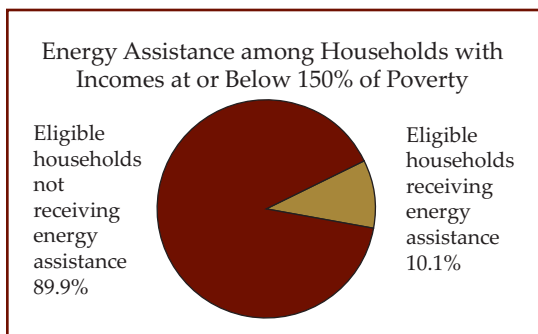
## Missouri

### Missouri in Brief (2006)

Total state population:	5,842,713
State median income:	\$64,128
Percent households age 50+:	46.6%

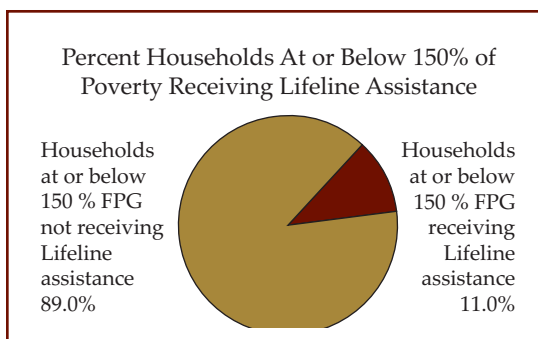


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state:	92.8%
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### Telephone Assistance Programs

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Missouri.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

#### Funding (2005)

Federal: \$5,104,357

State: \$2,079,336 (est.)

The Missouri Public Service Commission established the Missouri Universal Service Fund (MoUSF) and approved a 0.18% surcharge on local and long distance customer charges to fund the state portion of the benefit.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and certify under penalty of perjury that they are enrolled in any of the following programs:

- Medicaid
- Food stamps
- Supplemental Security Income (SSI)
- Federal public housing, Section 8
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch

## Energy and Telephone Assistance in the States

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

### Participation (2005)

Households served: 49,508

Participation rate: 14.7% (based on 125% of the federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

**Federal: \$177,952**

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 9,931

## Energy Assistance

Low-income energy assistance programs in Missouri include the following:

- Low-Income Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)

### Low-Income Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Missouri with a block grant to help eligible

low-income households meet their immediate home energy needs. With this grant, Missouri distributes payments under three categories of assistance: heating, heating crisis, and cooling crisis.

### Benefits (FY2006)

Energy assistance/regular heating: \$292 maximum per household, \$65 minimum per household (one-time benefit per heating season)

Heating crisis (Energy Crisis Intervention Program): Up to \$600 maximum per household

Cooling crisis (Energy Crisis Intervention Program): Up to \$300 maximum per household

Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client or applied as a discount toward rent.

Heating assistance is available from October 1 to March 31; crisis assistance is available year-round.

### Funding (FY2006)

Total: \$84,299,302

Federal: \$78,219,556

Regular net block grant: \$ 45,240,083

One-time additional net block grant:  
\$14,300,822

Total emergency/cont: \$18,678,651

State general funds (Utilicare\* supplemental)  
\$6,079,746

\*In 1997 the Missouri legislature established the Utilicare Stabilization Fund in order to lend additional financial assistance to older, disabled, and other eligible households for the payment of heating and/or cooling expenses. Utilicare is funded through state general funds, with an annual maximum appropriation of \$5,000,000.

The Department of Social Services uses Utilicare funds in conjunction with LIHEAP funds to provide benefits to eligible households.

## Energy and Telephone Assistance in the States

Missouri allocated LIHEAP funding in the following manner in FY2006:

Heating assistance:	55%
Crisis assistance:	35%
Administration, etc.:	10%

### Eligibility (FY2006)

State residents with household income at or below 125% of poverty are eligible for assistance. Missouri also uses an assets test to determine the financial eligibility of clients for LIHEAP.

### Participation (FY2005)

Households served by program component:

Heating:	113,162
Crisis:	73,000

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Missouri with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2005)

Average benefit per household: \$2,744

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and

- windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$6,029,907

Federal: \$6,029,907

Department of Energy: \$6,029,907

### Eligibility (FY2006)

Households with incomes at or below 150% of poverty are eligible for assistance. Households with elderly residents, individuals with disabilities, and families with young children are given priority.

The Energy Center of the Missouri Department of Natural Resources distributes grants to 16 regional community action agencies, one city government, and one nonprofit. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Participation (2005)

Households served: 2,312

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal

From November 1 to March 31, Missouri prohibits regulated utilities from disconnecting residential electric or natural gas services to customers if the National Weather Service forecasts the temperature to be below 30°F for that calendar day. During the winter protection period, the state prohibits utilities from disconnecting residential service to customers who declare an inability to pay a bill in full, apply for energy assistance, make an initial payment, and agree to a 12-month payment plan to repay the balance.

### Health

The state requires utilities to delay for up to 21 days disconnection of residential service for



## Energy and Telephone Assistance in the States

nonpayment whenever it is determined that such an action would aggravate a customer's existing medical emergency or that of a permanent member of his or her household.

### **Deferred Payments**

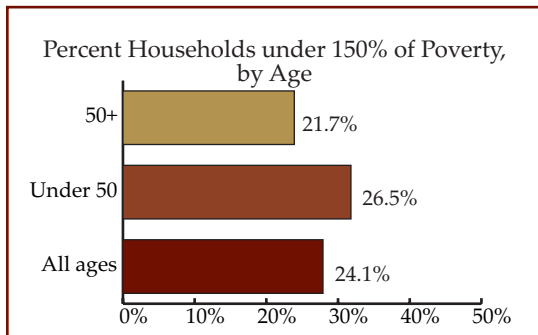
Before disconnecting residential utility service for nonpayment, utilities are required to offer the customer a settlement agreement or payment extension. The utility may not disconnect service if the customer agrees and adheres to such an arrangement.

# Energy and Telephone Assistance in the States

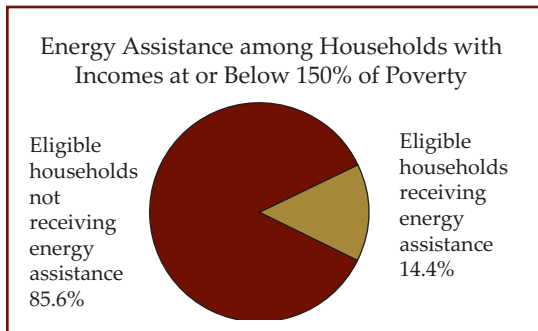
## Montana

### Montana in Brief (2006)

Total state population:	944,632
State median income:	\$49,124
Percent households age 50+:	50.3%

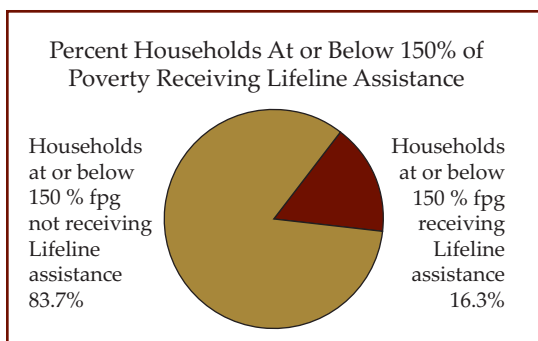


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 92.9%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Montana. These programs are collectively known as the Montana Telephone Assistance Program.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

Customers on or near tribal lands may qualify for additional federal benefits.

#### Funding (2005)

Federal: \$2,579,195

State: \$651,000 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$3.50 per subscriber) in the rates they charge non-Lifeline subscribers for basic local telephone service.

#### Eligibility (2006)

State residents must complete an application and return it to their local Office of Public Assistance. The Department of Public Health and Human Services (DPHHS) Central Office determines if applicant is a Medicaid recipient and forwards approved applicants to the telephone company. The DPHHS verifies a sample of households periodically for continued eligibility.

#### Participation (2005)

Households served: 15,500

Participation rate: 27.7% (based on participation in Medicaid)

# Energy and Telephone Assistance in the States

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$31,612

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 2,135

## Energy Assistance

Low-income energy assistance programs in Montana include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance Program (LIEAP)
- Weatherization Assistance Program (WAP)
- Universal Systems Benefits Charge (USBC)
- Energy Share of Montana

### *Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance Program (LIEAP)*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Montana with a block grant to help eligible low-income households meet their immediate

home energy needs. With this grant, Montana distributes payments through its Low-Income Energy Assistance Program (LIEAP), which includes two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for Montana's Weatherization Assistance Program (WAP).

### Benefits (FY2005)

Heating: \$1,845 maximum per household; \$477 average per household  
 Crisis: Amount needed to address emergency

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. All LIEAP clients are automatically considered for weatherization services as well. Heating assistance is available from October 1 to March 30. Crisis assistance is available year-round.

### Funding (FY2006)

Total: \$23,909,340

Federal: \$23,213,979

Tribal-set aside: \$2,172,889

Regular net block grant: \$12,178,414

One-time additional net block grant: \$2,380,928

Total emergency/cont.: \$5,933,691

Temporary Assistance for Needy Families (TANF): \$500,000

Oil overcharge: \$48,057

State: \$695,361

The Department of Public Health and Human Services (DPHHS), Human and Community Services Division, distributes grants to community action agencies (CAAs) throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients.

Montana allocates LIHEAP funding in the following manner:

Heating assistance:	69%
Crisis assistance:	4%

## Energy and Telephone Assistance in the States

Weatherization:	15%
Administration, etc.:	12%

### Funding (FY2005)

Total:	\$5,991,696
Federal:	\$4,823,696
Department of Energy:	\$2,530,390
Additional LIHEAP funding:	\$1,917,276
Bonneville Power Administration:	\$376,030
Utility:	\$1,168,000

### Eligibility (FY2005)

State residents with household incomes at or below 150% of poverty are eligible for assistance. Montana also uses an assets test to determine the financial eligibility of clients for LIHEAP. Participation in Montana's LIEAP program does not reduce the client's eligibility or benefits under other state assistance programs.

### Participation (FY2005)

Households served by program component:

- Heating: 20,463
- Winter/year-round Crisis: 706
- Weatherization: 575

The Montana Department of Public Health and Human Services distributes grants through 10 Human Resources Council offices and community action agencies and one tribal housing authority throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Montana with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2005)

Maximum benefit per household: No maximum  
Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Eligibility (FY2005)

State residents with household incomes at or below 150% of poverty are eligible for assistance. Priority is given to high-energy-burden households and households containing elderly (60 or older) and disabled residents. The program is available to owners, renters, and mobile home owners.

### Participation (2005)

Households served: 1,503

## Universal Systems Benefits Charge (USBC)

Montana's 1997 electric restructuring established a universal systems benefits charge (USBC) that all electric customers pay, regardless of their utility or choice of supplier, to help fund energy conservation, low-income weatherization, renewable resources, and payment assistance for low-income utility customers throughout the state.

Another Montana law, which restructures the gas industry, established a gas USBC that all natural gas transmission or distribution service providers charge to all end users.

## Energy and Telephone Assistance in the States

# Montana

### Benefits (FY2005)

The low-income portion of the USBC funds a discount ranging from 15% to 30% of the eligible customer's monthly bill as well as weatherization assistance.

### Funding (2004)

Total: \$5,000,000 (approx.)

Northwestern Energy: \$3,700,000

Electric USBC: \$2,200,000 (approx.)

Gas USBC: \$1,500,000

Other Montana utilities (investor owned and electric coops): \$1,200,000

**Electric USBC:** From January 1, 1999, through December 31, 2009, all Montana utilities are required to set aside 2.4% of their retail sales revenues (based on 1995 levels) to fund energy conservation projects and applications and low-income energy assistance programs. Of the \$15,700,000 raised annually from this charge, at least 21% must be spent on low-income energy and weatherization assistance.

Northwestern Energy contributions comprise most of USBC funds, and the utility recovers the cost of providing a 15% low-income rate discount from the fund. In November 2005, the Montana Public Service Commission ordered Northwestern to increase the rate discount to low income to 25% for electric customers and 30% for natural gas customers from November 2005 to April 2006, at which time the discounts would fall back to 15%. The commission also required that the utility increase low-income weatherization funding to \$962,843 and Energy Share of Montana funding to \$576,000.

**Gas USBC:** Natural gas utilities are required to provide no less than 0.42% of their annual revenue derived from delivering gas to end-use customers to fund low-income weatherization and bill assistance.

The Department of Public Health and Human Services, which administers this program, identifies LIHEAP recipients for the discount and sends the information to utilities; these households receive the discount automatically.

### Eligibility (2005)

Customers of utilities providing discounts who are eligible for LIHEAP are eligible for low-income rate discounts.

### Participation (2005)

Households served: Approximately 14,000 households received utility company discounts

### *Energy Share of Montana*

Energy Share of Montana helps eligible state residents to pay for fuel or emergency repairs to heating systems.

### Benefits (2005–2006)

Average: \$358 per household

Energy Share of Montana benefits may be used to pay energy bills or fund heating equipment repairs. The fund provides one-time assistance as loans or grants, and recipients are encouraged to repay the loans in manageable amounts when possible so that other eligible households can benefit.

### Funding (FY2006)

Bill support and furnace safety: \$926,000

Energy Share of Montana, a statewide nonprofit organization, is funded through the state universal systems benefits charge (USBC) and donations from individuals and businesses.

### Eligibility (2006)

Energy Share of Montana eligibility is based on immediate need for assistance and, in the case of USBC funds, 150% of poverty or documented exceptions.

### Participation

Households served: 2,300 (average annual participation for past five years)

### Seasonal, Health-, and Income-Related Disconnection Policies

#### **Seasonal**

Between November 1 and April 1, Montana prohibits utilities from disconnecting service to residential customers enrolled in any public assistance program, or whose household contains at least one member who is over age 62 or disabled.

#### **Health**

The state requires utilities to delay disconnecting residential service whenever it is determined that such an action would aggravate a customer's existing medical emergency or that of a permanent member of his or her household.

#### **Deferred Payments**

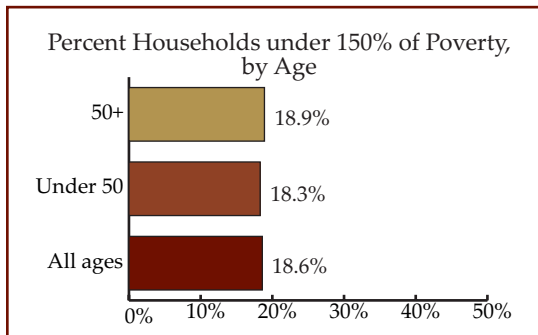
Before disconnecting residential service for nonpayment, electric and natural gas utilities are required to offer the customer a deferred-payment agreement.

# Energy and Telephone Assistance in the States

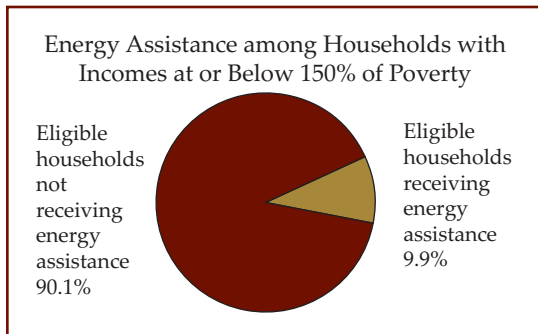
## Nebraska

### Nebraska in Brief (2006)

Total state population:	1,768,331
State median income:	\$63,625
Percent households age 50+:	46.4%

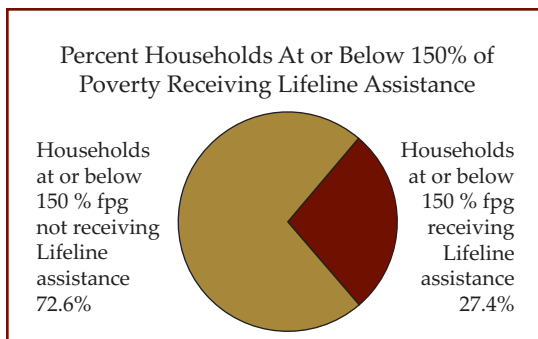


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 92.9%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Nebraska.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

Funding (2005)

Federal: \$2,370,608

State: \$908,485\*

\* Source: National Regulatory Research Institute (NRRI), 2004–2005 Universal Service Funding Mechanism Survey.

The state portion (\$3.50) of this benefit is funded through a monthly subscriber surcharge imposed on all intrastate retail telecommunications services. All intrastate retail telecommunications service providers collect the surcharge (which is set at 5.75% of billed rates) from their customers and forward the revenues to the Nebraska Universal Service Fund (NUSF). The NUSF supports several programs, including Lifeline, and reimburses eligible local telephone service providers for paying the state portion of the Lifeline benefit.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Food stamps
- Low-Income Home Energy Assistance Program (LIHEAP)

## Energy and Telephone Assistance in the States

- Medicaid
- Supplemental Security Income (SSI)
- Federal public housing assistance, Section 8
- Children's health insurance programs

Beneficiaries must prove to the NUSF periodically that they remain eligible for this program.

### Participation (2005)

Households served: 21,741

Participation rate: 22.7% (based on 125% of the federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$36,896

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 2,387

## Energy Assistance

Low-income energy assistance programs in Nebraska include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance (LIEA)
- Weatherization Assistance Program (WAP)

### Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance (LIEA)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Nebraska with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Nebraska distributes payments through its Low-Income Energy Assistance (LIEA) program, which includes three categories of assistance: heating, cooling, and crisis. The state also uses a portion of the grant to supplement funding for Nebraska's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Heating: \$622 maximum per household

Cooling: \$198 average per household

Crisis: \$500 maximum per household

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from October 1 to March 31; and cooling, from June 1 to August 31, if funds are available. Crisis assistance is available year-round.

### Funding (FY2006)

Total: \$29,568,302

Federal: \$29,568,302

Regular net block grant: \$17,969,500

One-time additional net block grant:  
\$3,136,209

Total emergency/cont.: \$7,533,357

FY2005 LIHEAP carryover funds: \$929,236

The Nebraska Department of Health and Human Services uses county branches throughout the state to accept applications and determine eligibility. The central office notifies clients and pays energy providers and clients.



# Energy and Telephone Assistance in the States

Nebraska allocates LIHEAP funding in the following way:

• Heating:	35%
• Cooling:	9%
• Crisis:	27%
• Weatherization:	11%
• Administration, etc.:	18%

## Eligibility (FY2006)

State residents with household incomes at or below 116% of poverty are eligible for heating and crisis assistance. To be found eligible for cooling assistance, the household must have a documented medical need. This requirement is waived if a member of the household is age 70 or older. Nebraska also uses an assets test to determine the financial eligibility of clients for LIHEAP.

## Participation (FY2006 est.)\*

Households served by program component:  
Heating: 32,514

\*Source: LIHEAP Clearinghouse.

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Nebraska with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2006)

Average benefit per household: \$2,826  
Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner

- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2006)

Total: \$7,124,459

Federal: \$7,124,459

Department of Energy: \$2,586,397

Additional LIHEAP funds: \$4,538,062

The Nebraska Energy Office distributes grants to eight community action agencies and one nonprofit corporation throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility (FY2006)

Households with total incomes at or below 150% of the federal poverty level are eligible for assistance. Households with a member receiving Aid to Dependent Children (ADC) or SSI are automatically eligible for assistance.

## Participation (2005)

Households served: 1,292

## Seasonal, Health-, and Income-Related Disconnection Policies

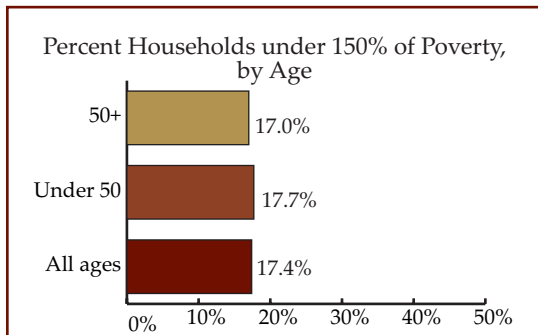
Nebraska has no state-mandated weather-related disconnection policies.

# Energy and Telephone Assistance in the States

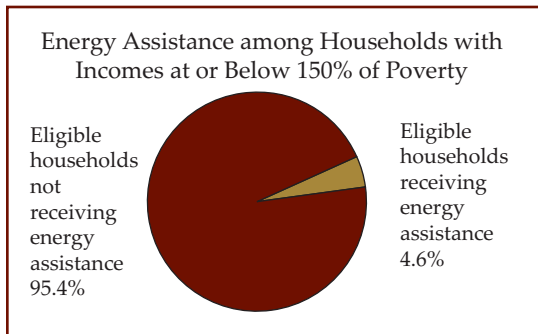
## Nevada

### Nevada in Brief (2006)

Total state population:	2,495,529
State median income:	\$63,005
Percent households age 50+:	43.9%

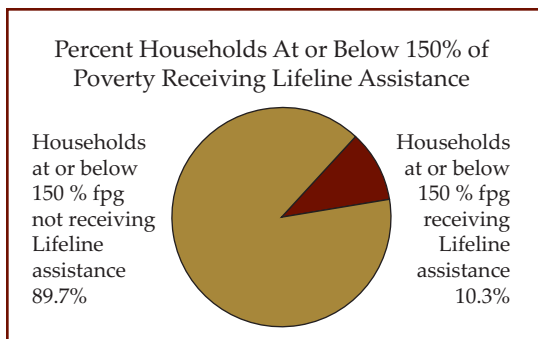


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 92.6%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Nevada.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2004)

Maximum monthly credit: \$11.10

Basic federal support: \$8.25

State support: \$1.90

Federal matching: \$0.95

#### Funding (2005)

Federal: \$3,975,804

State: \$1,819,062 (est.)

State funding is provided through a 0.021% surcharge on end-user revenues of all intrastate telecommunications providers. Funds are collected through the Nevada Universal Service Fund (NUSF). Telecommunications providers are allowed to pass the costs of the NUSF through to all non-Lifeline customers as a separate line charge on their monthly bill.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove that they have a household income that is at or below 150% of the federal poverty guideline, or prove they are enrolled in any of the following programs:

- Food stamps
- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal public housing assistance, Section 8
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Medicaid

## Energy and Telephone Assistance in the States

Lifeline beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

### Participation (2005)

Households served: 43,311

Participation rate: 27.4% (based on 150% of the federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$116,794

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 6,926

### Low-Income Home Energy Assistance Program (LIHEAP)—Nevada Energy Assistance Program (EAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the Nevada Energy Assistance Program (EAP) with a block grant to help eligible low-income households meet their home energy needs. With this grant, and monies from the ratepayer-funded Nevada Fund for Energy Assistance and Conservation, EAP distributes payments under three categories of assistance: heating, cooling (or a combination of both), and crisis.

### Benefits (FY2006)

Average annual benefit:

Heating/cooling: \$830

Crisis: \$700 maximum for households within 75% of poverty

Benefits are based on household income and annual energy usage. Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Eligible households may elect to have their benefit paid to their heating or cooling provider, or split between the two.

### Funding (FY2006)

Total: \$15,842,508

Federal: \$7,246,691

Regular net block grant: \$3,808,981

One-time additional net block grant: \$3,302,717

Total emergency/cont.: \$134,993

State: \$8,595,817

Nevada Fund for Energy Assistance and Conservation Universal Energy Charge: \$8,595,817

Heating and cooling assistance as well as crisis assistance are available from July 1 through June 30, or until funds are exhausted, and include an early enrollment period for applicants who are

## Energy Assistance

Low-income energy assistance programs in Nevada include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Nevada Energy Assistance Program (EAP)
- Weatherization Assistance Program (WAP)
- Welfare Set-aside for Emergency Assistance
- Nevada Fund for Energy Assistance and Conservation

# Energy and Telephone Assistance in the States

elderly (age 60 and older) or disabled, and for families with children six years or younger.

The Nevada State Energy Assistance Program accepts applications, determines eligibility, notifies clients, and makes payments to energy providers and clients.

Nevada allocates LIHEAP funding in the following manner:

Heating assistance:	73%
Crisis assistance:	2%
Administration, carryover, etc.:	25%

## Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for assistance.

## Participation (FY2006)

Households served: 17,252

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Nevada with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety. This program also receives monies from the ratepayer-funded Nevada Fund for Energy Assistance and Conservation.

## Benefits (FY2005)

Maximum benefit per household: \$4,000

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner

- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2005)

Total: \$6,056,197

Federal: \$937,546

Department of Energy (DOE): \$937,546

State: \$5,118,651

State utility: \$2,800,000

Nevada Fund for Energy Assistance and

Conservation: \$2,318,651

The Housing Division of the Nevada Department of Business and Industry distributes grants to five nonprofit or government agencies in Nevada. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and installing the various weatherization measures.

## Eligibility (FY2005)

State residents with household incomes at or below 150% of poverty are eligible for assistance. Households may be eligible, regardless of income, if a member receives any of the following types of assistance:

- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Low-Income Home Energy Assistance Program (LIHEAP)

Households with elderly residents, individuals with disabilities, and families with children are given priority.

## Participation (FY2005)

Households served: 994 (including households served with DOE funds only)

## Energy and Telephone Assistance in the States

### *Welfare Set-aside for Emergency Assistance*

The Welfare Set-aside for Emergency Assistance provides emergency services to low-income households so the individuals do not become homeless. Funds may be used to provide rental and utility assistance, security deposits for rent and utilities, mortgage assistance, and motel vouchers for clients lacking a fixed nighttime residence.

#### **Benefits (FY2006)**

Energy-related assistance provided through this program includes payments to utilities to prevent service interruptions and utility deposits for clients needing assistance during move-in.

#### **Funding (FY2006)**

Total: \$1,760,892

State: \$1,760,892

Welfare set-aside allocation: \$1,582,500

Funding for utilities/deposits: \$178,392

The Welfare Set-aside for Emergency Assistance program is funded through a 15% portion of the State Account for Low-Income Housing Fund. The low-income fund is supported with a real property transfer tax of \$0.10 for each \$500 of value or fraction thereof. Approximately 11% of the welfare set-aside program's total funding was spent on low-income energy-related activities.

#### **Eligibility (FY2006)**

Households with incomes at or below 60% of the state's median income are eligible for assistance.

#### **Participation (2006)**

Households served: 684 households received assistance with utilities/deposits (not all agencies have reported to date)

### *Nevada Fund for Energy Assistance and Conservation*

Supported by the universal energy charge, a state-mandated line-item charge on monthly gas and electric bills, the Nevada Fund for Energy Assistance and Conservation helps low-income

households pay their energy bills and insulate and weatherize their homes.

#### **Benefits (2006)**

Nevada statute directs the Welfare Division to provide bill payment benefits that are sufficient to reduce the percentage of a participating household's income spent on natural gas and electricity to the median percentage of household income spent on natural gas and electricity statewide. The benefits are provided as part of LIHEAP and weatherization assistance benefits

#### **Funding (2006)**

Total: \$10,000,000 (projection)

State: \$10,000,000 (projection)

Nevada established universal energy charges of 3.30 mills on each therm of natural gas and 0.39 mills on each kWh of electricity a retail customer purchases. The monthly fees average about \$0.16 on the typical residential gas bill and about \$0.43 on the typical residential electric bill.

The Nevada State Welfare Division, which administers the fund, receives 75% of all revenue raised, and uses these funds in conjunction with LIHEAP funds to assist eligible households in paying for natural gas and electricity. The remaining 25% is distributed to the State Housing Division and combined with federal weatherization funding to administer programs of energy conservation, weatherization, and energy efficiency for eligible households.

#### **Eligibility (2006)**

State residents with household incomes at or below 150% of the federal poverty guideline are eligible for assistance.

#### **Participation**

Reflected in LIHEAP and weatherization participation numbers.

### Seasonal, Health-, and Income-Related Disconnection Policies

Nevada prohibits utility disconnections in cases of extreme weather; that is, when temperatures are below 15°F or above 105°F.

#### **Health**

Nevada has no cold weather disconnection policy; however, the state requires utilities to delay disconnecting residential service for up to 30 days if a licensed physician or other public health official certifies that such an action would be dangerous to the health of the customer or a household member and would constitute a medical emergency. The customer is required to certify in writing that he or she is only able to pay the bill in installments. The utility is then required to allow up to 90 days for the customer to pay the delinquent balance. A medical certificate may be renewed once for an additional 30-day period.

#### **Deferred Payments**

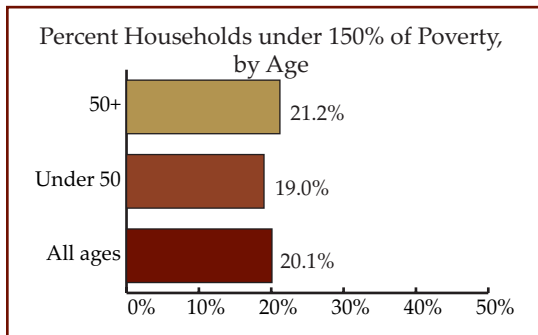
Utilities are required to postpone disconnection of residential service if the customer agrees in writing to a payment plan in which the customer pays the overdue amount within 90 days and in four equal installments, the first installment being due on the day the agreement is signed.

# Energy and Telephone Assistance in the States

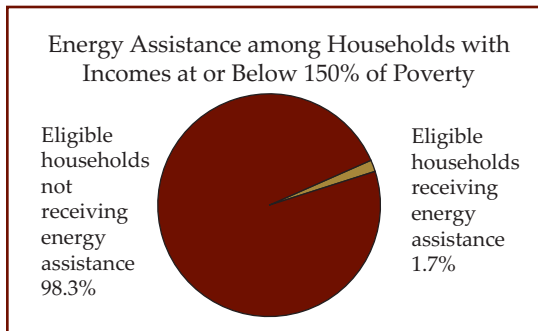
## New Hampshire

### New Hampshire in Brief (2006)

Total state population:	1,314,895
State median income:	\$79,339
Percent households age 50+:	50.2%

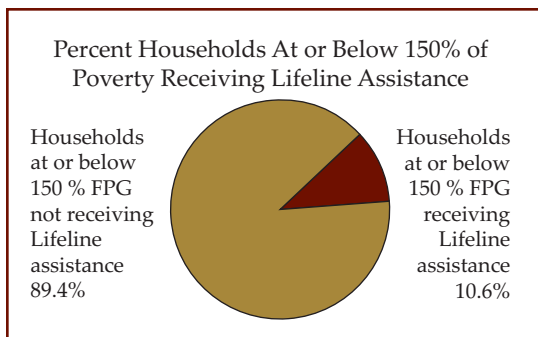


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 94.9 %



### Telephone Assistance

Lifeline and LinkUp are the primary sources of telephone assistance for low-income households in New Hampshire.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$8.25

Basic federal support: \$8.25

Funding (2005)

Federal: \$630,961

State: None

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider, the New Hampshire Public Utility Commission, or the local Social Services agencies, and prove that they have household incomes at or below 135% of the federal poverty guideline or that they are enrolled in any of the following programs:

- Medicaid
- Food stamps
- Supplementary Security Income (SSI)
- Federal public housing/Section 8
- Low-Income Home Energy Assistance Program (LIHEAP)

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 6,449

Participation rate: 12.4% (based on 135% of the federal poverty guideline)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$2,716

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 147

## Energy Assistance

Low-income energy assistance programs in New Hampshire include the following:

- Low-Income Home Energy Assistance program (LIHEAP)—Fuel Assistance Program
- Weatherization Assistance Program (WAP)
- Interim Electric Assistance Program (Interim EAP)

### *Low-Income Home Energy Assistance Program (LIHEAP)—Fuel Assistance Program*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of New Hampshire with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant,

New Hampshire distributes payments through its Fuel Assistance Program, which includes two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for New Hampshire's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Heating: \$975 maximum per household  
Crisis: \$975 maximum (or 100 gallons of oil) per household

Clients receive one benefit a year, paid directly to the energy provider, or in cases where the cost of heating is included in rent, to landlords. Heating and crisis assistance are operated as one program and are both available from October 1 to April 30. The program uses an early application period for older and disabled residents.

### Funding (FY2006)\*

Total: \$39,040,103  
Federal: \$27,740,103  
Regular net block grant: \$15,493,145  
One time additional net block grant: \$2,703,471  
Total emergency/cont.: \$9,543,487  
State: \$10,000,000 (appropriation from general fund)  
Utility: \$1,300,000

\*From LIHEAP Clearinghouse

The New Hampshire Governor's Office of Energy and Community Services (ECS) distributes grants to six Community Action Agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and pay energy providers and landlords. New Hampshire allocates LIHEAP funding in the following manner:

Heating Assistance:	65%
Crisis Assistance:	10%
Weatherization:	10%
Administration, etc.:	15%



## Energy and Telephone Assistance in the States

### Eligibility (FY2006)

State residents with a household income at or below 185% of poverty are eligible for assistance.

### Participation (FY 2005 est.)\*

Households served by program component:

Heating: 30,146

\*Source: LIHEAP Clearinghouse

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides New Hampshire with a formula distribution grant to help low-income residents—especially those older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety. The WAP also collaborates with the electric and natural gas utilities to leverage additional funding from their residential energy efficiency programs

### Benefits

Average benefit per household: \$2,600

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attic, floors, water heater, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$1,943,880

Federal: \$1,943,880

Department of Energy: \$1,443,880

Additional LIHEAP funds: \$500,000

### Eligibility (FY2006)

State residents with a household income at or below 185% of poverty are eligible for assistance. Priority is given to the elderly, disabled residents, and households with young children. The New Hampshire Office of Energy and Planning distributes grants to six cCommunity action agencies (CAAs). These agencies accept applications, determine eligibility, and provide weatherization services, including performing energy audits and implementing suggested measures.

### Participation (2005)

Households served: 1,053

### Interim Electric Assistance Program

Through the Interim Electric Assistance Program (Interim EAP), the three largest utilities in the state provide a discount of 15 to 90% on monthly electric bills to customers with household incomes at or below 185% of the federal poverty guidelines.

### Benefits

Eligible low-income customers receive discounts from 15 to 90% on their monthly electric bills, depending on depending on household income and the method of space heating used.

### Funding (FY2005)

Total: \$13,700,000 (approx.)

Systems benefits charge: \$13,700,000

The Electric Assistance Program is funded by a systems benefits charge on all electric customers of \$0.0012 cents per kilowatt-hour of electricity. The utilities work with six Community Action Agencies (CAAs) throughout the state to identify and enroll eligible customers.

### Eligibility (2006)

Households with incomes at or below 185% of the federal poverty guideline are eligible for assistance. Additionally, households must receive an electric bill from a regulated electric utility.

## Participation (2005)

Households served: 28,000 households  
(Approximately)

## *CORE Low-Income Energy Efficiency Program*

CORE Low-Income is part of the larger group of “Core” energy efficiency programs ordered by the New Hampshire Public Service Commission and provides energy-efficiency services to eligible low income households in single and multi-family residences. All six New Hampshire utilities offer similar programs to their customers.

## Benefits (FY2005)

\$4,000 (maximum) in energy efficiency services and measures.

Services may include the following:

- Insulation,
- Air sealing,
- New thermostats,
- Electric hot water measures,
- Refrigerator replacement,
- Lighting upgrades,
- Health and safety measures
- Home energy audit and rating

## Funding (FY2005)

Total: \$2,222,887

Utility system benefits charge: \$2,222,887

The low-income program is funded through 0.3 mills of the 1.8 mills per kWh system benefits charge designated for the entire CORE program.

The programs are administered through the utilities, each of which can use contracted workers or utility staff to perform measures and services.

## Eligibility

Households at or below 150% of the federal poverty level are eligible for assistance.

Participation (2005)

Households served: 984

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal

Between December 1 and April 1, utilities in New Hampshire must obtain approval from the Public Utilities Commission before disconnecting natural gas and electric service to residential customers age 65 and older. During these protection dates, the state prohibits residential disconnections if arrears are less than \$400 for electric heating customers, \$300 for gas and steam heating customers, and \$175 for nonheating customers.

During the winter protection period, utilities must allow customers who are unable to pay a bill in full the opportunity to pay the overdue balance over the six months following conclusion of the winter period, in addition to payment of current bills.

### Health

New Hampshire requires that utilities delay for up to 30 days disconnection of residential service for nonpayment if a physician certifies that a medical emergency exists at the customer’s residence. The physician’s certificate may be renewed monthly as necessary. The customer is required to negotiate a payment arrangement during the period of delay.

### Deferred Payments

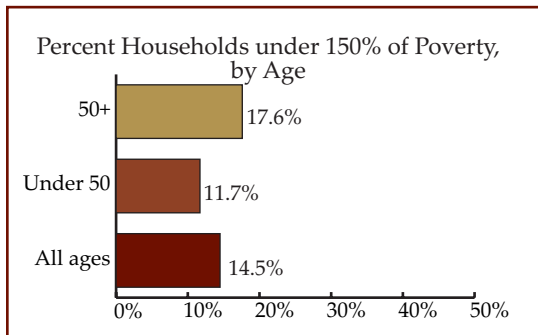
At all other times, utilities are required to continue to provide service to any residential customer who is unable to pay the total arrearage due if the customer agrees to a payment plan, pays a “reasonable” portion of the arrearage at the time of the agreement, and pays the balance of the arrearage in “reasonable” installments.

# Energy and Telephone Assistance in the States

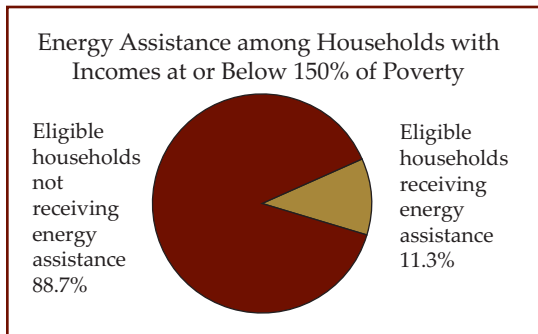
## New Jersey

### New Jersey in Brief (2006)

Total state population:	8,724,560
State median income:	\$87,412
Percent households age 50+:	47.8%

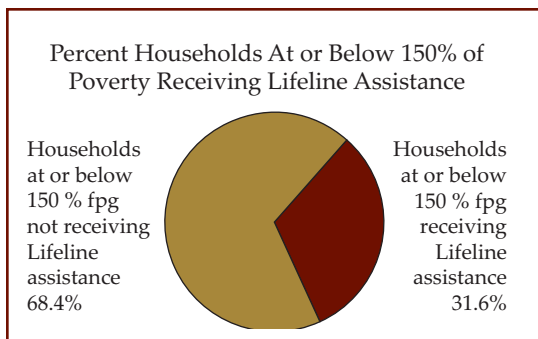


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 93.4%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in New Jersey.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.48  
 Basic federal support: \$8.25  
 State support: \$3.50  
 Federal Matching: \$1.73

#### Funding (2005)

Federal: \$14,955,806  
 State: \$6,200,000\*

\*Source: National Regulatory Research Institute (NRRRI), 2004-2005 NRRRI Universal Service Funding Mechanism Survey

State funding is provided by local telephone companies that recover the cost of providing this funding in the rates they charge non-Lifeline subscribers for basic telephone service.

#### Eligibility (2006)

Verizon, the largest provider in the state, automatically enrolls customers if they have household incomes at or below 150% of the federal poverty guideline or participate in any of the following programs (Other providers require applicants to prove that they are eligible):

- Food stamps
- General Assistance (GA)
- Home Energy Assistance Program (HEAP)
- Lifeline Utility Credit/Tenants Lifeline Assistance

## Energy and Telephone Assistance in the States

- Pharmaceutical Assistance to the Aged and Disabled (PAAD)
- Supplemental Security Income (SSI)
- Medicaid
- Temporary Assistance for Needy Families/Work First New Jersey (TANF/WFNJ)

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

### Participation (2005)

Households served: 128,151

Participation rate: 22.2% (based on 175% of the federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

LinkUp subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$58,817

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served 2,777

## Energy Assistance

Low-income energy assistance in New Jersey includes the following programs:

- Low – Income Home Energy Assistance Program (LIHEAP)—(Home Energy Assistance)

- Universal Service Fund (USF) Program
- Weatherization Assistance Program (WAP)
- Lifeline Utility Assistance Program
- New Jersey Comfort Partners

### Low Income Home Energy Assistance Program (LIHEAP)—Home Energy Assistance

The federal LIHEAP program provides the state of New Jersey with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, New Jersey distributes payments through its LIHEAP program that go primarily for heating assistance, but that can also be used for energy-related emergency assistance and medically-necessary cooling assistance. The state also uses a portion of the grant to supplement funding for New Jersey's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Heating: \$1,400 maximum per household. (this can include emergency assistance)

Clients generally receive one benefit a year. Benefits to households heating with electricity or natural gas are paid directly to the energy provider. For those whose home energy costs are included in rent, the payment is sent directly to the client to cover the imbedded heat cost in the rent. Heating assistance is available from November 1 to March 31. However, in 2006 the application deadline was extended to May 31. Households found eligible for LIHEAP were also protected against utility shutoff between November 1, 2005, and March 15, 2006, based on the state's winter termination protection program.

### LIHEAP Funding (FY2006)

Total: \$119,042,315

Federal : \$115,042,315

Tribal set-aside: \$189,980

Regular net block grant: \$75,798,007

# Energy and Telephone Assistance in the States

Additional one-time net block grant:  
\$1,548,017

Total emergency contingency: \$37,506,311  
State grant: \$4,000,000

LIHEAP is jointly administered by the Department of Human Services (DHS) and the Department of Community Affairs (DCA). DHS has overall administrative authority and direct responsibility for automatic eligibility for eligible food-stamp recipients. DCA is responsible for non-Food Stamp applications, emergency assistance and medically necessary cooling.

New Jersey allocates funding in the following manner:

• Heating assistance:	71%
• Cooling assistance:	4%
• Crisis assistance:	6%
• Weatherization:	9%
• Administration:	10%

## Eligibility (FY2006)

State residents with households incomes at or below approximately 175% of poverty and responsible for heating costs are eligible for assistance.

## Participation (FY2005)

Households served by program components:

Heating:	155,914
Cooling:	35,702
Winter crisis:	13,149
Weatherization:	1,400

## Universal Service Fund Program (USF)

The USF program is a partnership among New Jersey's seven investor-owned utilities; the New Jersey Board of Public Utilities, Department of Human Services, and community agencies. The program was created to help make natural gas and electric energy bills more affordable for low-income customers.

## Benefits (FY2006)

Maximum annual combined (gas and electric) benefit: \$1,800

Median annual combined benefit: \$701

Median annual electric benefit: \$445

Median annual gas benefit: \$672

USF customers receive a fixed credit each month over a twelve-month period. In addition, through the Fresh Start program, customers can have 100% of preprogram arrearages forgiven if they complete 12 months of payments on current bills.

## Funding (FY2006)

Total: \$96,332,000

Utility program costs: \$95,400,000

USF credits: \$73,700,000

Fresh start credits: \$21,700,000

Electric: \$10,600,000

Gas: \$11,100,000

Utility administrative costs: \$932,000

The program is funded through an assessment on electric and gas customers of the seven investor-owned utilities in New Jersey.

## Eligibility

Households with income less than, or equal to, 175% of the Federal Poverty Level and paying more than 3% of the household's income on electric bills or more than 3% of the household's income on gas bills are eligible for assistance. If the household has electric heat in the home, it must be paying more than 6% of annual income on electricity.

The program is administered by the Department of Human Services. Applicants may apply through a single USF/LIHEAP application form. Households are automatically screened for eligibility if they apply for food stamps. USF participants must re-apply for the program each year.

## Participation (As of November 2005)

Total unique USF participants: 162,940

USF Electric Customers: 127,210

USF Gas Customers: 94,690

## *Weatherization Assistance Program (WAP)*

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides New Jersey with a formula distribution grant to help low-income residents—especially those older, disabled, or living with young children— increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### **Benefits (FY2006)**

Maximum benefit per household: \$5,000

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### **Funding (FY2006)**

Total: \$12,651,722

Federal: \$8,928,722

Department of Energy: \$5,321,722

Additional LIHEAP funds: \$3,607,000

State: Clean Energy Program (based on 2005 budget): \$3,723,000

The New Jersey Department of Community Affairs, Division of Housing and Community, distributes grants to 20 community action agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, including performing energy audits and implementing suggested measures.

### **Eligibility (FY2006)**

State residents with incomes within 150% of poverty are eligible for the Weatherization Assistance Program. Priority is given to elderly and disabled persons and to households with young children.

### **Participation (2005)**

Households served: 3,005

## *Lifeline Utility Assistance Program*

The Lifeline Utility Assistance Program provides utility assistance to elderly and disabled low-income citizens.

### **Benefits (FY2005)**

A benefit of \$225 per year is issued to all Lifeline recipients. No household receives more than one annual credit. The state treasurer pays \$225 to the participating electric or gas utility on behalf of each eligible residential customer.

If there is a utility bill in the beneficiary's name, a credit is applied directly to the utility account. If the cost of utilities is included in the rent, a \$225 check is mailed to the beneficiary.

### **Funding**

Total: \$74,000,000

State: \$74,000,000

The Lifeline program is funded through a societal benefits charge (SBC) paid by electric and natural gas ratepayers. Funding is apportioned as follows:

Benefits: \$72,400,000

Administration: \$1,600,000

### **Eligibility**

Elderly and disabled state residents who receive Supplemental Security Income or meet eligibility requirements for the Pharmaceutical Assistance to the Aged and Disabled program are eligible for assistance. The commissioner of the Department of Health and Senior Services certifies customer eligibility.

## Energy and Telephone Assistance in the States

### Participation (2004)

Households served: 312,000 (approx.)

### *New Jersey Comfort Partners*

The New Jersey Comfort Partners program, part of the state's Clean Energy Program, increases energy efficiency and improves energy affordability for eligible low-income households.

### Benefits (2006)

Eligible low-income households may receive direct installation of cost-saving and energy-effective measures, including:

- Compact fluorescent lights
- Energy-saving showerheads and aerators
- Water heater insulation, water heater pipe insulation
- Programmable thermostats
- Air sealing and duct sealing
- Heating and cooling equipment maintenance
- Replacement of inefficient refrigerators
- Insulation upgrades (attic, wall, etc.)
- Personalized customer energy education and counseling
- Arrearage forgiveness for qualified participants who adhere to a payment plan
- Performance of health and safety testing to detect, reduce, or prevent the existence of dangerous combustion by-products.

### Funding (2006)

**Total: \$24,275,000**

Utilities: \$21,275,000

State: \$2,000,000

New Jersey Comfort Partners is funded through a portion of the state's societal benefits charge collected from all electric and gas public utility customers.

### Eligibility (2006)

Households with incomes at or below 175% of the federal poverty guideline are eligible to participate in the program. Households participating in any of the following programs are also eligible:

- Lifeline
- Home Energy Assistance Program
- Temporary Assistance to Needy Families (TANF)
- Supplemental Security Income (SSI)
- Pharmaceutical Assistance to the Aged and Disabled (PAAD)
- General welfare assistance
- Public assistance

### Participation (2005)

Households served: 6,403

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal/New Jersey Winter Termination Program

Between November 15 and March 15, New Jersey prohibits disconnection of electric or natural gas service to residential households participating in any of the following programs:

- Lifeline (Senior Citizen Utility Assistance Program)  
LIHEAP
- Temporary Assistance to Needy Families
- Supplemental Security Income (SSI)
- Pharmaceutical Assistance to the Aged and Disabled (PAAD)
- General Assistance (GA)

Utilities are also prevented from disconnecting services to households unable to pay overdue amounts because of circumstances such as unemployment, illness, medically related expenses, or recent death of a spouse. Customers participating in the Winter Termination Protection program also participate in the Low-income Seal-Up Program and are placed on a budget plan that requires a "good-faith" effort to pay at least a portion of the utility bill.

### **Health**

New Jersey requires that utilities delay for up to 63 days disconnection of residential service if the customer's attending physician certifies in writing that such an action would adversely affect the health of the customer or a household member. The customer is also required to negotiate a deferred payment agreement during the period of delay.

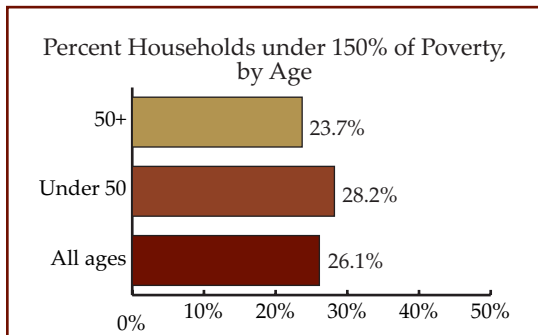


# Energy and Telephone Assistance in the States

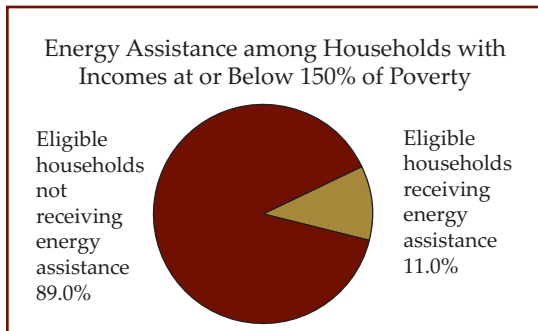
## New Mexico

### New Mexico in Brief (2006)

Total state population:	1,954,599
State median income:	\$45,867
Percent households age 50+:	47.4%

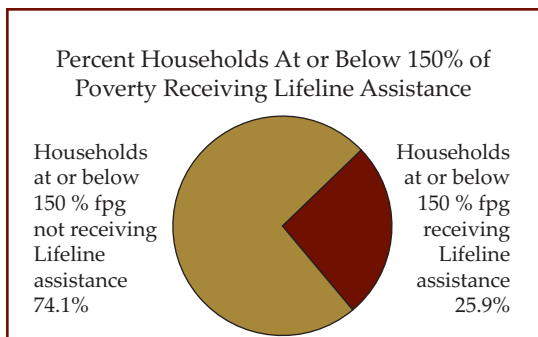


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 86.7%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in New Mexico.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$15.39

Basic federal support: \$8.25

State support: \$5.39

Federal match: \$1.75

#### Funding (2005)

Federal: \$10,411,084

State: \$3,351,780 (est.)

State support is provided by a state-funded supplemental assistance program known as the Low-Income Telephone Assistance Program (LITAP), which provides for a reduction of \$5.39 to the charges for one-party residential flat-rate local service for eligible low-income subscribers. Subscribers to Lifeline are also eligible for LITAP assistance and receive both discounts monthly.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in either of the following programs:

- Medicaid
- Low-Income Home Energy Assistance Program - Energy Assistance Program

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 62,070

# Energy and Telephone Assistance in the States

Participation rate: 31.6% (based on 150% of the federal poverty guideline)

## *Link-Up*

Qualified customers receive a discount on the price of installing new telephone service.

### **Benefits (2006)**

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### **Funding (2005)**

Federal: \$192,103

### **Eligibility (2006)**

Eligibility requirements are the same as for Lifeline.

### **Participation (2005)**

Households served: 10,503

## Energy Assistance

Low-income energy assistance programs in New Mexico include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)— Energy Assistance Program
- Weatherization Assistance Program

### *Low-Income Home Energy Assistance Program—LIHEAP*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of New Mexico with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, New Mexico distributes payments primarily for heating assistance. The state also uses a portion

of the grant to supplement funding for New Mexico's Weatherization Assistance Program (WAP).

### **Benefits (FY2005)**

Heating: \$240 maximum per household  
\$128 average per household

There is no crisis component, but households in a crisis situation will have their applications fast-tracked. Although there is no formal cooling component, benefit payments can be used for summer electricity payments if the household has not already received a benefit.

Clients receive one benefit a year (October 1 – September 30). Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client to pay for heating or cooling costs. Assistance is available year-round as long as funding remains available.

### **Funding (FY2006)**

Total: \$35,367,623

Federal: \$12,367,623

Tribal set-aside: \$760,807

Regular net block grant: \$9,392,231

One-time additional net block grant:

\$1,638,894

Total emergency/cont.: \$565,977

Leveraging incentive program: - \$9,714

State appropriation: \$23,000,000

The New Mexico Human Services Department, Income Support Division, accepts applications, determines eligibility, notifies clients, and makes payments to energy providers and clients. New Mexico allocates LIHEAP funding in the following manner:

- Heating assistance, cooling and crisis: 91%
- Administration, etc.: 9%

### **Eligibility (FY2005)**

State residents with household incomes at or below 150% of poverty are eligible for assistance.

## Energy and Telephone Assistance in the States

Households must have an unsubsidized heating or cooling expenses to be eligible.

### Participation (2005)

Households served by program component:

- Heating: 35,363
- Winter/year-round crisis: 55,685
- Weatherization: 654

### Weatherization Assistance Program (WAP)

This program helps low-income residents—especially those older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2006)

Maximum benefit per household: \$2,826

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$4,657,690

Federal: \$3,857,690

Department of Energy: \$1,857,690

Additional LIHEAP funding: \$2,000,000

State: \$3,300,000

Appropriation: \$2,500,000

Department of Finance and Administration budget\*: \$800,000

The New Mexico Mortgage Finance Agency distributes grants to four Community Action Agencies (CAAs). These agencies accept applications, determine eligibility, and provide weatherization services, including performing energy audits and implementing suggested measures.

The Public Service Company of New Mexico (Gas) funding is a three year contract, with \$823,453 to weatherization per year for that term. The possibility exists that more public utility funding will be forthcoming within the next year.

### Eligibility (FY2006)

Homeowners in the state with household incomes at or below 125% of poverty are eligible for assistance. Service priority is given to the elderly, disabled, and to households with age five and younger.

### Participation (2006)

Households served: 1,615

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal

Between November 15 and March 15, New Mexico delays disconnection of residential natural gas or electric service for nonpayment for at least 15 days after the scheduled disconnection date if the Human Services Department certifies the customer as eligible for or receiving LIHEAP assistance.

Disconnections are permitted after 15 days only if the LIHEAP office fails to make payment on the customer's behalf within that time.

### Health

Utilities are prohibited from disconnecting residential natural gas or electric service to households with seriously or chronically ill members at any time, as long as the following requirements are met:

## Energy and Telephone Assistance in the States

# New Mexico

- A medical professional certifies in writing that the life or health of the household member will be adversely affected if the disconnection occurs.
- The utility receives certification from the New Mexico Human Services Department or a charitable organization that the customer qualifies for assistance from the organization; or from the customer, demonstrating that the customer is eligible for Medicaid.
- The customer agrees in writing to a deferred payment agreement.

### **Deferred Payments**

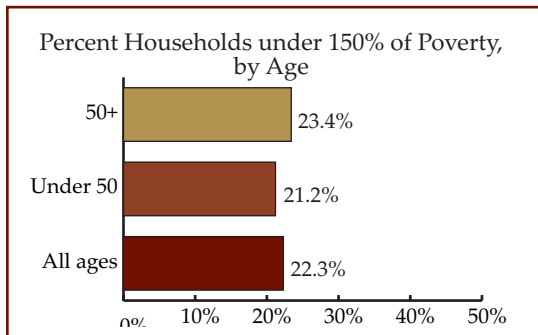
Utilities are prohibited from disconnecting a customer's natural gas or electric service for nonpayment if the customer agrees and adheres to a deferred-payment plan.

# Energy and Telephone Assistance in the States

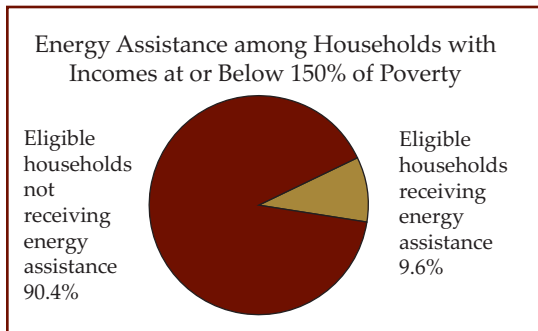
## New York

### New York in Brief (2006)

Total state population:	19,306,183
State median income:	\$69,354
Percent households age 50+:	48.1%

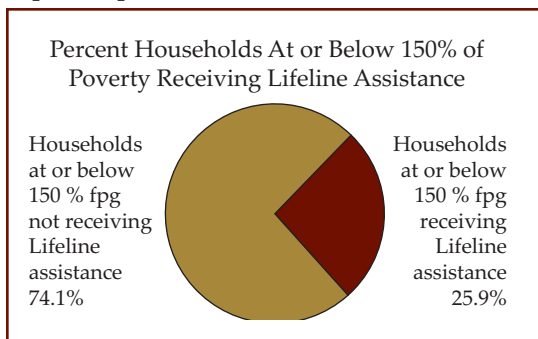


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 89.5%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in New York.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

#### Funding (2005)

Federal: \$49,231,524

State: \$17,941,056 (est.)

The state contribution to the Lifeline program is collected through the Targeted Accessibility Fund (TAF) of New York and distributed to local telephone providers to cover the difference between the provider's retail rate and the rate charged to a Lifeline customer, minus any eligible federal Lifeline support.

TAF is financed through a 0.6% surcharge on the total regulated intrastate retail end-user revenues generated by all carriers operating in New York. Telecommunications providers must make their required contributions to TAF using only their current revenues; they are not permitted to use a separate line item charge to recover these costs from customers.

#### Eligibility (2006)

State residents who participate in any of the programs listed below are automatically enrolled in the Lifeline program. The New York State Office of Temporary and Disability Assistance (OTDA) sends a list of program participants monthly to Verizon (the state's largest carrier), which matches customers

on this list to eligible subscribers. Verizon subsequently sends out letters to newly certified customers and asks customers no longer on the list to recertify.

- Food stamps
- Home Energy Assistance Program (HEAP)
- Family assistance
- Medicaid
- Safety Net assistance
- Supplemental Security Income (SSI)
- Veterans' disability pension
- Veterans' surviving spouse pension

State residents who do not participate in any of these programs also may be eligible for Lifeline if they furnish proof that their household income meets income guidelines set annually for the Home Energy Assistance Program (HEAP).

### Participation (2005)

Households served: 427,168  
Participation rate: 18.6% (based on 200% of the federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$880,986

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 342,246

## Energy Assistance

Low-income energy assistance programs in New York include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Home Energy Assistance Program (HEAP)
- Weatherization Assistance Program (WAP)
- New York Energy \$mart

### *Low-Income Home Energy Assistance Program (LIHEAP)—Home Energy Assistance Program*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of New York with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, New York distributes payments through its Home Energy Assistance Program (HEAP), which includes two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for New York's Weatherization Assistance Program (WAP). Weatherization is provided through the New York State Division of Housing and Community Renewal (DHCR).

### Benefits (FY2005)

Heating: \$400 maximum per household  
Crisis: Ranges \$100–\$735, depending on type of emergency, income level, and household size

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from early November to mid-May; crisis assistance is available from November to mid-May.

### Funding (FY2006)

Total: \$468,885,118  
Federal \$468,885,118

## Energy and Telephone Assistance in the States

Regular net block grant: \$247,980,132  
One-time additional net block grant:  
\$2,860,473  
Total emergency/cont.: \$131,276,466  
Other: \$25,510,000  
FY2005 LIHEAP carryover funds  
FY2005 leveraging incentive program  
Weatherization: \$39,440,000  
Department of Energy: \$21,818,047

The New York State Office of Temporary and Disability Assistance contracts with community action agencies throughout the state to accept applications, determine eligibility, notify clients, and make payments on behalf of clients not receiving food stamps or public assistance. The state office authorizes automatic assistance payments to eligible food stamp and public assistance households. Branch offices of the Department for the Aging, located in most counties across the state, are responsible for certifying HEAP eligibility for individuals age 60 and older, and SSI recipients living alone or with a spouse only.

New York usually allocates initial LIHEAP funding in the following manner:

Heating assistance:	57%
Crisis assistance:	18%
Weatherization:	15%
Administration, etc.:	10%

### Eligibility (FY2006)

State residents with household incomes at or below of 150% of poverty or 60% of the state median income (whichever is greater) are eligible for HEAP assistance. Households that live in an eligible shelter situation or participate in at least one of the following programs are also eligible:

- Temporary assistance (both Temporary Assistance for Needy Families[TANF] and Safety Net)
- Nontemporary assistance food stamp recipients
- Supplemental Security Income (SSI)

### Participation (FY2005)

Households served by program component:  
Heating: 849,073  
Winter/year-round crisis: 153,025  
Weatherization: 7,621

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides New York with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety. The New York program is administered through the New York State Division of Housing and Community Renewal (DHCR).

### Benefits (FY2006)

Maximum benefit per household: \$4,000 for one- to four-dwelling homes; \$4,000 for multifamily dwellings

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures may include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$58,439,835  
Federal: \$58,439,835  
Department of Energy: \$21,818,047  
LIHEAP funding: \$36,621,788

The New York State Division of Housing and Community Renewal, Office of Community Development, distributes grants to 72 local service providers, including local government offices, community action agencies, and nonprofits. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

Service providers are currently coordinating weatherization services with the New York State Energy Research and Development Authority (ERDA) as New York transitions to a deregulated utility market. ERDA has been designated by the New York State Public Service Commission (PSC) to provide residential conservation services to prepare customers for a fully deregulated market environment. WAP and ERDA are attempting to coordinate their programs wherever possible to assure that low-income clients continue to receive their current level of services.

### Eligibility (FY2006)

Households with total incomes at or below 60% of the state median income are eligible for assistance. Households enrolled in any of the following programs are also eligible for assistance:

- Supplemental Security Income (SSI)
- Home Energy Assistance Program (HEAP)
- Public assistance
- Food stamps

Elderly householders, families with children, disabled citizens, and households spending a disproportionate share of income on home energy are given priority for weatherization services.

### Participation (2004)

Households served: 11,831

### *New York Energy \$mart*

New York Energy \$mart's low-income program, established by the New York State Public Service Commission (PSC) in January 1998 and renewed in 2001 and again in 2005, is designed to reduce

the energy burden of low-income customers of the state's investor-owned utilities by improving energy efficiency. The New York Energy \$mart program encompasses a number of public benefit programs, including low-income assistance programs, that otherwise might not develop in a competitive energy marketplace.

### Benefits

#### *Assisted Multifamily Program (AMP).*

Created as the Direct Installation Program and later becoming the Publicly Assisted Housing Program, this program provides financial incentives, training, and technical assistance to encourage builders to incorporate energy-efficient design and equipment in New York's public housing. The aim of the program is to reduce energy costs for low-income households, increase health and safety, and increase comfort. The Department of Housing and Community Renewal works with ERDA to coordinate AMP and WAP for maximum benefit. AMP's 2006–2007 goal is to provide services to 29,640 units at a total cost of \$15,000,000.

*Low-Income Single Family Home Performance Program.* This comprehensive program consists of two components: Assisted Home Performance with ENERGY STAR (HPwES) and Assisted New York ENERGY STAR Labeled Homes (NYESLH). While these programs are a part of New York's residential market-rate initiatives, they offer additional benefits to low-income clients. The programs offer energy-efficiency education to low-income home owners and technical assistance, incentives, and training to home-improvement contractors and home builders serving this sector. The NYESLH program also offers eligible home buyers a \$500 incentive to offset the cost of purchasing energy-efficient appliances. The goal of the Low-Income Single Family Home Performance Program is to lend assistance in the construction of 800 new homes, at a total cost of \$7,560,000.

*EmPower New York.* This program combines the original EmPower New York program administered by Niagara Mohawk and NYSEG and the Weatherization Network Initiative (WNI) launched by ERDA in 2003. It offers services to improve household energy



## Energy and Telephone Assistance in the States

affordability and comfort, including insulation, heating systems repair and replacement, air sealing, and health and safety measures. The program also serves as an entry point for customers eligible for utility payment assistance programs. EmPower New York delivers services through community-based organizations (CBOs). Households receiving services also receive energy-efficiency education and invitations to energy-use and financial management workshops. The 2006–2007 goal of EmPower New York is to provide services to 6,300 households at a cost of \$9,900,000.

**Buying Strategies and Energy Awareness Program.** This multisegment program includes Buying Strategies, Targeted Marketing and Outreach, Energy Smart Students, and the Low-Income Forum on Energy (LIFE). The components all provide education, communication, and marketing support to low-income and underserved populations in New York.

**Buying Strategies.** ERDA, in cooperation with the New York State Office of Temporary and Disability Assistance (OTDA), uses HEAP funds to leverage approximately \$60,000,000 to buy home heating fuel on behalf of low-income New Yorkers. The goal of this component is to leverage \$4,000,000 through buying strategies.

**Targeted Marketing and Outreach.** ERDA employs nontraditional marketing and advertising targeted to hard-to-reach low-income residents such as the elderly or residents of rural areas. These methods include articles and ads in community newspapers as well as radio advertising and themed events. The program aims to reach 1,000,000 more people through marketing and advertising efforts.

**Low-Income Forum on Energy (LIFE).** LIFE is composed of representatives from state agencies, utilities, state associations, and community-based organizations. LIFE was first developed as a forum to discuss low-income energy issues and has expanded to also include discussion of urgent energy issues of the day. This component aims at reaching 3,000 additional low income individuals through seminars and workshops.

**Energy Smart Students.** The Energy Smart Students (ESS) program offers professional development and curriculum training to K–12 classroom teachers so that they may in turn teach their students about energy and its impact on the environment and economy. This component aims at reaching 20,000 students in schools serving large low-income populations.

### Funding (2006)

Total: \$38,034,000 (based on five-year plan)

New York Energy Smart is administered by the New York State Energy Research and Development Authority (ERDA) and funded through a systems benefit charge (SBC) on the electricity transmitted and distributed by the investor-owned utilities in the state.

### Eligibility (2006)

Eligible households have incomes between 60% and 80% of the state median income.

### Participation (2006)

Not available

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal

Between November 1 and April 15, utilities in New York seeking to disconnect service to a residence with blind, disabled, or older (age 62 and older) household members must contact the customer, by telephone or in person, at least 72 hours before disconnection, and determine if the customer or any household member would suffer an impairment to health if the disconnection occurred. The utility must offer such customers a deferred-payment arrangement. New York prohibits disconnection during these protection dates if such an action would prove harmful to the health or safety of the customer or a household member.

### **Health**

New York prohibits disconnection of residential service to customers who require utility service to maintain a life-sustaining device. The state also requires natural gas and electric utilities to delay for up to 30 days disconnection of residential service if a medical doctor or local board of health certifies in writing that a customer or other household resident suffers from a serious illness or medical condition. A medical certificate may be renewed for an additional 30 days (or 60 days in the case of a chronic condition) with a doctor's verification of the continuing medical emergency and the customer's demonstrated inability to pay the bill.

### **Income**

The state requires utilities to contact social service officials within three to five days after serving final termination notices to customers known to be receiving public assistance, state payments, or Supplemental Security Income benefits. Such notification must state the amount of the arrears.

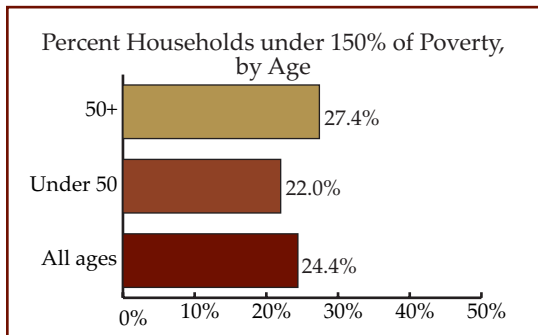
### **Deferred Payments**

The state requires utilities to offer customers in danger of disconnection a deferred-payment agreement with terms suited to the customer's financial situation. Payment agreements must offer installment payments as low as \$10 per month.

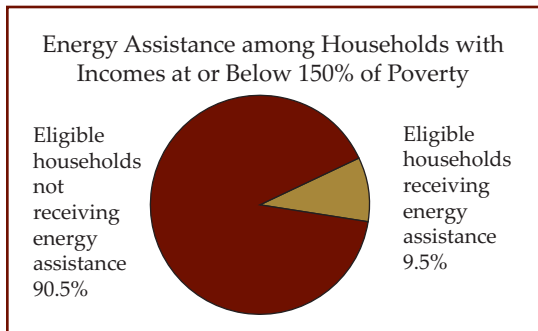
# Energy and Telephone Assistance in the States North Carolina

## North Carolina in Brief (2006)

Total state population:	8,856,505
State median income:	\$56,712
Percent households age 50+:	46.0%%

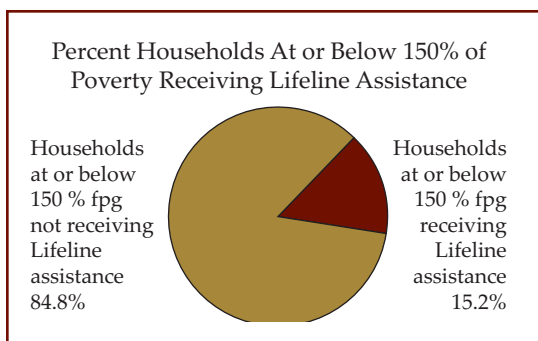


## Energy Assistance



## Telephone Assistance

Telephone penetration rate in state: 93.2%



## Telephone Assistance

Lifeline and Link-up are the primary sources of telephone assistance for low-income households in North Carolina.

### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

### Funding (2005)

Federal: \$14,375,394

State: \$5,214,972

State funding for Lifeline is provided through state tax credits.

### Eligibility (2006)

State residents enrolled in any of the following programs are eligible for Lifeline assistance.

- Food stamps
- Low Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance for Needy Families (TANF)
- Medicaid
- Supplemental Security Income (SSI)
- Federal public housing

The majority of Lifeline/Link-Up participants are enrolled through state and federal agencies that administer the above qualifying programs:

### Participation (2005)

Households served: 124,166

Participation rate: 23.6% (based on 110% of the federal poverty guideline)

## Linkup

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Linkup subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$118,402

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline

Participation (2005)

Households served: 5,571

## Energy Assistance

Low-income energy assistance programs in North Carolina include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance program (LIEAP)
- Weatherization Assistance Program (WAP)

### *Low-Income Home Energy Assistance Program (LIHEAP)—Low-income Energy Assistance Program (LIEAP)*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of North Carolina with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, North Carolina distributes payments

through its Low-Income Energy Assistance Program (LIEAP). In addition, there are three other categories of assistance: crisis assistance through the Crisis Intervention Program, the Heating and Air Repair and Replacement Program (HARRP), and the Department of Energy Weatherization Assistance Program (WAP).

### Benefits (FY2005)

Heating: \$57 average benefit per household

Crisis: \$300 maximum per household (\$600 if the state receives emergency contingency funds during the year)

(HARRP: \$2,200 average)

Weatherization: \$2,744 average (as part of the WAP program)

### *Heating Assistance*

Clients receive a cash payment in February to help pay their heating bill.

### *Crisis Intervention Program*

The Crisis Intervention Program primarily provides vendor payments to state residents facing a heating or cooling emergency.

### *Heating and Air Repair and Replacement Program (HARRP)*

Program contractors evaluate, repair or replace primary heating and air systems. This program is operated in conjunction with the Weatherization Assistance Program (WAP).

Weatherization Assistance Program (WAP) Program contractors conduct energy audits, identify and install energy efficiency measures and health and safety measures.

### Funding (FY2006)

Total: \$79,242,745

Federal: \$71,842,745

Tribal set-aside: \$657,597

Regular net block grant: \$36,318,661

Additional one-time net block grant:

\$31,491,432

## Energy and Telephone Assistance in the States

Total emergency/cont.: \$3,375,055

State funds: \$7,400,000

The manner in which North Carolina allocates LIHEAP funding varies from year to year. For FY 2006, the funding was allocated as follows:

- Heating assistance: 41%
- Crisis assistance: 29.5%
- Weatherization (HARRP and WAP): 19.8%
- Administration, etc.: 10%

### Eligibility (FY2006)

Heating assistance—Most food stamp households and other applicants with household incomes at or below 110% of poverty and resources at or below \$2,200 are eligible.

### Crisis Intervention—

State residents who are experiencing or are in danger of experiencing a heating- or cooling-related crisis and have household incomes at or below 150% of poverty are eligible.

HARRP—State residents with household incomes at or below 150% of poverty are eligible. However, priority is given to eligible applicants who are disabled, elderly, or living with small children.

The county offices of the North Carolina Department of Health and Human Services accept applications for the heating assistance program during a two-week period in November and mail benefit checks in February. County offices also accept applications and authorize benefits for the Crisis Intervention Program.

### Participation (FY2005)

Households served by program component:

- Heating: 211,959
- Winter/Year-Crisis: 54,509
- HARRP: 1,884

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides North Carolina with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2005)

Maximum average benefit per household: \$2,744  
Weatherization technicians conduct energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2005)

Total: \$11,274,636

Federal: \$6,862,081

Department of Energy: \$2,799,730

Additional LIHEAP funds: \$4,062,351

State: \$4,412,555

State appropriation: \$3,100,000

Petroleum violation escrow: \$1,312,555

The Office of Economic Opportunity of the North Carolina Department of Health and Human Services distributes grants to 33 community action, local government, and nonprofit agencies. These agencies accept applications, determine eligibility, and provide

weatherization services, such as performing energy audits and installing required measures.

### **Eligibility (FY2006)**

State residents with household incomes at or below 150% of poverty are eligible for weatherization assistance in North Carolina.

### **Participation (2005)**

Households served: 3,996

## Seasonal, Health, and Income-Related Disconnection Policies

### **Seasonal**

From November 1 through March 31, utilities in North Carolina must seek approval of the Public Utilities Commission before disconnecting residential natural gas or electric service to households with elderly or disabled residents and households found eligible for the Energy Crisis assistance program or other similar programs.

### **Deferred Payments**

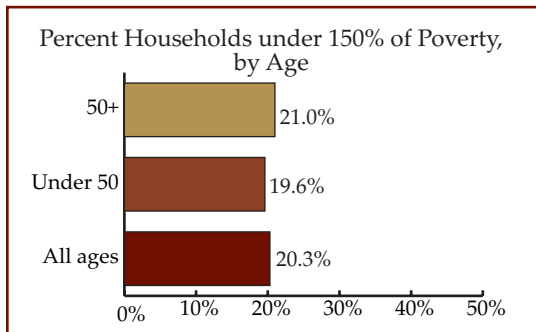
North Carolina requires utilities to offer residential customers in danger of having utility service disconnected for nonpayment a deferred payment arrangement, and prohibits disconnection if the customer accepts and abides by the arrangement.

# Energy and Telephone Assistance in the States

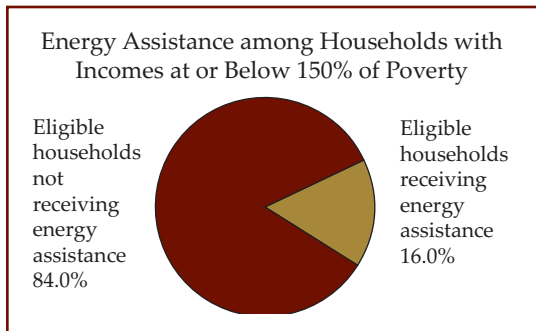
## North Dakota

### North Dakota in Brief (2006)

Total state population:	635,867
State median income:	\$57,092
Percent households age 50+:	49.1%

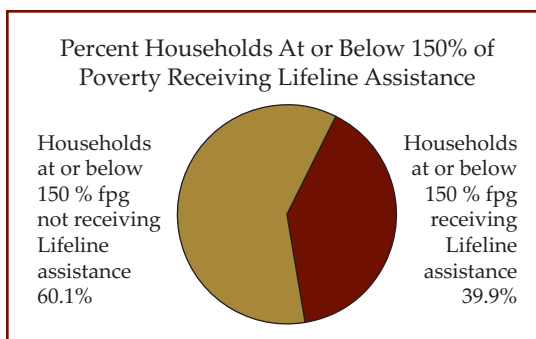


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 95.4%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in North Dakota.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

Funding (2005)

Federal: \$3,652,147

State: \$912,870 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$3.50 per subscriber) in the rates they charge non-Lifeline subscribers for basic local telephone service.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Public assistance
- Food stamps
- Energy assistance
- Medicaid

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 21,735

Participation rate: 47.7% (based on 135% of the federal poverty guideline)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$148,106

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 4,903

## Energy Assistance

Low-income energy assistance programs in North Dakota include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—North Dakota Energy Assistance
- Weatherization Assistance Program (WAP)

### Low-Income Home Energy Assistance Program (LIHEAP)—North Dakota Energy Assistance

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of North Dakota with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, North Dakota distributes payments under three categories of assistance: heating, furnace and chimney cleaning, and emergency

assistance. The state also uses a portion of the grant to supplement funding for North Dakota's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Under the North Dakota Energy Assistance Program, heating and crisis benefits have no set maximums. The amount of the grant depends on income, household size, energy cost, fuel type, and other factors.

Clients receive one heating benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. In some cases clients may be reimbursed for bills they have already paid to their fuel provider for heating fuel purchased since the beginning of the heating season. Heating assistance is available from October 1 to May 31, with an early enrollment period for older and/or disabled residents.

Households eligible for LIHEAP are also eligible to have their chimneys and furnaces inspected and/or cleaned.

Emergency assistance may consist of payment for fuel, temporary shelter, furnace repair or replacement, and emergency repair or purchase of essential residential heating or cooling devices such as water heaters or space heaters.

### Funding (FY2006)

Total: \$25,274,309

Federal: \$25,274,309

Tribal set-aside: \$3,415,737

Regular net block grant: \$12,174,120

One-time additional net block grant: \$2,124,319

Total emergency/cont.: \$6,369,413

FY2005 LIHEAP carryover funds: \$1,190,720

County offices of the Department of Human Services accept applications, determine eligibility, notify clients, and make payments to energy providers and clients.

North Dakota allocates LIHEAP funding in the following manner:



## Energy and Telephone Assistance in the States

- Heating, cooling, and crisis assistance: 65%
- Weatherization: 15%
- Administration, etc.: 20%

### Eligibility (FY2006)

In North Dakota, state residents with household incomes at or below 135% of the state median income are eligible for LIHEAP. North Dakota also uses an assets test to determine the financial eligibility of clients for LIHEAP. The program gives preference to elderly and disabled applicants.

### Participation (FY2005 est.)

Households served by program component:  
Heating: 15,800

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides North Dakota with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2006)

Average benefit per household: \$2,900  
Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$4,984,605  
Federal: \$4,984,605

Department of Energy: \$2,589,151  
Additional LIHEAP funds: \$2,395,454

The North Dakota Department of Services, Division of Community Services, distributes grants to seven community action agencies, which accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Eligibility (FY2006)

State residents with household incomes at or below 60% of the state median income are eligible for assistance. Households may only receive weatherization services once, unless technological advances give rise to materials or methods that significantly increase energy efficiency when applied and, therefore, justify reweatherization.

### Participation (FY2006)

Households served: 1,454

## Seasonal, Health-, and Income-Related Disconnection Policies

### Health

North Dakota does not have a winter disconnection policy. However, utilities are required to delay residential disconnections for nonpayment by up to 30 days if the customer advises the utility that a dangerous health condition exists in the household, or that the customer is either over 65 years old or disabled.

### Seasonal

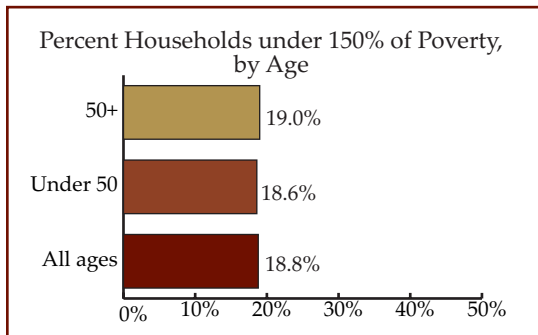
The state requires utilities to offer residential customers in danger of having their service disconnected for nonpayment the opportunity to enter into a deferred-payment agreement. Customers who do so cannot have their service terminated.

# Energy and Telephone Assistance in the States

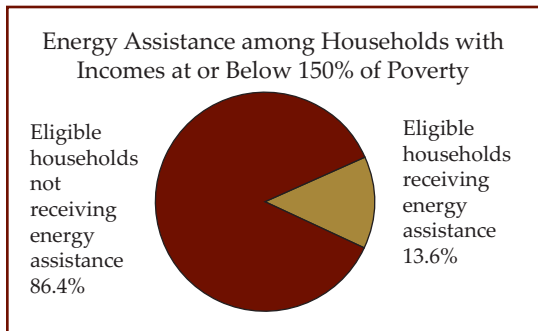
## Ohio

### Ohio in Brief (2006)

Total state population:	11,478,006
State median income:	\$66,066
Percent households age 50+:	48.1%

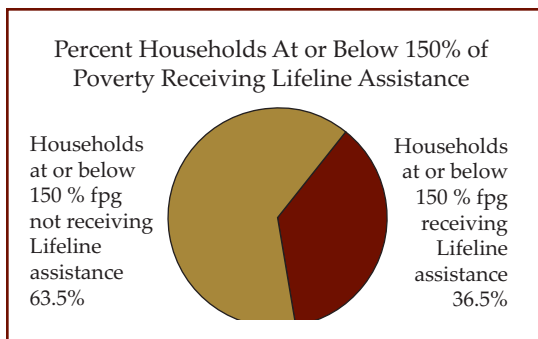


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 93.6%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Ohio.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Additional federal funding: \$1.75

#### Funding (2005)

Federal: \$33,963,470

State: \$13,165,320 (est.)

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Medicaid
- Food stamps
- Supplementary Security Income (SSI)
- Federal public housing, Section 8
- Low-Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program
- Temporary Assistance for Needy Families (TANF)

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 313,460

Participation rate: 36.5% (based on 150% of the federal poverty guideline)

## Energy and Telephone Assistance in the States

### *Link-Up*

Qualified customers receive a discount on the price of installing new telephone service.

#### **Benefits (2004)**

LinkUp subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

#### **Funding (2005)**

Federal: \$930,351

#### **Eligibility (2006)**

Eligibility requirements are the same as for Lifeline.

#### **Participation (2005)**

Households served: 54,012

*Low-income energy assistance programs in Ohio include the following:*

- LIHEAP—Home Energy Assistance Program (HEAP)
- Weatherization Assistance Program
- Percentage of Income Payment Plan

While both gas and electric customers are equally eligible for all of the above assistance, the Ohio electric restructuring law has made it easier for customers to apply for these programs. The Energy Assistance Application allows applicants to complete a single application to be considered for all of these programs.

### *Low-Income Home Energy Assistance Program (LIHEAP)—Home Energy Assistance Program (HEAP)*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Ohio with a block grant to help eligible low-income households meet their immediate energy needs. With this grant, Ohio distributes payments under the regular Home Energy Assistance Program (HEAP) and the Emergency Home Energy Assistance Program to fund heating and crisis assistance. The state also uses a portion of the grant to supplement funding for Ohio's Weatherization Assistance Program (WAP).

#### **Benefits (FY2005)**

Heating: \$350 maximum per household  
Crisis: \$325 maximum per household

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from September 1 to May 31; emergency assistance is available November 1 to March 31.

LIHEAP-eligible state residents age 65 and older who were eligible for the state's discontinued Energy Credits Program are now eligible for a higher HEAP benefit.

#### **Funding (FY2006)**

Total: \$248,989,254

Federal: \$ 173,989,254

Net block grant: \$100,194,550

One time additional net block grant:  
22,064,048

Total emergency/cont.: 41,967,031

Leveraging incentive program: \$2,277,625

FY2005 carryover funds: \$7,486,000

State: TANF Funds: \$75,000,000

The Ohio Department of Development, Office of Community Services, accepts applications, determines eligibility, and makes payments to

# Energy and Telephone Assistance in the States

energy providers and clients for regular heating assistance. The department distributes grants to local community action agencies (CAAs) throughout the state to accept applications, determine eligibility, and make payments to energy providers and clients for emergency assistance.

Ohio allocates LIHEAP funding in the following manner:

• Heating assistance:	45%
• Crisis assistance:	26%
• Weatherization:	15%
• Administration, etc.:	7%
• Carryover to the following fiscal year:	7%

## Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for assistance. As \$75,000,000 in TANF funds were added to LIHEAP funds, the eligibility requirement rose to 200% of the federal poverty guideline for households eligible for TANF, and 60% of the state median income for LIHEAP eligibility.

## Participation (2005)

Households served by program component:

Heating:	264,159
Winter/year-round crisis:	141,561
Summer crisis:	23,031
Weatherization:	3,935

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Ohio with a formula distribution grant to help low-income residents—especially those older, disabled, or living with young children— increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2006)

Average benefit per household: \$3,250

Weatherization technicians use energy audits to identify and implement energy-saving measures

for each home. Examples of these measures include the following:

- Insulating attic, walls, floors, water heater and exposed water distribution pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or water heater
- Providing exhaust ventilation fans to insure adequate indoor air quality
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes

## Funding (FY2006)

Total Federal: \$32,418,865

Department of Energy: \$15,501,009

Additional LIHEAP funding: \$16,917,856

The Ohio Department of Development, Office of Energy Efficiency, distributes grants to 34 community action, local government, and nonprofit agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for assistance. Priority is given to households with elderly, disabled, or very young members.

## Participation (2005)

Households served: 6,207

## Percentage of Income Payment Plan (PIPP)

Ohio requires all regulated gas and electric companies to accept payments from qualified low-income households that are based on a percentage of the household's income.

## Benefits

From November 1 to April 15, PIPP allows qualified low-income customers of investor-owned, regulated utilities to pay 10% of their gross monthly income to the utility company providing the primary heat source and 5% (or

## Energy and Telephone Assistance in the States

3% for very-low-income customers) to the utility company providing the secondary heating source. If one company provides both gas and electric services, or the customer has an all-electric home, the payment is 15% of the gross monthly income. In summer, the customer pays the current bill or the respective percentages, whichever is higher.

PIPP participants with high energy use may be selected for participation in the state's Electric Partnership Program (EPP), a low-income energy-efficiency program mandated by the state's electric restructuring law. These households are educated about reducing electric use and receive in-home audits and implementation of electric and thermal energy-efficiency measures such as energy-efficient lighting, refrigerators, or water heaters.

### **Eligibility (2005)**

The customer must have a total household income at or below 150% of poverty.

### **Funding (2005)**

Electric PIPP: \$207,000,000 Universal service charge: \$207,000,000

The electric PIPP is funded by a portion of a per kilowatt hour surcharge on all customers of investor-owned electric utilities in Ohio. The gas PIPP is collected through rates charged to non-PIPP customers of all regulated gas utilities in Ohio.

The Office of Community Service (OCS) forwards the information to the relevant utility companies, which then enroll eligible customers in the program and determine their payment and primary and secondary heating sources.

### **Participation (2005)**

Average annual electric PIPP accounts (2005): 209,254  
Average annual gas PIPP accounts (2005): 77,914

### ***Electric Partnership Program (EPP)***

The Electric Partnership Program, originating from the state's restructuring legislation, reduces electric consumption by eligible utility customers through free energy efficiency services and consumer education.

### **Benefits (2006)**

Trained crew members conduct audits of eligible households and identify appliances or systems that use the most electricity. The crews design individual solutions for each unit that could include measures as varied as light bulb replacement, refrigerator/freezer replacement, heat pump repair/replacement, or installation of a water-bed cover.

### **Funding (2006)**

Total: \$12 million annually from the universal service charge.

Funding comes from a portion of the electric universal service fund rider affecting customers of the five investor-owned electric utilities in the state.

The Ohio Office of Energy Efficiency administers the EPP, contracting with professional crews to provide energy audits and services. The Office of Community Services (OCS) in the Ohio Department of Development accepts applications and verifies customer eligibility.

### **Eligibility (2006)**

Households with high energy consumption that are eligible for PIPP are also eligible for the Electric Partnership Program services.

The Office of Energy Efficiency coordinates efforts with the state's LIHEAP and PIPP administrators to monitor the monthly consumption, bill payment, and account balances of PIPP customers. Households that exceed a predetermined threshold are eligible to participate.

### **Participation (2006)**

Expected participation: 8,000 -10,000 households per year.

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal

From November 1 to April 15, the Ohio Winter Protection Plan requires utilities to add 10 extra days to the customary 14 days notice given to low-income residential natural gas or electric customers facing service disconnections. The plan also prohibits natural gas or electric service disconnections for utility customers with incomes at or below 150% of poverty who are enrolled in the state's Percentage of Income Payment Plan (see program description above). From October 22 to April 12, the winter reconnect rule allows residential customers who are facing natural gas or electric service disconnections—or who have already had their service disconnected—to pay a minimum of \$175 and agree to a payment plan to have service maintained or restored.

### Health

Ohio requires utilities to delay disconnection of residential natural gas or electric service for nonpayment if such an action is certified by a medical professional to be dangerous to health. Disconnections are also prohibited if such actions would make operation of necessary medical or life-support equipment impossible or impractical. Medical certificates may be renewed twice, for a maximum period of 90 days in any 12-month period.

### Deferred Payments

Utilities are required to offer customers in danger of disconnection for nonpayment either of the following payment plans:  
Six monthly payments on arrearage and full payment of current bills  
Payment of one-third of the balance due each month

### Low-Income

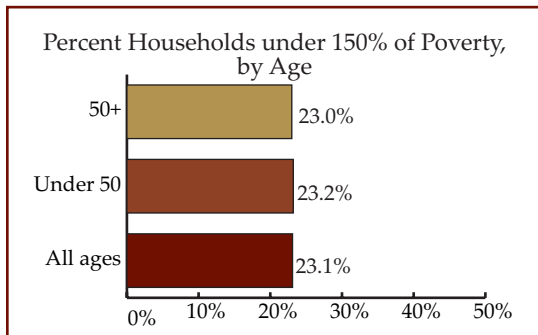
Utilities are prohibited from disconnecting residential service at any time during the year if the customer has a household income less than or equal to 150% of the federal poverty guideline, participates in the Percentage of Income Plan, and applies for all energy assistance for which she or she is eligible.

# Energy and Telephone Assistance in the States

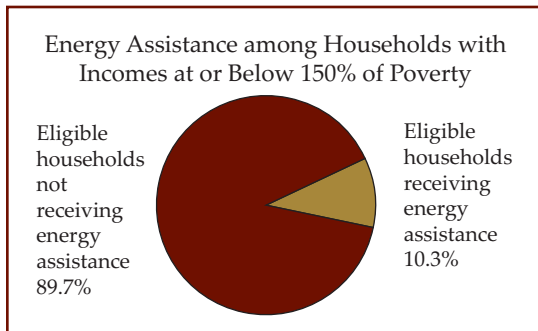
## Oklahoma

### Oklahoma in Brief (2006)

Total state population:	3,579,212
State median income:	\$50,216
Percent households age 50+:	45.5%

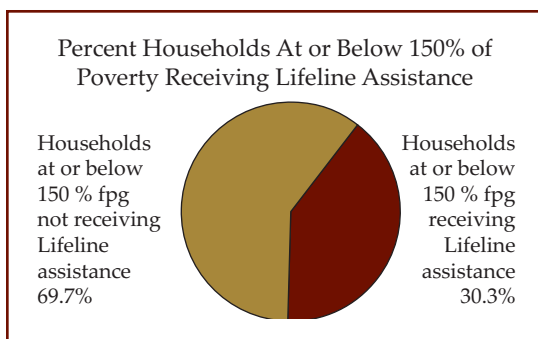


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 90.4%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Oklahoma.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$36.50

Basic federal support: \$8.25

State support (Oklahoma Universal Service Fund credit): \$1.17

Federal match: \$0.58

Additional federal credit to residential access line: \$26.50 (maximum)

#### Funding (2005)

Federal: \$30,514,540

State: \$466,000\*

\* Source: National Regulatory Research Institute (NRRI), 2004–2005 Universal Service Funding Mechanism Survey.

The state portion (\$1.17) of this benefit is funded through a charge on all telecommunications providers of intrastate retail telecommunications services. Each provider may, at its option, recover the amount of this charge, which is set at 0.4% of billed intrastate retail rates, from its retail customers. Revenues from the charge are forwarded to the Oklahoma Universal Service Fund (OKUSF), which supports several programs, including Lifeline, and then distributed to eligible local telephone service providers as reimbursement for providing the state portion of the Lifeline benefit.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local

# Energy and Telephone Assistance in the States

telephone provider and prove they are enrolled in any of the following programs:

- Food stamps
- Medicaid
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Vocational rehabilitation
- Oklahoma sales tax relief
- Federal public housing assistance
- State Department of Rehabilitative Services programs
- Head Start
- National School Lunch

Persons living on former Indian reservation land may also qualify if enrolled in any of the following programs:

- Bureau of Indian Affairs general assistance
- Head Start
- National School Lunch

Except for the northwest and Panhandle regions, virtually all of Oklahoma meets the former tribal lands requirement.

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

## Participation (2005)

Households served: 130,848

Participation rate: 32.4% (based on 168% of the federal poverty guideline)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

Funding (2005)

Federal: \$1,775,149

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2005)

Households served: 55,743

## Energy Assistance

Low-income energy assistance programs in Oklahoma include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)

## Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Oklahoma with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Oklahoma distributes payments under three categories of assistance: heating, cooling, and crisis. The state also uses a portion of the grant to supplement funding for Oklahoma's Weatherization Assistance Program (WAP).

## Benefits (FY2006)

Heating: \$220 maximum per household

Crisis: \$165 maximum for two-person household

Clients receive one benefit a year in each category of assistance. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from December 1 to December 30; crisis assistance is available from March 15 to March 31.



# Energy and Telephone Assistance in the States

## Funding (FY2006)

Total: \$32,362,270

Federal: \$26,962,270

Regular net block grant: \$14,007,976

Additional net block grant: \$12,191,374

Total emergency/cont.: \$762,920

State appropriation: \$5,400,000

County offices of the Department of Human Services accept applications and determine eligibility. The central office notifies clients and makes payments to energy providers and clients. Oklahoma allocates LIHEAP funding in the following manner:

• Heating assistance:	50%
• Cooling assistance:	25%
• Crisis assistance:	6%
• Weatherization:	9%
• Administration, etc.:	10%

## Eligibility (FY2006)

State residents with household incomes of 110% of poverty or less are eligible for assistance.

Households receiving public assistance from the Oklahoma Department of Human Services are preauthorized for the program. Oklahoma also uses an assets test to determine the financial eligibility of clients for LIHEAP.

Participation in Oklahoma's LIHEAP program does not reduce the client's eligibility or benefits under other state assistance programs.

## Participation (FY2005)

Households served by program component:

Heating:	84,509
Cooling:	17,616
Winter/year-round crisis:	8,069
Summer crisis:	7,396
Weatherization:	450

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Oklahoma with a formula distribution grant to help low-income residents—especially those 60

years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY 2006)

Maximum benefit per household: \$2,826

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, and replacing broken glass panes

## Funding

Total: \$5,125,595

Federal: \$3,913,595

Department of Energy (FY2006): \$2,831,669

LIHEAP funding (FY2005): \$1,081,926

Private funding (FY2006): \$1,212,000

Oklahoma Energy Resources Board:  
\$1,000,000

George Kaiser Family Foundation: \$200,000

Energy Conservation Assistance Funds:  
\$12,000

The Oklahoma Department of Human Services contracts with the Department of Commerce to provide weatherization services in Oklahoma. Nineteen community action programs that contract with the Department of Commerce accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility

Households with incomes at or below 60% of state median income are eligible for assistance. Priority is given to households with elderly or disabled members.

## Participation (2005)

Households served: 1,150

## Seasonal, Health-, and Income-Related Disconnection Policies

### Seasonal

Oklahoma prohibits disconnection of natural gas or electric service if the National Weather Service forecasts any of the following temperatures for the day of disconnection:

- 32°F or below during the daytime
- 20°F or below during the nighttime
- 103°F or above during the day

In addition, the Oklahoma Corporate Commission has the authority to order a temporary ban on all disconnections during periods of extremely severe weather, or in circumstances where disconnection would be dangerous to the life or health of the customer.

### Health

The state requires utilities to delay for up to 30 days disconnection of residential service if a licensed medical doctor or osteopath certifies that disconnection of service would precipitate a life-threatening condition because the customer or a permanent household member is dependent on electrically operated equipment that is needed to sustain the person's life. A medical certificate may be renewed once, for a total of 60 days. The customer is required to pay the bill in full or negotiate a deferred-payment arrangement for the balance during the period of delay.

### Income/Deferred Payments

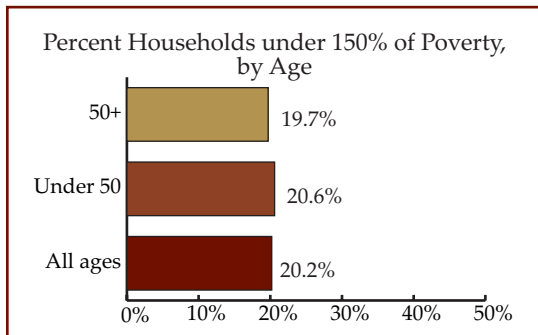
The state delays disconnection of natural gas and electric utility service for nonpayment for up to 20 days if it is established that the customer has applied for financial assistance (including Supplemental Security Income) from a state, federal, or local social service agency. Oklahoma prohibits disconnection of residential utility service if the household enters into a deferred-payment agreement.

# Energy and Telephone Assistance in the States

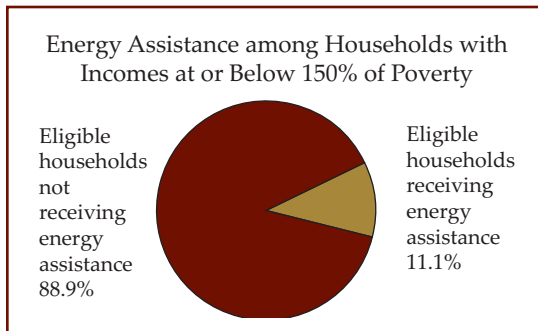
## Oregon

### Oregon in Brief (2006)

Total state population:	3,700,758
State median income:	\$61,570
Percent households age 50+:	49.2%

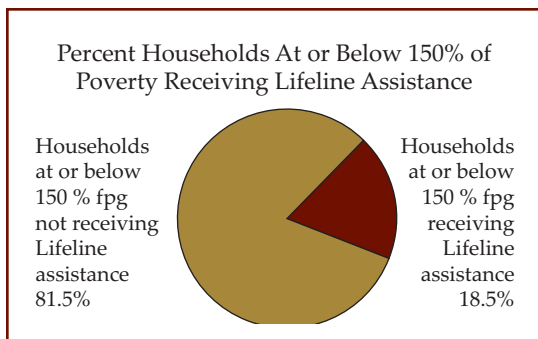


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 96.5%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Oregon.

#### *Lifeline/Oregon Telephone Assistance Program (OTAP)*

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50  
 Basic federal support: \$8.25  
 State support: \$3.50  
 Federal match: \$1.75

#### Funding (2005)

Federal: \$6,641,454  
 State: \$2,298,240 (est.)

Funding at the state level is provided through a surcharge of \$0.13 per line on telecommunications service, approved by the Public Utility Commission of Oregon and collected through the Residential Service Protection Fund. The surcharge, which appears on local telephone bills, cannot exceed \$0.35 per subscriber per month. The Public Utility Commission reviews the surcharge and the balance in the Residential Service Protection Fund annually and may adjust the amount of the surcharge to ensure the fund has adequate resources.

#### Eligibility (2006)

Applicants enrolled in the following programs or with household incomes at or below 135% of the federal poverty guideline are eligible for Lifeline assistance.

- Food stamps
- Supplemental Security Income (SSI)
- Welfare Medicaid ID Card
- Oregon Health Plan

To receive Lifeline assistance, state residents must complete an application with their local telephone provider or the Oregon Telephone Assistance Program at the Public Utility Commission (PUC). The PUC checks applicant eligibility through a shared Department of Social Services database and passes on a list of eligible applicants to the telephone service provider.

The Department of Human Services verifies customers' eligibility by matching Social Security numbers against a database of consumers in approved programs or with incomes at or below 135% of the federal poverty guideline. The department conducts monthly reviews of the database to recertify current eligibility.

### Participation (2005)

Households served: 54,720

Participation rate: 22.1% (based on 135% of the federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$375,893

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline, except that households that only qualify for the Low-Income Home Energy Assistance Program (LIHEAP) are eligible for Link-Up, but not for Lifeline/OTAP.

### Participation (2005)

Households served: 22,421

## Energy Assistance

Low-income energy assistance programs in Oregon include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance Program (LIEAP)
- Weatherization Assistance Program (WAP)
- Public Purpose Low-Income Energy Assistance Program
- Low-Income Weatherization Program
- Oregon Energy Assistance Program (OEAP)

### *Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance Program (LIEAP)*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Oregon with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Oregon distributes payments under two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for Oregon's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Heating: \$350 maximum per year per household

Crisis: \$500 maximum per household

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client.

Heating assistance is available from October 1 until funds are exhausted. Crisis assistance is available year-round.

Funding (FY2006)

Total: \$26,491,148

Federal: \$25,114,398

# Energy and Telephone Assistance in the States

Tribal set-aside: \$430,919  
Regular net block grant: \$23,880,116  
One-time additional net block grant:  
\$278,467  
Total emergency/cont.: \$524,896  
State: \$1,376,750

State funds are realized through utility settlement funds; 25% of funds are used for bill payment assistance and the remaining \$4,125,000 are allocated to Oregon HEAT for distribution to local agencies and low-income customers of Oregon's investor-owned utilities.

The Oregon Department of Housing and Community Services distributes grants to local community action agencies (CAAs) throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients. Oregon allocates LIHEAP funding in the following manner:

- |                         |     |
|-------------------------|-----|
| • Heating assistance:   | 57% |
| • Crisis assistance:    | 3%  |
| • Weatherization:       | 15% |
| • Administration, etc.: | 25% |

## Eligibility (FY2006)

State residents with household incomes at or below 60% of the state median income level are eligible for assistance.

## Participation (FY2005 est.)

Heating: 58,377

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Oregon with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2006)

Average benefit per household: \$3,855

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2006)

Total: \$10,005,282

Federal: \$6,280,282

Department of Energy: \$2,921,655

Additional funds from LIEAP: \$1,741,615

BPA: \$1,617,012

State: \$3,725,000

Public purpose charge funds: \$3,725,000

The Oregon Department of Housing and Community Services (OHCS) contracts with 17 community action programs (CAPs) throughout the state, which accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures. As of March 2002, contractors delivering the WAP will also deliver the majority of the public purpose charge funding devoted to low-income weatherization.

## Eligibility (FY2006)

State residents with household incomes at or below 60% of Oregon's median income are eligible for assistance. Households with elderly or disabled members and households with children under six years of age are given priority.

## Participation (2005)

Households served: 2,551

## *Public Purpose Low-Income Energy Assistance Program*

Oregon's electric restructuring law establishes a \$60 million public purpose charge that provides approximately \$18 million in annual funding for the low-income weatherization and energy assistance programs.

The law mandates that investor-owned utilities must collect the charge from all customers within their service area equal to 3% of total revenues.

## *Low-Income Weatherization Program*

### **Benefits**

Oregon Housing and Community Services performs energy audits to determine appropriate services, and then performs any or all of the following services:

- Ceiling, wall, and floor insulation
- Energy-related minor home repairs
- Energy-conservation education
- Infiltration reduction
- Furnace repair and replacement
- Heating duct improvements

### **Funding (2005)**

Total: \$8,944,625

Public purpose charge: \$8,944,625

The state devotes 13% of the total collected public purpose charge to fund low-income weatherization services. Oregon Housing and Community Services uses the state's existing Weatherization Assistance Program (WAP) to deliver the majority of funds.

### **Eligibility**

Households with incomes at or below 60% of the state median income are eligible for assistance. Subgrantee agencies of Oregon Housing and Community Services determine applicant eligibility.

### **Participation (2005)**

Households served: More than 1,600

## *Oregon Energy Assistance Program (OEAP)*

In addition to the 3% public purpose charge, investor-owned utilities must collect \$10 million from customers to fund electric bill-paying assistance for low-income households. This assistance is known as the Oregon Energy Assistance Program (OEAP).

### **Benefits (FY2007)**

Maximum benefit: \$800 per household  
OEAP offers electric-bill payments, crisis assistance, and other programs that reduce service disconnections.

### **Funding (FY2007)**

Total: \$10,000,000

State: \$10,000,000

Utilities: \$10,000,000 (from utility customers)

Low-income electric rate assistance is funded through a monthly \$0.33 meter charge to customers of the state's two investor-owned electric utilities, Pacific Power and Portland General Electric (PGE).

Monthly collections are transmitted to Oregon Housing and Community Services and distributed to local community action agencies. The CAAs distribute grants to low-income households in PGE and Pacific Power service areas.

### **Eligibility (2007)**

Eligibility for the electric assistance fund is the same as for LIHEAP—household income 60% or below the state median income. Priority is given to low-income electricity customers facing a service disconnection.

### **Participation (2005)**

Households served: 22,350

### Seasonal, Health-, and Income-Related Disconnection Policy

#### **Seasonal**

Oregon delays disconnection of residential natural gas or electric service for nonpayment for up to six months if a medical professional certifies that the disconnection would be dangerous to the health of the customer or other permanent household member. If the medical professional labels the householder's illness as "chronic," the utility is required to delay disconnection for up to 12 months. Customers submitting a medical certificate are required to enter into a written deferred-payment arrangement.

#### **Deferred Payments**

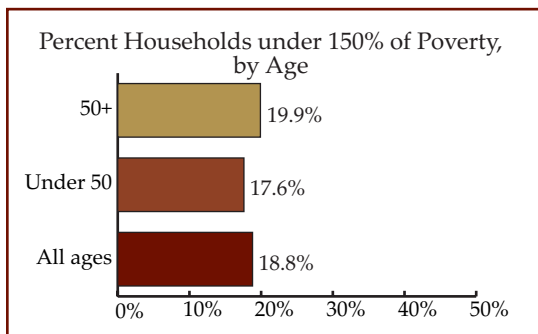
Oregon prohibits natural gas and electric utilities from disconnecting residential service if the customer enters into a written deferred-payment plan, which at a minimum offers a choice between a level payment plan and a down payment and equal pay arrearage plan.

# Energy and Telephone Assistance in the States

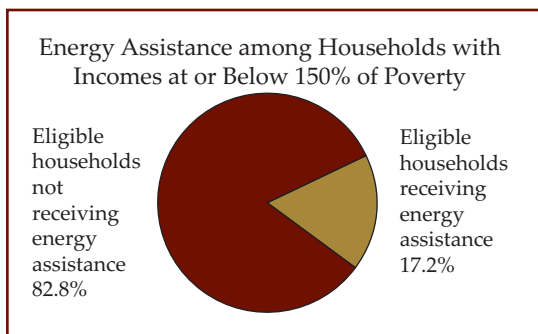
## Pennsylvania

### Pennsylvania in Brief (2006)

Total state population:	12,440,621
State median income:	\$68,578
Percent households age 50+:	51.6%

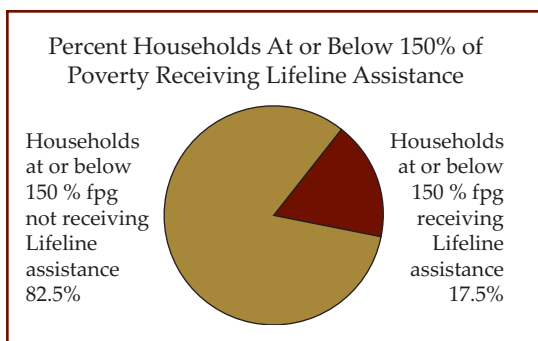


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 94.8%



### Telephone Assistance

The primary low-income telephone assistance programs in Pennsylvania are the following:

- Lifeline
- Link-Up
- Universal Telephone Assistance Program

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$12.00

Basic federal support: \$8.25

State support: \$2.50

Federal match: \$1.25

Local telephone companies, including the state's largest local telephone service provider, Verizon Pennsylvania, offer Lifeline 135 service, which provides eligible low-income customers with an \$8.25 maximum credit toward their basic monthly telephone charges. For very-low-income customers, Verizon offers Lifeline 100 service, which increases the monthly bill credit to \$12.00, as shown above.

#### Funding (2005)

Federal: \$14,665,539

State: \$4,812,240 (est.)

Verizon recovers the cost of providing the state portion of this benefit (\$2.50 per subscriber) in the rates it charges non-Lifeline subscribers for basic local telephone service.

#### Eligibility (2006)

To receive Lifeline 100 service, state residents must complete an application with Verizon and prove their household income is at or below 100% of the federal poverty guideline or that



## Energy and Telephone Assistance in the States

# Pennsylvania

they are enrolled in at least one of the following programs:

- General Assistance (GA)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)

To receive Lifeline 135 service, state residents must complete an application with their local telephone provider, and prove their household income is at or below 135% of the federal poverty guideline, and that they are enrolled in at least one of the following programs:

- General Assistance (GA)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- State blind pension
- Federal public housing assistance
- Medicaid
- Food stamps
- Low-Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program

The Pennsylvania Department of Revenue verifies income when requested by the carrier. LIHEAP and the National School Lunch participation are verified by the Department of Agriculture and the Department of Education respectively. The Pennsylvania Department of Public Welfare verifies participation in the remaining programs. Verizon and other service providers recertify Lifeline participants annually.

### Participation (2005)

Households served: 160,408

Participation rate: 20.9% (based on 135% of the federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

LinkUp subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$947,188

### Eligibility (2005)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 32,233

## Universal Telephone Assistance Program (UTAP)

The Universal Telephone Assistance Program (UTAP) helps Lifeline-qualified Verizon customers avoid shut offs and restore their telephone service by paying their overdue local telephone bills.

### Benefits (2005)

Average benefit: \$78

Qualified customers receive financial assistance to reconcile any preexisting basic local telephone service arrearage.

### Funding (2005)

Total: \$1,143,146

UTAP was established in 1995 as part of a public utility commission order that created an alternative form of regulation for Verizon.

### Eligibility

Lifeline customers and qualified Lifeline applicants are eligible to receive UTAP assistance from Verizon. As the manager of UTAP, the Salvation Army confirms customer eligibility and distributes benefits to program participants.

### Participation (2005)

Households served: 14,658

## Energy Assistance

Low-income energy assistance programs in Pennsylvania include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Home Energy Assistance Program (HEAP)
- Weatherization Assistance Program
- Universal Service and Energy Conservation Plan
- Customer Assistance Program (CAP)
- Low-Income Usage Reduction Program (LIURP)
- Customer Assistance Referral and Evaluation Services (CARES)
- Hardship Funds

### *Low-Income Home Energy Assistance Program LIHEAP—Home Energy Assistance Program (HEAP)*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Pennsylvania with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Pennsylvania distributes payments through its Home Energy Assistance Program (HEAP), which includes two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for Pennsylvania's Weatherization Assistance Program (WAP).

#### **Benefits (FY2006)**

- Heating: No maximum benefit
- Crisis: \$300 maximum per household

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating and crisis assistance are available from November 8 to April 28.

#### **Funding (FY2006)**

Total: \$244,553,728  
 Federal: \$225,253,728  
     Regular net block grant: \$133,272,895  
     One-time additional net block grant: \$1,537,314  
     Total emergency/cont.: 67,513,929  
 DOE funds: \$14,772,357  
 Leveraging incentive program: \$2,536,948  
 FY2005 carryover: \$3,885,000  
 REACH funds: \$135,285  
 State  
     Act 81 supplemental LIHEAP funding: \$19,300,000  
     Energy conservation assistance funds: \$1,600,000

County assistance offices of the Pennsylvania State Department of Welfare accept applications, determine eligibility, notify clients, and make payments to energy providers and clients. Pennsylvania allocates LIHEAP funding in the following manner:

Heating assistance:	64%
Crisis assistance:	11%
Weatherization:	15%
Administration, etc.:	10%

#### **Eligibility (FY2006)**

State residents with household incomes at or below 150% of poverty are eligible for the regular program. State residents with household incomes at or below 135% of poverty are eligible for crisis assistance.

#### **Participation (FY 2005 est.)**

Households served by program component:  
 Heating: 385,000

### *Weatherization Assistance Program*

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Pennsylvania with a formula distribution grant to help low-income residents—especially those older, disabled, or living with young children—

## Energy and Telephone Assistance in the States

increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

### Benefits (FY2006)

Average benefit per household: \$2,826

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attic, floors, water heater, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air distribution system
- Installing ventilation fans to provide adequate indoor air quality and moisture control
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and repairing or replacing windows

### Funding (FY2006)

Total: \$33,101,584

Federal: \$33,101,584

Department of Energy: \$15,101,584

Additional LIHEAP funding: \$18,000,000

State: \$19,300,000

The Pennsylvania Department of Community and Economic Development distributes grants to 42 local service providers, including community action and nonprofit agencies and local government offices. These agencies accept applications, determine eligibility, and provide weatherization services, including performing energy audits and implementing suggested measures.

### Eligibility (FY2006)

Households with total income at or below 150% of the federal poverty guideline, or those that contain a member who has received cash assistance payments under title IV or XVI of the Social Security Act or applicable state or local law at any time during the 12-month period

preceding the determination of eligibility are eligible for assistance

### Participation (2005)

Households served: 12,406

### Universal Service and Energy Conservation Plan

Under restructuring legislation for Pennsylvania's electric and gas utilities, the Pennsylvania Public Utility Commission (PUC) requires all major natural gas and electric distribution companies to offer universal service programs that help low-income consumers maintain their utility service<sup>2</sup>. Utility universal service programs include the following four components:

#### Customer Assistance Program (CAP)

The Customer Assistance Program (CAP), sponsored by the 13 major electric and natural gas distribution companies in Pennsylvania, provides low-income customers with a history of difficulty paying their utility bills the opportunity to make regular monthly payments based on household size and gross income.

#### Benefits (program year 2005)

Maximum CAP credit: \$1,800 per year

The CAP credit is the difference between the amount that would have been billed at the standard residential rate and the amount billed at the CAP rate. In general, the CAP benefit should be sufficient to ensure that the participating household's annual payments for electric and natural gas home energy do not exceed 17% of their annual income.

Average monthly CAP electric bills (2005):

\$42 to \$76

Average annual electric CAP credits (2005):

\$190 to \$689

Average monthly CAP natural gas bills:

\$48 to \$138.

Average annual natural gas Cap credits:

\$99 to \$1,115

For participants with very low incomes, CAP benefits may reduce the annual maximum payment for electric and natural gas home energy to as low as 7% of the participant's annual gross income. Some CAP programs also provide arrearage forgiveness.

## Funding (2005)

Total CAP gross costs: \$242,784,920  
Electric distribution companies: \$104,095,800  
Natural gas distribution companies: \$138,689,120

CAP funding is derived from non-bypassable, competitively neutral distribution service charges paid by all utility customers. In 2005 the average residential electric utility customer spent \$25.83 in universal service charges, while the average residential gas customer spent \$60.78.

## Eligibility (2005)

Customers who, on one or more occasions over a period of a year, have made late, insufficient, or no payments toward their bill and have household incomes at or below 150% of the federal poverty guideline may be eligible for CAP benefits. Participants also must agree to make regular monthly payments on their bill. Each CAP program includes minimum payment terms based on the following guidelines established by the Public Utility Commission:

## Participation (as of December 2005)

Households served:  
Natural gas distribution companies: 161,551  
Electric distribution companies: 199,248

## Low-Income Usage Reduction Program (LIURP)

The Low-Income Usage Reduction Program (LIURP) is a statewide residential usage reduction program mandated by the PUC and sponsored by state's utilities. The program provides weatherization assistance and energy-usage reduction education to low-income, high-usage consumers in order to help them conserve energy and lower energy bills. The following information profiles the LIURPs sponsored by the 13 major electric and natural gas distribution companies in Pennsylvania.

## Benefits (2005)

Electric heating jobs: \$870 - \$2,361  
Natural gas heating jobs: \$775 - \$4,526

Depending on the results of a home energy audit, a LIURP participant's electric or natural gas distribution company may perform any of the following measures:

- Install sidewall and/or attic insulation
- Replace furnace
- Install programmable thermostats,
- Replace refrigerators, water heaters, plastic windows
- Perform various other measures designed to reduce energy bills, use or demand for space heating, water heating, and nonheating electric service.

LIURP programs also offer use reduction education services, including group and individual presentations and workshops to help participants derive the maximum energy savings from installation of program measures and through modification of energy-related behavior.

## Funding (2005)

LIURP funding is derived from non-bypassable, competitively neutral distribution service charges paid by all utility customers.

- 2005 total expenditures of electric distribution companies: \$19,253,647
- o 2006 projected expenditures of electric distribution companies: \$21,360,904
- 2005 total expenditures of natural gas distribution companies: \$7,780,926
- o 2006 projected expenditures of natural gas distribution companies: \$8,004,040

## Eligibility (2005)

Households with incomes at or below 150% of the federal poverty guidelines are eligible for assistance. In addition, each utility is permitted to spend up to 20% of LIURP funds on customers who have an arrearage and household incomes between 150 and 200% of the federal poverty guideline. Eligible customers with the most significant home energy needs and the

## Energy and Telephone Assistance in the States

greatest opportunities for bill reductions relative to the cost of providing LIURP services are given priority for program services. LIURP benefits are available to homeowners and renters in single or multifamily dwellings.

LIURP recipients are eligible to have an energy-saving measure installed when such a measure is not already present and functioning effectively, and if the resulting energy savings can pay for the cost of the installation within seven years (or 12 years for certain measures).

### Participation (2005)

Households served:

Electric heating:	3,910
Electric water heating:	2,887
Electric baseload:	11,090
Natural gas heating:	4,393

### *Customer Assistance Referral and Evaluation Services (CARES)*

Customer Assistance Referral and Evaluation Services (CARES) provides referrals to appropriate programs for payment-troubled customers to assist them in securing energy assistance funds and other services that will maximize their ability to pay their utility bills. CARES is offered by the major electric and natural gas distribution companies in Pennsylvania.

### **Benefits (2005)**

Total grants to CARE participants (in addition to LIHEAP grants)

Electric distribution companies:	\$256,801
Natural gas distribution companies:	\$47,033

Typically, a CARE program offers basic budget counseling, customized payment plans, and referrals to energy grant programs and other community resources.

LIHEAP outreach is a significant component of CARES. In 2005 electric utility customers received \$20,737,060 in LIHEAP benefits while natural gas customers received \$50,265,311.

### **Funding (2005)**

Total: \$1,541,938

Electric distribution companies: \$593,915

Natural gas distribution companies: \$948,023

CARES funding is derived from non-bypassable, competitively neutral distribution service charges paid by all utility customers.

### **Eligibility (2005)**

In general, CARES is targeted to customers who are considered "payment-troubled". Payment-troubled customers are those who, on one or more occasions over a 12-month period have made late, insufficient, or no payments toward their bill because of a sudden, temporary financial crisis. Each electric and natural gas distribution company, however, may define specific eligibility criteria for its individual CARES program.

### **Participation (2005)**

CARES participants are reflected in the number of households in 2005 that received LIHEAP cash grants: 62,064 customers of electric utilities, and 161,838 customers of gas utilities.

### *Hardship Funds*

Hardship funds provide cash assistance to utility customers to help them afford the cost of their utility service.

The following information profiles the hardship fund programs sponsored by the major electric and natural gas distribution companies in Pennsylvania.

### **Benefits**

Average benefit per household:

Electric customer:	\$293
Gas customer:	\$325

Benefits are paid directly to companies on behalf of the eligible customers.

### **Funding (2004-2005)**

Total: \$2,230,560

Ratepayer/employee contributions:	\$892,814
Utility and shareholder contributions:	\$1,337,746

## Energy and Telephone Assistance in the States

# Pennsylvania

The majority of funding for utility hardship funds comes from the utilities and their shareholders. Customers and utility employees may also contribute, and funding may also come from formal complaint settlements, overcharge settlements, off-system sales, special solicitations of business corporations, and natural gas purchase arrangements.

### **Eligibility (2005)**

Each electric and natural gas distribution company may define eligibility for a Hardship Fund.

### **Participation (2004-2005)**

Households served:

Electric utility customers: 11,357

Natural gas utility customers: 6,633

## Seasonal, Health-, and Income-Related Disconnection Policy

### **Seasonal**

From December 1 to April 15, Pennsylvania requires utilities to seek permission from the PUC before disconnecting residential natural gas or electric service for nonpayment. In practice, the Pennsylvania PUC does not grant permission for disconnection of service for nonpayment during the winter months.

### **Health**

Pennsylvania requires utilities to delay for up to 30 days disconnection of residential service if a medical professional certifies in writing that the customer or a permanent household resident is seriously ill or affected by a medical condition that would be aggravated by a lack of utility service. The medical certificate can be renewed two more times, the customer is required to negotiate a deferred payment arrangement during the period of delay.

### **Deferred Payments**

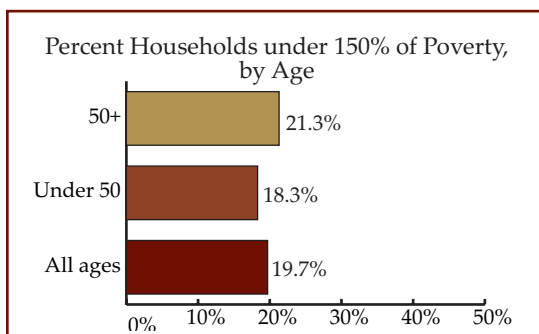
Utilities are required to offer residential customers in danger of service disconnection an opportunity to enter into a deferred payment agreement, and they are required to maintain service to the customer if the customer agrees to the arrangement.

# Energy and Telephone Assistance in the States

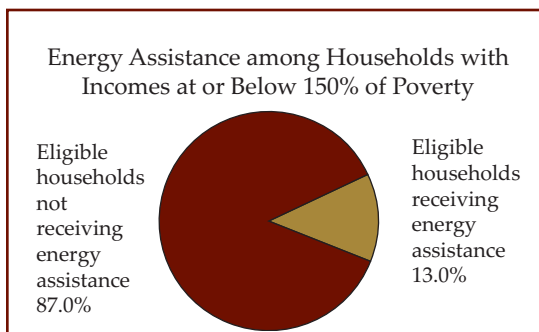
## Rhode Island

### Rhode Island in Brief (2006)

Total state population:	1,067,610
State median income:	\$71,098
Percent households age 50+:	46.3%

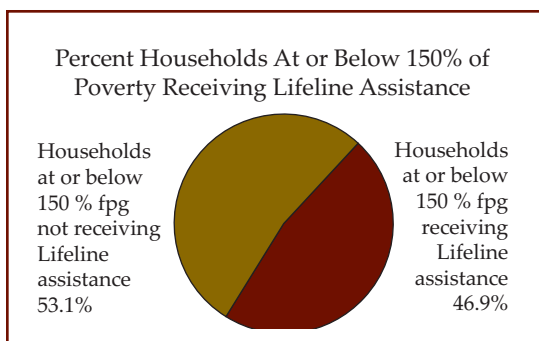


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 94.5%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Rhode Island.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$14.44

Basic federal support: \$8.25

State support: \$4.44

Federal match: \$1.75

#### Funding (2005)

Federal: \$4,571,086

State: \$2,526,790 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$4.44 per subscriber) in the rates they charge non-Lifeline subscribers for basic local telephone service.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Food stamps
- Temporary Assistance for Needy Families (TANF)
- Low-Income Home Energy Assistance Programs (LIHEAP)
- Rhode Island Pharmaceutical Assistance to the Elderly (RIPAE)
- General Public Assistance (GPA)
- Rhode Island Medical Assistance Program (MAP)
- Supplemental Security Income (SSI)

## Energy and Telephone Assistance in the States

The Department of Human Services and the Department of Administration Division of Planning certify subscriber eligibility for Lifeline.

### Participation (2005)

Households served: 38,836

Participation rate: 30.5% (based on 215% of the federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

LinkUp subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$3,486

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 206

## Energy Assistance

Low-income energy assistance programs in Rhode Island include the following:

- Low-Income Home Energy Assistance program (LIHEAP)
- Weatherization Assistance Program
- Rhode Island Utility Discounts

### Low-Income Home Energy Assistance program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the

state of Rhode Island with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Rhode Island distributes payments under two categories of assistance: heating and cooling. The state also uses a portion of the grant to supplement funding for Rhode Island's Weatherization Assistance Program (WAP).

### Benefits (FY2005)

Heating: \$700 maximum per household

Crisis: \$1000 maximum per household

Clients receive one benefit per year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from October 1 to May 31, while crisis assistance is available year-round to applicants if they have exhausted their regular LIHEAP grant or if the LIHEAP program had closed..

### Funding (FY2006)

Total: \$25,302,619

Federal: \$23,302,619

Tribal set-aside: \$38,177

Net block grant: \$13,435,331

One time additional net block grant:  
\$2,344,393

Total emergency/cont.: \$7,306,718

Other\*: \$178,000

State: \$2,000,000 (Utility settlement funds)

The Rhode Island State Energy Office distributes grants to Community Action Agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients.

Rhode Island allocates LIHEAP funding in the following manner:

Heating Assistance:	55%
Crisis Assistance:	15%
Weatherization:	15%
Administration, etc.:	15%



# Energy and Telephone Assistance in the States

## Eligibility (FY2006)

State residents with household incomes at or below 60% of the state median income are eligible for LIHEAP assistance.

## Participation (FY2005) (Estimate for Heating only)

Households served by program component:  
Heating: 30,460

## Weatherization Assistance Program

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Rhode Island with a formula distribution grant to help low-income residents—especially those 60 years or older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2006)

Maximum benefit per household: \$3,200

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2006)

Total: \$4,137,702  
Federal: \$3,153,702  
Department of Energy: \$1,253,702  
Additional LIHEAP funds: \$1,900,000  
Utilities: \$984,000

NE Gas: \$200,000

National grid: \$784,000

The Rhode Island State Energy Office distributes grants to seven community action agencies in the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility (FY2006)

Households with total income at or below 60% of the state median income are eligible for weatherization assistance. Households with elderly or disabled members, and families with children, are given priority.

## Participation (2005)

Households served: 895

## Rhode Island Utility Discounts

As a condition of deregulation of the electric industry in Rhode Island, the state requires utilities to provide low-income rate discounts to eligible customers, and preserves all existing low-income programs that were offered by the utilities before deregulation.

## Benefits (FY2006)

Several utilities offer rate discounts and payment plans with arrearage forgiveness. The Narragansett Electric Company, which is the state's only major investor-owned utility, offers a 20% discount usage rate amounting to about \$10 per month for low-income customers.

## Funding (FY2004)

Utility assistance: \$3,900,000

The utilities recover costs for providing low income discounts through the distribution rates charged to all other (non-low income) customers.

## Eligibility (FY2006)

State residents enrolled in any of the programs listed below are eligible for assistance:

- Medicaid
- Food stamps

- LIHEAP
- Temporary Assistance for Needy Families
- SSI
- General Public Assistance

The State Department of Human Services notifies beneficiaries of the above programs of their potential eligibility for the rate discount.

### **Participation (2004)**

35,791 households

### *Appliance Management Program (AMP)*

The Appliance Management Program (AMP) helps low-income households save electricity and oil costs by installing energy-saving measures in and delivering energy education to eligible households.

### **Benefits**

AMP services include the following:

- Appliance efficiency analysis
- Replacement of refrigerators and freezers
- Installation of energy saving light bulbs and fixtures
- Free insulation or other weatherization services

### **Funding (FY 2004)**

The utilities recover the costs of these benefits through the distribution rates charged to all other (non-low income) ratepayers. AMP is administered by the Rhode Island State Energy Office.

### **Eligibility**

Households eligible for LIHEAP and living in one to four family units are also eligible to participate in the AMP program.

### **Participation**

Not available

## Seasonal, Health-, and Income-Related Disconnection Policy

### **Seasonal/Low-Income**

From November 1 to March 31, Rhode Island prohibits disconnection of residential natural gas or electric service to households containing seriously ill or disabled persons, residents 65 years of age or older, unemployed persons, or persons eligible for or receiving LIHEAP.

Utilities are also prohibited from disconnecting residential service to non-protected customers if the customer owes the utility \$500 or less for utility service that is the primary heat source or \$200 or more for service that is not the primary source of heat.

### **Health**

The state requires utilities to delay for up to 21 days disconnection of residential service for nonpayment if a licensed physician certifies that any resident of the customer's household is seriously ill. If the duration of the illness exceeds 21 days, the customer may request a review to determine if the initial delay will be extended, and, if so, for how long.

### **Deferred Payments**

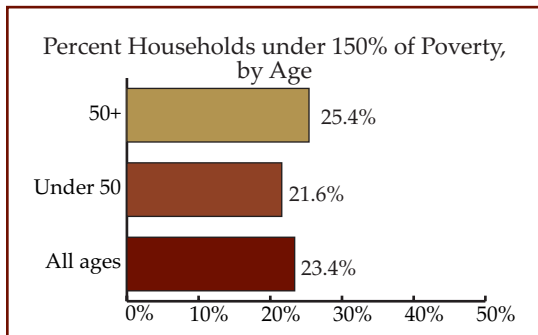
The state requires utilities to offer residential payment plans to customers who are in danger of having their service disconnected for nonpayment. Protected status customers are required (at a minimum) to pay one-twelfth of the unpaid balance and either current usage or 1/12 of the estimated annual usage for each month during enrollment. Customers who do not qualify for protected status are required (at a minimum) to pay 1/12 of their estimated annual usage plus 1/6 of the overdue balance for the first six months of the 12-month plan.

# Energy and Telephone Assistance in the States

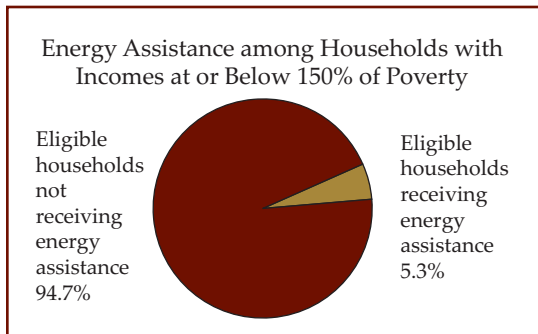
## South Carolina

### South Carolina in Brief (2006)

Total state population:	4,321,249
State median income:	\$56,433
Percent households age 50+:	47.5%

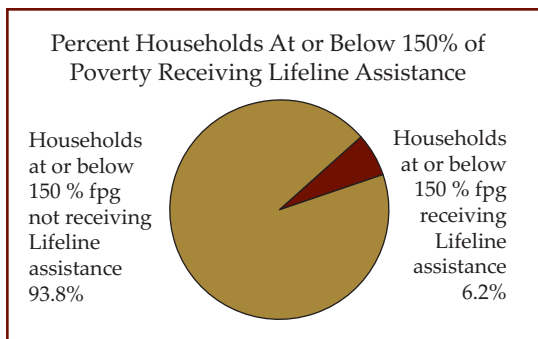


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 92.9%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in South Carolina.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

Funding (2005)

Federal: \$2,826,105

State: \$997,668 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$3.50 per subscriber) from the South Carolina State Universal Service Fund, currently funded by a monthly end-user surcharge of 2.9%.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Temporary Assistance for Needy Families (TANF)
- Food stamps
- Medicaid

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 23,754

Participation rate: 7.7% (based on participation in the federal Medicaid, SSI, and food stamp programs)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

Funding (2005)

Federal: \$52,791

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 2,968

## Energy Assistance

Low-income energy assistance in South Carolina includes the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)

### Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of South Carolina with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, South Carolina distributes payments under two categories of assistance: direct assistance, which includes heating and cooling assistance, and crisis assistance, provided through the Emergency Crisis Intervention Program (ECIP). The state also uses a portion of the grant to

supplement funding for South Carolina's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Direct assistance: \$300 maximum per household

Crisis (ECIP): \$500 maximum per household

During 2006, eligible households may receive direct assistance twice during the program year; once for home heating assistance and once for cooling assistance. If the household is served twice under direct assistance, the household cannot be assisted by the Emergency Crisis Intervention Program. Assistance is contingent upon the availability of funds.

Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from October 15 to February 28; crisis assistance is available year-round.

### Funding (FY2006)

Total: \$43,926,567

Federal: \$40,419,594

Regular net block grant: \$13,318,359

One-time additional net block grant: \$11,548,175

Total emergency/cont.: \$412,083

Weatherization funding: \$1,997,754

Department of Energy: \$1,982,643

Community services block grant: \$9,686,563

Emergency shelter: \$1,474,017

Private/charitable funds: \$3,003,500

Project Share\*: \$503,473

\*Utility customers of South Carolina Energy and Gas (SCE&G), Duke, and Progress Energy donate funds to help eligible households pay their utility bills.

The South Carolina Division of Economic Opportunity distributes grants to community action agencies (CAAs) throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients.

## Energy and Telephone Assistance in the States

A portion of the LIHEAP funding is used to supplement funding for South Carolina's Weatherization Assistance Program (WAP—a program designed to increase home energy efficiency.

South Carolina expended 2005 LIHEAP funding in the following manner:

Direct assistance:	62%
(heating)	(43%)
(cooling)	(19%)
Emergency crisis:	13%
Weatherization:	15%
Administration, etc.:	10%

### Eligibility (FY2006)

Households with total income at or below 150% of poverty are eligible for LIHEAP assistance. Participation in South Carolina's LIHEAP program does not reduce the client's eligibility for benefits under other state assistance.

### Participation (program year 2005)

Households served by program component:	
Winter heating:	20,002
Summer cooling:	8,744
Emergency crisis:	17,531

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides South Carolina with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy burden, and improve health and safety.

### Benefits (program year 2006)

Maximum benefit per household: \$5,652  
Weatherization technicians use priority measures and energy audit techniques to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

The South Carolina Office of Economic Opportunity distributes grants to nine community action agencies for all the 46 counties throughout the state. These agencies provide and process applications, determine eligibility, and deliver the abovementioned weatherization services.

### Funding (FY2006)

Total:	\$3,980,397
Federal:	\$3,980,397
Department of Energy:	\$1,982,643
Additional LIHEAP funding:	\$1,997,754

The South Carolina Division of Economic Opportunity distributes grants to nine community action agencies throughout the state. These agencies accept applications and provide weatherization services, such as performing energy audits and implementing suggested measures. The department determines eligibility and notifies clients.

### Eligibility (program year 2006)

Households with incomes at or below 150% of the federal poverty threshold are eligible for weatherization assistance. Households with elderly or disabled members, households with children under age 18, and high-energy-burden households are given preference.

### Participation (program year 2004)

Households served: 1,149

### Seasonal, Health-, and Income-Related Disconnection Policy

#### **Seasonal/Health**

Between December 1 and March 31, South Carolina requires natural gas and electric utilities to delay disconnection of residential natural gas or electric service for up to 31 days, if a medical professional certifies that disconnection of service would adversely affect the health of the customer or a permanent household member. A medical certificate can be renewed up to three times during the winter protection period.

#### **Deferred Payments**

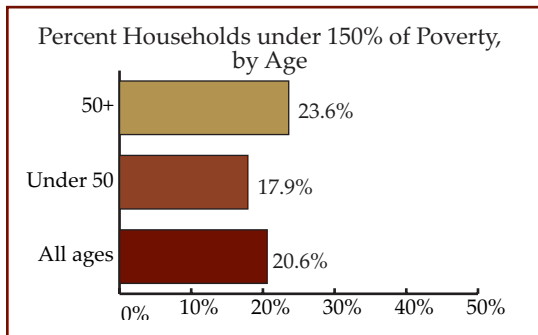
Before disconnecting residential service for nonpayment, natural gas and electric utilities are required to provide customers with an opportunity to enter into a deferred-payment arrangement. The utility is prohibited from disconnecting service whenever a customer accepts and adheres to such an arrangement.

# Energy and Telephone Assistance in the States

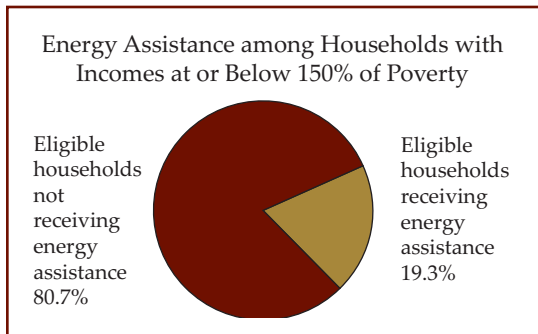
## South Dakota

### South Dakota in Brief (2006)

Total state population:	781,919
State median income:	\$59,272
Percent households age 50+:	47.7%

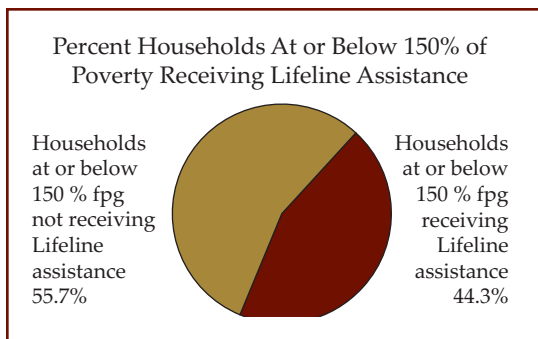


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 95.6%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in South Dakota.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$8.25  
 Basic federal support: \$8.25  
 State support: None

#### Funding (2005)

Federal: \$6,474,044  
 State: None

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Medicaid
- Food stamps
- Supplementary Security Income (SSI)
- Federal public housing, Section 8
- Low-Income Home Energy Assistance Program (LIHEAP)

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

#### Participation (2005)

Households served: 27,985  
 Participation rate: 51.9% (based on 135% of the federal poverty guideline)

#### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

## Energy and Telephone Assistance in the States

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$590,899

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 13,683

## Energy Assistance

Low-income energy assistance programs in South Dakota include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)

Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of South Dakota with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, South Dakota distributes payments for heating assistance and also for crisis assistance (the latter through the Energy Crisis Intervention Program [ECIP]). ECIP offers expedited heating assistance and emergency furnace repair and replacement. The state also uses a portion of the grant to supplement funding for South Dakota's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Heating: \$865 maximum per household

Crisis: \$865 maximum per household

Emergency furnace repair: \$200 maximum per year

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from October 1 to April 30. The program uses an early application period for older and disabled residents. Other applications are accepted from October 1 to March 15. Assistance in purchasing fuel oil or propane is available from July 1 to April 30. Crisis assistance consists of expedited heating assistance between October 1 and April 30, and emergency heating system repair and replacement is available year-round.

### Funding (FY2006)

Total: \$17,489,585

Federal: \$17,489,585

Regular net block grant: \$10,410,444

One-time additional net block grant: \$1,816,567

Total emergency/cont.: \$5,245,666

2006 leveraging incentive program award: \$16,908

The South Dakota Department of Social Services, Office of Energy Assistance, accepts applications, determines eligibility, notifies clients, and makes payments to energy providers and clients.

South Dakota allocates LIHEAP funding in the following manner:

Heating assistance:	72%
Crisis assistance (ECIP):	5%
Weatherization:	15%
Administration, etc.:	8%

### Eligibility (FY2006)

State residents with household incomes below 160% of poverty are eligible for LIHEAP.

Participation (FY2006)

Households (in 2005) served by program component:



## Energy and Telephone Assistance in the States

Heating:	16,945
Winter/year-round crisis:	1,126
Weatherization:	684

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides South Dakota with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

#### Benefits (FY2006)

Maximum average cost per household: \$2,744

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

#### Funding (FY2006)

Total: \$1,925,053

Federal: \$1,925,053

Department of Energy: \$1,925,053

The South Dakota Department of Social Services, Office of Energy Assistance, subgrants weatherization funds to four community action agencies to provide weatherization services. These agencies perform energy audits and implement suggested measures. The South Dakota Office of Energy Assistance accepts applications and determines eligibility.

#### Eligibility (FY2006)

Households eligible for LIHEAP assistance (at or below 160% of the federal poverty guideline) are also eligible for weatherization assistance.

#### Participation (2005)

Households served: 619

### Seasonal, Health-, and Income-Related Disconnection Policy

#### Seasonal

From November 1 to March 31, South Dakota requires utilities to give an additional 30 days' notice before disconnecting service to residential customers.

#### Health

South Dakota requires utilities to delay for up to 30 days disconnection of residential service for nonpayment if a physician or other public health or social service official certifies in writing that such an action would adversely affect the health of the customer or another permanent resident of the household.

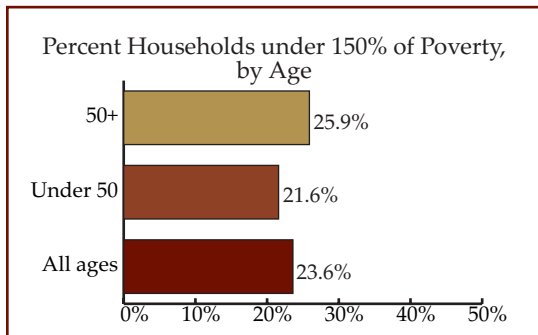
#### Deferred Payment

The state requires natural gas and electric utilities to offer residential customers the opportunity to avoid disconnection of service by agreeing and adhering to a deferred-payment agreement.

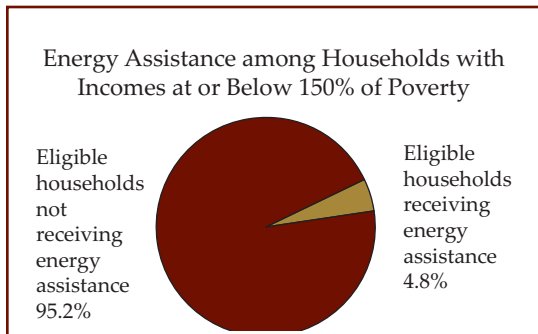
# Energy and Telephone Assistance in the States Tennessee

## Tennessee in Brief (2006)

Total state population:	6,038,803
State median income:	\$55,401
Percent households age 50+:	47.1%

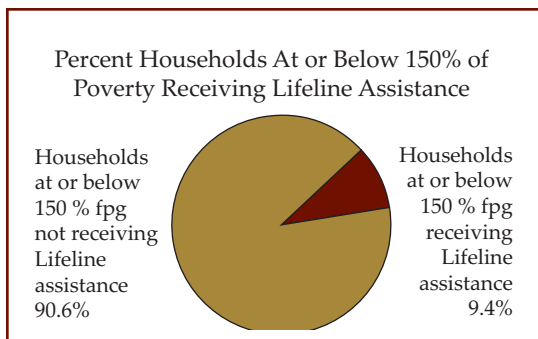


## Energy Assistance



## Telephone Assistance

Telephone penetration rate in state: 92.6 %



## Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Tennessee.

### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

### Benefits (2006)

Maximum monthly credit: \$13.50  
 Basic federal support: \$8.25  
 Maximum state support: \$3.50  
 Maximum federal match: \$1.75

### Funding (2005)

Federal: \$6,068,717  
 State: \$2,237,728 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$3.50 per subscriber) in the rates they charge non-Lifeline subscribers for basic local telephone service.

### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Temporary Assistance for Needy Families (TANF)
- Food stamps
- Medicaid
- Supplemental Security Income (SSI)

State residents not enrolled in any of the above programs but with household incomes at or below 125% of the federal poverty guideline must complete an application with the Tennessee Regulatory Authority.

## Energy and Telephone Assistance in the States

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

### Participation (2005)

Households served: 53,284

Participation rate: 11.8% (based on 125% of the federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$77,390

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 4,332

## Energy Assistance

Low-income energy assistance programs in Tennessee include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance Program (LIEAP)
- Weatherization Assistance Program (WAP)

### Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance Program (LIEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Tennessee with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Tennessee distributes payments through its Low-Income Energy Assistance Program (LIEAP), which includes three categories of assistance: heating, cooling, and crisis. The state also uses a portion of the grant to supplement funding for Tennessee's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Heating: \$350 maximum per household  
Cooling: \$350 maximum per household  
Crisis: \$350 maximum per household

Clients receive one benefit a year from two of the three programs. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from August 2 until funding is exhausted; cooling assistance is available from May 3 to June 28; and crisis assistance is available from January 5 to April 30.

### Funding (FY2006)

Total: \$52,528,410

Federal: \$47,528,410

Regular net block grant: \$27,032,554

One-time additional net block grant:  
\$19,330,386

Total emergency/cont.: \$776,212

FY 2005 carryover funds: \$389,258

State: \$5,000,000 (one-time state appropriation)

The Tennessee Department of Human Services distributes grants to community action agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and

# Energy and Telephone Assistance in the States

clients. Previous recipients receive mailed applications from the department.

Tennessee allocates LIHEAP funding in the following manner:

Heating assistance:	80%
Cooling assistance:	10%
Weatherization:	10%

## Eligibility (FY2006)

State residents with household incomes at or below 125% of poverty are eligible for assistance. Assistance to emergency heating applicants with disconnected utility service resulting from past due bills is prohibited, unless the LIHEAP assistance in combination with other resources will effect reconnection of utility service.

## Participation (FY 2005 est.)

Households served by program component:  
Heating: 59,566

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Tennessee with a formula distribution grant to help low-income residents—especially those who are 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditure, and improve health and safety.

## Benefits (FY2006)

Maximum benefit per household: \$2,744

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. The program now uses the Southeast Weatherization Field Guide to determine energy assistance measures for the homes. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes

- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2006)

Total: \$6,555,044

Federal: \$6,555,044

Department of Energy: \$4,181,594

Additional LIHEAP funding: \$2,373,450

The Tennessee Department of Human Services uses community action agencies, human resource agencies, and government entities to accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility (FY2006)

Persons eligible for LIHEAP assistance (with income at or below 125% of poverty) are also eligible for weatherization assistance. Households with elderly or disabled members or children under age six are given priority.

## Participation (2006)

Households served: 2,672

## Seasonal, Health-, and Income-Related Disconnection Policy

### Seasonal

Tennessee prohibits disconnection of residential electric or natural gas service for nonpayment when the National Weather Service forecasts the temperature at that location to be 32°F or below for that calendar day.

## Energy and Telephone Assistance in the States

### **Health**

The state requires natural gas and electric utilities to delay for up to 30 days disconnection of residential service if a physician or public health or social service official certifies in writing that such an action would adversely affect the health of the customer or that of a permanent household member. During these 30 days, the utility is required to refer the customer to social service agencies for investigation, confirmation of need, and guarantee of payment. Medical certificates may be renewed three times, each for an additional 30-day period.

### **Deferred Payments**

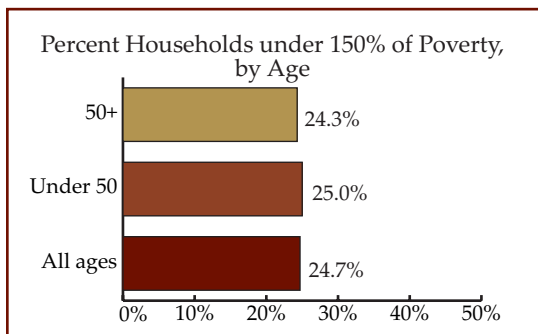
The state requires utilities to offer customers an opportunity to avoid disconnection by entering into a deferred-payment arrangement. Such an arrangement requires the customer to pay the current bill as due, and to pay the overdue balance in installments over six months.

# Energy and Telephone Assistance in the States

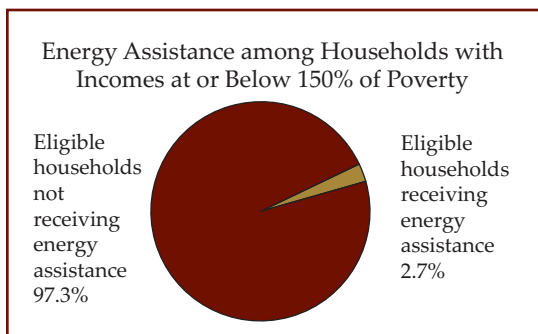
## Texas

### Texas in Brief (2006)

Total state population:	23,507,783
State median income:	\$54,554
Percent households age 50+:	42.5%

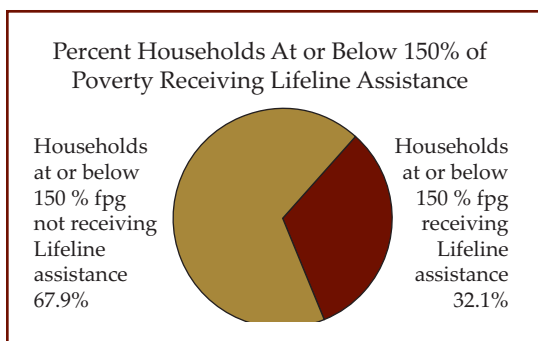


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 90.1%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Texas.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50  
 Basic federal support: \$8.25  
 State support: \$3.50  
 Federal match: \$1.75

#### Funding (2005)

Federal: \$69,884,890  
 State: \$27,409,452 (est.)

Funding at the state level is provided through a legislature-approved 3.6% surcharge on taxable intrastate, interstate, and international telecommunications revenues. Funds are collected through the Texas Universal Service Fund (TUSF). Telecommunications providers are allowed to pass the costs of the TUSF on to all non-Lifeline customers as a separate line charge on their monthly bills.

#### Eligibility (2006)

State residents enrolled in any of the programs listed below are automatically enrolled in the state Lifeline program. Through the Low Income Discount Program (LIDA), a third party administrator designated by the Texas legislature, the Texas Department of Human Services provides eligible telecommunications carriers (ETCs) with an electronic list of customers enrolled in the programs. The ETCs are then required to provide identified households with Lifeline benefits. Automatically enrolled households receive Lifeline benefits

# Energy and Telephone Assistance in the States

as long as they continue to participate in the qualifying programs.

- Food stamps
- Low-Income Home Energy Assistance Program (LIHEAP)
- Medicaid
- Federal public housing, Section 8
- Supplemental Security Income (SSI)

State residents not enrolled in the above programs must certify with their provider that their household incomes are at or below 125 percent of the federal poverty guideline (150 percent as of March 2007). Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

## Participation (2005)

Households served: 652,606

Participation rate: 40.5% (based on 125% of the federal poverty guideline)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

## Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

## Funding (2005)

Federal: \$2,365,303

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2005)

Households served: 123,746

## Energy Assistance

Low-income energy assistance programs in Texas include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Comprehensive Energy Assistance Program (CEAP)
- Weatherization Assistance Program (WAP)

## Low-Income Home Energy Assistance Program (LIHEAP)—Comprehensive Energy Assistance Program (CEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Texas with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Texas distributes payments through its Comprehensive Energy Assistance Program (CEAP), which includes three categories of assistance: heating, cooling, and crisis. The state also uses a portion of the grant to supplement funding for Texas's Weatherization Assistance Program (WAP).

## Benefits (FY2006)

Heating: \$1,200 maximum per household  
Cooling: \$1,200 maximum per household  
Crisis: \$1,200 maximum per household  
Equipment replacement maximum:  
\$4,000 per household

Clients receive one or more benefits of up to a total of \$1,200 per year for utility assistance. Benefits are paid to the energy provider. The heating and cooling components are combined and, along with the crisis component, are available year-round.

## Funding (FY2006)

Total: \$84,639,707

Federal: \$84,639,707

Regular net block grant: \$44,144,179

One-time additional net block grant:  
38,276,836

# Energy and Telephone Assistance in the States

Total emergency/cont.: \$1,584,092  
 Leveraging incentive program: \$634,600

The Texas Department of Housing and Community Affairs (TDHCA) distributes grants to local community action agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers.

Texas distributes LIHEAP funding in the following manner:

Heating/cooling assistance:	65%
Crisis assistance:	10%
Weatherization:	15%
Administration, etc.:	10%

### Eligibility (FY2006)

State residents with household incomes at or below 125% of poverty are eligible for assistance. Participation in Texas's LIHEAP program does not reduce the client's eligibility or benefits under other state assistance programs.

### Participation (FY2006)

Households served by program component:

Heating:	20,988
Cooling:	61,059
Winter/year-round crisis:	42,649
Weatherization:	3,591

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Texas with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditure, and improve health and safety.

### Benefits (FY2006)

Maximum benefit per household: \$2,826 (in most cases)

Weatherization technicians use energy audits to identify and implement energy-saving measures

for each home. Installed measures must cost no more than energy saved over the expected life of the improvements. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$18,300,895  
 Federal: \$18,300,895  
 Department of Energy: \$6,607,385  
 Additional LIHEAP funding: \$11,693,510

The Texas Department of Housing and Community Affairs (TDHCA) contracts with community action agencies, local government offices, and nonprofits agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Eligibility (FY2006)

Recipients must have household incomes at or below 125% of poverty, or include at least one member who is receiving cash assistance payments from either of the following programs:

- Supplemental Security Income (SSI)
- Social Security Disability Insurance (SSDI)

In addition, priority is given to households with elderly or disabled members, families with young children, and households with the highest energy costs and lowest incomes.

### Participation (2006)

Households served: 4,800 (goal)



### Seasonal, Health-, and Income-Related Disconnection Policy

#### **Seasonal**

Texas prohibits utilities from disconnecting residential natural gas or electric service for nonpayment when the temperature was 32 degrees or below on the previous day and is forecasted by the National Weather Service to be 32°F or below during the next 24 hours. Utilities are also prohibited from disconnecting service if a heat advisory has been in effect for any of the two preceding days. In these cases the utility must defer collection full payment until after the weather emergency is over and work with customers to establish a pay schedule for deferred bills.

#### **Health**

Texas requires utilities to delay for up to 63 days disconnection of residential service if a licensed physician certifies that such an action would adversely affect the health of the customer or a household resident. The customer is also required to enter into a deferred-payment agreement with the utility by the stated date of disconnection.

#### **Low-Income**

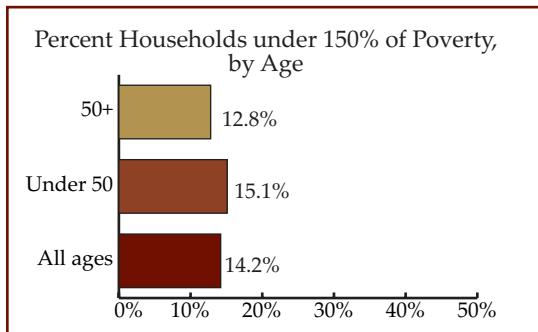
Texas prohibits electric utilities from disconnecting residential service for nonpayment if the utility receives notification that an energy assistance provider intends to forward payment on the client's behalf.

# Energy and Telephone Assistance in the States

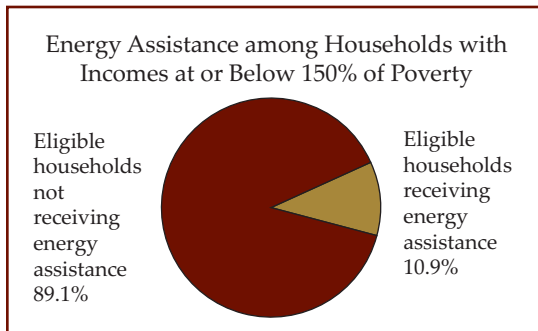
## Utah

### Utah in Brief (2006)

Total state population:	2,550,063
State median income:	\$62,032
Percent households age 50+:	38.7%

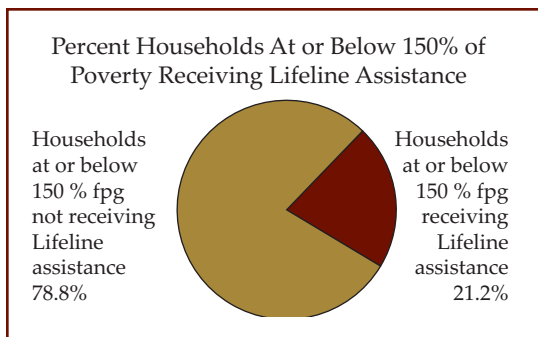


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 96.6%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Utah.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50  
 Basic federal support: \$8.25  
 State support: \$3.50  
 Federal match: \$1.75

#### Funding (2005)

Federal: \$2,788,861  
 State: \$856,627\*

\* Source: National Regulatory Research Institute (NRRRI), Universal Service Funding Mechanism Survey.

The state portion (\$3.50) of this benefit is funded through an end-user surcharge applied to intrastate retail rates. All retail providers of intrastate public telecommunications services collect the surcharge, which has been set at 0.50% of billed intrastate retail rates, from their customers and remit the surcharge revenues to the Utah Public Telecommunications Service Support Fund (UPTSSF). Funding from the UPTSSF, which supports several programs, including Lifeline, reimburses eligible telecommunications providers for any discount granted to Lifeline customers participating in a Utah Public Service Commission–approved Lifeline program that is not recovered from federal Lifeline support mechanisms.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must certify to their local telephone provider

# Energy and Telephone Assistance in the States

that their household participates in—or is eligible to participate in—any of the following programs:

- Food stamps
- Supplementary Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Emergency work programs
- General assistance
- Home Energy Assistance Target (HEAT)
- Medical assistance
- Refugee assistance

At least once a year telecommunications providers are required to verify the eligibility of Lifeline participants by matching lists of customers receiving Lifeline with state agencies that administer the qualifying programs.

## Participation (2005)

Households served: 23,265

Participation rate: 29.5% (based on 125% of the federal poverty guideline)

## Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

## Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- An additional 50% reduction in remaining connection charges
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

## Funding (2005)

Federal: \$32,121

State: None

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2005)

Households served: 2,270

## Energy Assistance

Low-income energy assistance programs in Utah include the following:

### Low-Income Home Energy Assistance

### Program (LIHEAP)—Home Energy

### Assistance Target (HEAT) Program

Weatherization Assistance Program (WAP)

Home Electric Lifeline Program (HELP)

## *Low-Income Home Energy Assistance Program (LIHEAP)—Home Energy Assistance Target (HEAT) Program*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Utah with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Utah distributes payments through its Home Energy Assistance Target (HEAT) program, which includes two categories of assistance: winter heating assistance and year-round crisis intervention. The state also uses a portion of the grant to supplement funding for Utah's Weatherization Assistance Program (WAP).

## Benefits (FY2005)

Heating: \$500 maximum per household

Crisis: \$500 maximum per household

Households with elderly or disabled members or young children may be considered eligible for additional benefit amounts. Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client.

## Funding (FY2005)

Total: \$24,377,058

Federal: \$23,877,058

# Energy and Telephone Assistance in the States

Tribal set-aside: \$291,063  
Net block grant: \$13,580,677  
Additional one-time net block grant:  
\$2,520,649  
Total emergency/cont.: \$6,165,450  
FY2004 LIHEAP carryover: \$1,319,219  
State: \$500,000

The Utah Department of Community and Culture (DCC) contracts with associations of government (AOGs) and nonprofit agencies located throughout Utah. Local agencies accept applications and determine eligibility. The department notifies clients and makes payments to energy providers and clients.

Utah allocates LIHEAP funding in the following manner:

Heating assistance: 76%  
Crisis assistance: 9%  
Weatherization: 8%  
Administration, etc.: 7%

**Eligibility**  
State residents with household incomes at or below 125% of poverty are eligible for assistance.

## Participation (FY2005)

Households served by program component:

Winter heating:	32,861
Year-round crisis: (includes 685 furnace repair crises)	3,794
Weatherization:	851

## Weatherization Assistance Program (WAP)

This program helps low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2007)

Maximum approximate average benefit per household: \$3,100

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2006)

Total: \$4,783,298  
Federal: \$4,397,298  
Department of Energy: \$2,161,298  
Additional LIHEAP funding: \$2,236,000  
State: \$16,000  
Utility funds: \$370,000  
Questar Gas: \$250,000  
Utah Power: \$120,000

The Utah Department of Community and Culture, Division of Housing and Community Development, distributes grants to eight government and nonprofit agencies across the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility (FY2006)

Households with incomes at or below 125% of poverty are eligible for assistance. In the case of tenants, landlords must contribute 50% of the cost of window/door replacement and mechanical repairs over \$100. Priority is given to households with elderly or disabled members or very young children.

Participation (2006)  
Households served: 1,562

## Energy and Telephone Assistance in the States

### *Home Electric Lifeline Program (HELP)*

The Home Electric Lifeline Program (HELP) provides a monthly discount to low-income customers of Utah Power, the state's only major electric utility. This program was adopted by the Utah Public Service Commission as part of a 1999 rate case.

#### **Benefits (2005)**

Participating customers receive a monthly credit of up to \$8 on their bills, approximately a 20% discount on the average electric bill.

#### **Funding (FY2005)**

Total: \$1,715,278

The program is funded through a utility surcharge on all electric customer bills, which ranges from \$0.12 per month for most residential customers to \$6.25 per month for some large industrial customers.

#### **Eligibility (2005)**

Utah Power customers who are Utah residents with household incomes at or below 125% of poverty are eligible for assistance. HELP operates in coordination with the state LIHEAP program; applicants may apply for both programs at the same time. Customers may receive HELP assistance for 12 consecutive months at a time, with eligibility recertification required after that period of time.

The Utah Department of Community and Culture (DCC) administers HELP in conjunction with the HEAT program.

#### **Participation (FY2005)**

Households served: 21,513

service if the customer has a written notice from the utility stating that a deferred-payment arrangement could not be agreed upon; that the customer has applied for HEAT assistance and Red Cross utility assistance; and further, that any of the following criteria apply to the customer either in the month of application or the month before:

- Has a household income at or below 125% of the federal poverty guideline
- Experiences a medical emergency
- Becomes unemployed or experiences a 50% or greater drop in income
- Winter moratorium participants must pay at least 5% of household income (10% for electric heating) toward utility costs.

#### **Health**

Utah requires utilities to delay for up to 30 days disconnection of residential service for nonpayment whenever a physician certifies that such an action would adversely affect the health of the customer or that of a household member.

#### **Deferred Payments**

Utilities are required to offer customers the opportunity to avoid disconnection by agreeing and adhering to a deferred-payment arrangement.

Utah

### Seasonal, Health-, and Income-Related Disconnection Policy

#### **Seasonal**

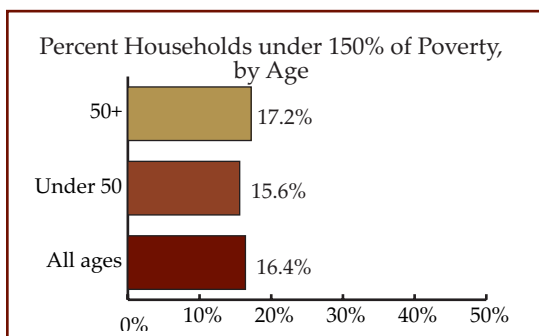
Between November 15 and March 15, Utah prohibits disconnection of residential utility

# Energy and Telephone Assistance in the States

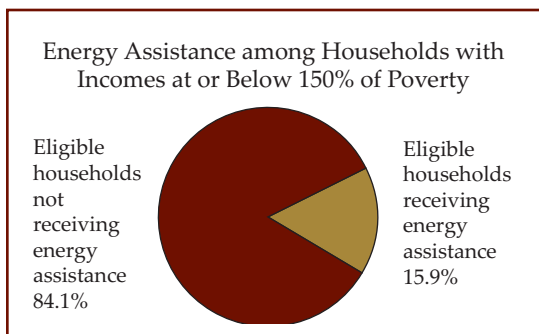
## Vermont

### Vermont in Brief (2006)

Total state population:	623,908
State median income:	\$65,876
Percent households age 50+:	50.1%

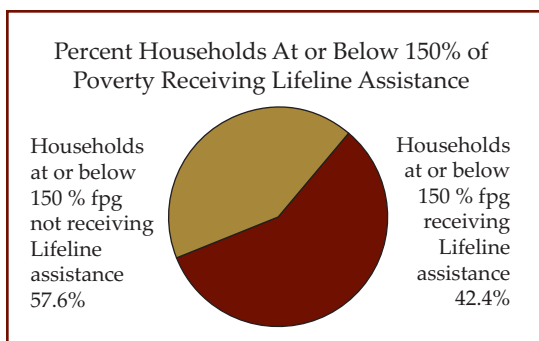


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 96.3%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Vermont.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Average monthly credit: \$15.75

Basic federal support: \$8.35

State support: \$5.65

Federal match: \$1.75

#### Funding (2005)

Federal: \$4,004,463\*

State: \$1,059,113 (2005)\*

\*Source: State staff.

The state portion (\$3.50) of this benefit is funded through a monthly subscriber surcharge imposed on all retail telecommunications services. All retail telecommunications service providers collect the surcharge, which was set at 1.15% of billed rates in 2005, from their customers and forward the revenues to the Vermont Universal Service Fund (VUSF). The VUSF supports several programs, including Lifeline, and reimburses eligible local telephone service providers for paying the state portion of the Lifeline benefit.

#### Eligibility (2005)

To receive Lifeline assistance, state residents must complete an application with the Vermont Department of Prevention, Assistance, Transition, and Health Access (PATH) (formerly Department of Social Welfare) and prove they are any of the following:

- Age 65 or older with household income at or below 175% of the federal poverty guideline

## Energy and Telephone Assistance in the States

- Under age 65 with household income at or below 150% of the federal poverty guideline
- Enrolled in any of the following programs:
  - Food stamps
  - Aid to Needy Families with Children
  - Fuel assistance (Vermont PATH)
  - Medicaid
  - Supplemental Security Income (SSI)

The PATH department advises the telephone company of applicant eligibility. Beneficiaries must recertify with PATH periodically to remain eligible for this program.

### **Participation (2005)**

Households served: 24,699

Participation rate: 60% (based on 150% of the federal poverty guideline)

### *Link-Up*

Qualified customers receive a discount on the price of installing new telephone service.

### **Benefits (2005)**

Link-Up subscribers receive the following:

- A maximum credit of \$30 or a 50% reduction, whichever is less, on the charges that customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### **Funding (2005)**

Federal: \$18,982

### **Eligibility (2005)**

Eligibility requirements are the same as for Lifeline.

### **Participation (2005)**

Households served: 1,134

## Energy Assistance

Low-income energy assistance in Vermont includes the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)—Fuel Assistance Program
- Weatherization Assistance Program (WAP)
- Efficiency Vermont—Residential Energy Efficiency Partnership (REEP)

### *Low-Income Home Energy Assistance Program (LIHEAP)—Fuel Assistance Program*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Vermont with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Vermont distributes payments through its Fuel Assistance Program, which includes two categories of assistance: heating assistance through the seasonal fuel assistance program, and crisis assistance through the crisis fuel assistance program. The state also uses a portion of the grant to supplement funding for Vermont's Weatherization Assistance Program (WAP).

### **Benefits (FY2005)**

Heating (seasonal fuel assistance): \$902 average per household

Crisis (crisis fuel assistance): No set maximum

Clients receive one benefit a year. Benefits are issued through an electronic funds transfer into the energy provider's account, unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Assistance is available from July 15 to February 28.

The crisis fuel assistance program repairs or replaces heating systems, provides grants for emergency fuel purchase, and provides utility service shutoff protection. Crisis assistance is

# Energy and Telephone Assistance in the States

available from the last Monday in November until April 30.

## Funding (FY2006)

Total: \$27,902,902  
Federal: \$20,902,902  
Regular net block grant: \$11,612,664  
Additional one-time block grant: \$2,026,347  
Total emergency/cont.: \$7,263,891  
State: \$7,000,000  
Weatherization Trust Fund: \$3,500,000  
State Department of Corrections: \$3,500,000

Vermont allocates LIHEAP funding in the following manner:

Heating assistance:	69%
Crisis assistance:	11%
Weatherization:	3%
Administration, etc.:	17%

The crisis fuel assistance program may also receive up to 12% of the state's emergency contingency funds.

The Vermont legislature created the Home Weatherization Assistance Trust Fund, to be funded by dedicated tax receipts, and legislature appropriations, including LIHEAP funds. The legislature authorizes the transfer of funds to the fuel program from the trust fund for the initial period of program funding availability, with the understanding that when LIHEAP funds become available, the borrowed funds from the trust will be replaced.

## Eligibility (FY2006)

State residents with household net incomes at or below 125% of poverty are eligible for seasonal assistance.

The Department of Prevention, Assistance, Transition, and Health Access (PATH), Office of Home Heating Fuel Assistance, accepts applications, determines eligibility, and makes payments to energy providers and clients. The office contracts with Area Agencies on Aging and community action agencies (CAAs) to distribute, accept, and help complete applications. Applications are mailed to previous

applicants automatically regardless of prior funding decisions.

State residents with net household incomes at or below 150% of poverty are eligible for assistance if they have an extenuating or unpredictable circumstance that led to their home heating crisis. The program is administered by grant agreements between the Department of Prevention, Assistance, Transition, and Health Access and the state's five community action agencies.

Vermont also uses an assets test to determine the financial eligibility of clients for LIHEAP.

## Participation (FY2005)

Households served:  
Heating: 19,327

## Weatherization Assistance Program (WAP)

Through the Vermont Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Vermont with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2006)

Average benefit per household: \$3,000  
Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows,



## Energy and Telephone Assistance in the States

replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$6,253,926

Federal: \$1,353,926

Department of Energy (DOE): \$1,353,926

State: \$4,900,000\*

Vermont Home Weatherization Assistance

Trust Fund : \$4,900,000

\*Source: LIHEAP Clearinghouse.

In addition to federal funds, Vermont has a statewide Home Weatherization Assistance Trust Fund established by the legislature and funded by a 0.5% tax levied on the gross receipts of all nontransportation energy vendors in the state. The tax proceeds, about \$4,200,000 annually, are piggybacked with DOE funds, placed in a trust within the state treasury, and administered by the Office of Economic Opportunity.

The Vermont Office of Economic Opportunity (OEO) distributes grants to five weatherization agencies in the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Eligibility (FY2006)

Households with incomes at or below 150% of poverty are eligible for assistance.

### Participation (2004)

Households served: 1,373

### **Efficiency Vermont— Residential Energy Efficiency Partnership (REEP)**

The Residential Energy Efficiency Partnership (REEP) was established in 1997 to improve energy performance in Vermont's low-income housing. It is offered by Efficiency Vermont, a nonprofit state energy efficiency utility that consolidates and administers the energy

efficiency programs previously offered by the state's 22 electric utilities.

REEP leverages utility incentives, weatherization subsidies, and owner investments to implement cost-effective energy measures.

### Benefits (FY2006)

The Residential Energy Efficiency Partnership operates an all-fuel, statewide program that offers the following services to eligible households living in single family and multifamily buildings:

- Installation of energy-efficient light bulbs and fixtures
- Replacement of refrigerators with more efficient models
- Sealing drafts and air leaks around windows and doors
- Insulation of walls and ceilings
- Installation of water heater jackets, low-flow shower heads, aerators
- Replacement of electric space and water heaters with oil, gas, or propane units
- Identification of loans, mortgage products, and money-saving energy services

REEP also provides the following:

- Marketing, education, and outreach to the housing community
- Packaging services for building owners, operators, and managers, including audits, building analysis, and implementation oversight
- Financing and grant making
- Training and technical assistance

### Funding (FY2005)

Total: \$2,147,497

Utility: \$2,147,497

Single-family initiatives: \$1,261,094

Multifamily initiatives: \$886,403

Funding for this program comes from a nonbypassable volumetric energy efficiency charge (EEC) that appears on all consumers' electric bills except those of the Burlington Electric Department. Each utility negotiated

its contribution based on factors unique to its service territory, so the size of the EEC varies among utilities.

The program is administered by Efficiency Vermont and is delivered by the Vermont Energy Investment Corporation, a nonprofit energy services company.

### **Eligibility (2005)**

Eligible properties must have five or more residential units with at least 50% of the units occupied by tenants with household incomes at or below 80% of the area median income.

### **Participation (2005)**

Households served: 1,100 per year (approx.)

## Seasonal, Health-, and Income-Related Disconnection Policy

### **Seasonal**

Vermont prohibits disconnection of residential natural gas or electric services for nonpayment from November 1 through March 31 if the National Weather Service forecasts temperatures to be at or below 10°F (32°F for households with members age 62 or older) for a 48-hour period beginning on the morning of the date of disconnection.

### **Health**

Vermont requires utilities to delay for up to 30 days disconnection of residential service for nonpayment if a physician certifies in writing that the customer or a household member would suffer a health hazard in the event of service disconnection. A physician's certificate may be renewed twice within a calendar year.

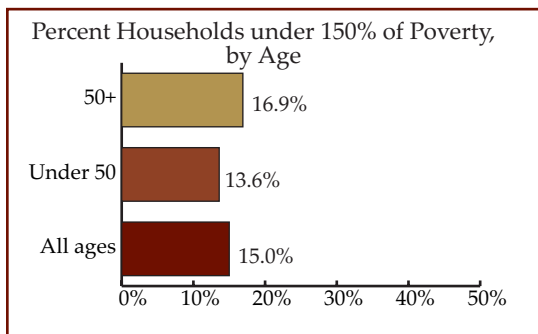
### **Deferred Payments**

The state requires utilities to offer residential customers the opportunity to avoid disconnection by agreeing and adhering to a deferred-payment arrangement. The state prohibits utilities from disconnecting service to customers who accept and complete such an arrangement.

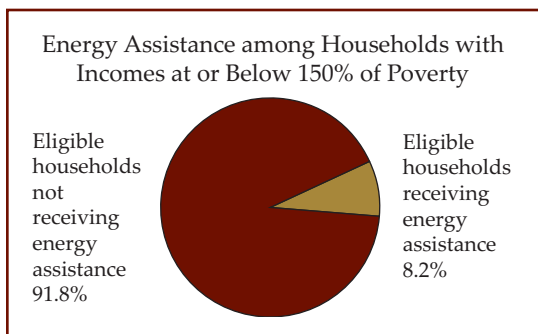
# Energy and Telephone Assistance in the States Virginia

## Virginia in Brief (2006)

Total state population:	7,642,884
State median income:	\$71,697
Percent households age 50+:	44.1%

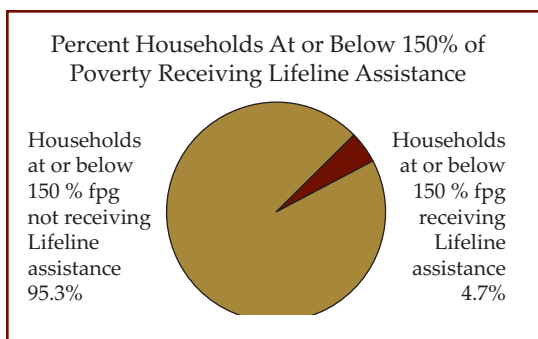


## Energy Assistance



## Telephone Assistance

Telephone penetration rate in state: 93.2%



## Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Virginia.

### *Lifeline (Universal Service Plan)*

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### **Benefits (2005)**

Maximum monthly credit: \$13.50  
 Basic federal support: \$8.25  
 State support: \$3.50  
 Federal match: \$1.75

#### **Funding (2005)**

Federal: \$2,208,977  
 State: \$846,300 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$3.50 per subscriber) in the rates they charge non-Lifeline subscribers for basic local telephone service.

#### **Eligibility (2006)**

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Food stamps
- Medicaid

Beneficiaries must recertify with their local telephone provider annually to remain eligible for this program.

#### **Participation (2005)**

Households served: 20,150  
 Participation rate: 6.9% (based on participation in the federal Medicaid program)

# Energy and Telephone Assistance in the States

## *Link-Up*

Qualified customers receive a discount on the price of installing new telephone service.

### **Benefits (2006)**

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### **Funding (2005)**

Federal: \$55,148

### **Eligibility (2006)**

Eligibility requirements are the same as for Lifeline.

### **Participation (2005)**

Households served: 2,311

## Energy Assistance

## Energy Assistance

Low-income energy assistance programs in Virginia include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Energy Assistance Program
- Weatherization Assistance Program (WAP)

### *Low-Income Home Energy Assistance Program (LIHEAP)—Energy Assistance Program*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the Commonwealth of Virginia with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Virginia distributes payments under

three categories of assistance: fuel, crisis, and cooling. The state also uses a portion of the grant to supplement funding for Virginia's Weatherization Assistance Program (WAP).

### **Benefits (FY2006)**

Fuel: \$311 average per household

Cooling: \$950 maximum per household, which includes maximum benefit for security deposit (\$200), electricity payment (\$200), and air conditioner purchase (\$550)

Crisis: \$2,200 maximum per household, which includes maximum benefit for equipment repair/purchase (\$1,700), security deposit (\$200), and primary heat/primary utility (varies maximum approximately \$250–\$300)

Virginia provides financial assistance with heating costs through the fuel assistance component of LIHEAP and payments for energy-related emergencies through the crisis assistance component. The cooling assistance component provides financial payments to qualified households to purchase one portable fan; repair a ceiling, attic, or whole-house fan; purchase one air conditioner; repair central air conditioning unit or heat pump; pay electric security deposits; and pay electric bills. Provision of cooling assistance is contingent on the availability of funds and requires eligible households contain at least one vulnerable household member.

Clients receive one fuel benefit a year. Benefits are paid to the energy provider unless the clients' home energy costs are included in rent, their electricity or gas is provided by a nonparticipating vendor, they have limited storage, or they heat with coal or wood. In these cases, the payment is sent directly to the clients.

### **Funding (FY2006)**

Total: \$75,052,711

Federal: \$75,052,711

Regular net block grant: \$38,165,637

One-time additional net block grant: \$33,092,921

Total emergency/cont.: \$3,794,153

## Energy and Telephone Assistance in the States

The Virginia Department of Social Services accepts applications for LIHEAP in local social services offices throughout the state. The main office mails fuel assistance applications to the prior year's recipients, maintains the energy assistance automated system that determines eligibility through local department's data input, informs clients, and makes fuel assistance payments to energy providers and clients. Local departments of social services input payments through the Energy Assistance Program automated system for crisis and cooling assistance.

Virginia allocates LIHEAP funding in the following manner:

Fuel assistance:	52%
Cooling assistance:	10%
Crisis assistance:	12%
Weatherization:	15%
Administration, etc.:	11%

Cooling assistance has been a regular yearly program but is contingent on the availability of funds.

Fuel assistance application period is the second Tuesday in October through the second Friday in November. Crisis assistance is available from November 1 through March 15 for primary heating security deposit, space heater for temporary use, primary heating equipment repairs or purchases, supplemental equipment and maintenance, and emergency shelter. Crisis assistance is available from the first workday in January through March 15 for the purchase of primary heating fuel or payment of primary heating utility. Cooling assistance is available from June 15 through August 15.

### Eligibility (2006)

State residents with household incomes at or below 130% of poverty are eligible for assistance.

### Participation (FY2006)

Households served by program component:

Heating:	110,590
Cooling:	39,685

Winter crisis:	17,541
Weatherization:	1,257

### Weatherization Assistance Program (WAP)

This program helps low-income residents—especially those 60 years and older, disabled, or living with young children—increase energy efficiency and reduce home heating costs by adding insulation, sealing air leaks, and repairing or replacing heating systems. New program policies soon will allow replacement of old refrigerators and water heaters as well. This program also works to improve health and safety by reducing hazards of carbon monoxide poisoning.

Benefits (FY2006)

Maximum benefit per household: \$2,826

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$10,697,080

Federal: \$10,697,080

Department of Energy: \$4,344,862

Additional LIHEAP funding: \$6,352,218

The Virginia Department of Housing and Community Development distributes grants to 23 community action, nonprofit, and local government agencies throughout the state.

## Energy and Telephone Assistance in the States

# Virginia

These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### **Eligibility (FY2006)**

State residents with household incomes at or below 130% of poverty are eligible for assistance. The Weatherization Assistance Program prioritizes services to the elderly, persons with disabilities, and households with children.

### **Participation (2006)**

Households served: 1,036

## Seasonal, Health-, and Income-Related Disconnection Policy

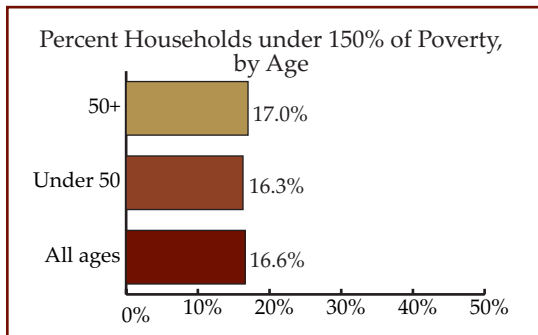
Virginia does not have state-mandated disconnection policies related to temperature, health, or income.

# Energy and Telephone Assistance in the States

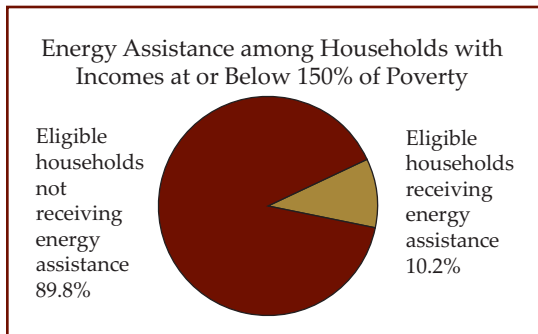
## Washington

### Washington in Brief (2006)

Total state population:	6,395,798
State median income:	\$69,130
Percent households age 50+:	44.1%

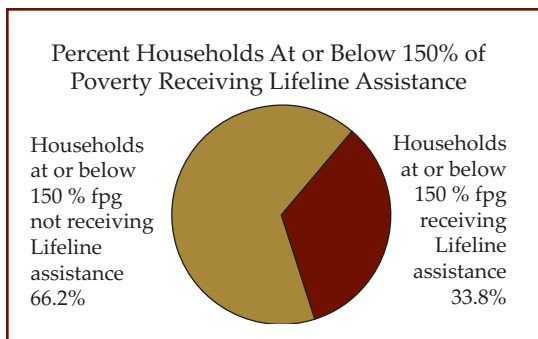


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 96.1%



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Washington. These programs are collectively known as the Washington Telephone Assistance Program (WTAP).

#### Lifeline/WTAP

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50  
 Basic federal support: \$8.25  
 State support: \$3.50  
 Federal match: \$1.75

WTAP caps the amount a participant pays for local phone service. The current cap is \$4 a month.

#### Funding (2005)

Federal: \$16,946,094  
 State: \$5,878,152 (est.)

Funding at the state level is provided through a \$0.13 surcharge, approved by the legislature, on every telephone line in the state of Washington. The amount of the surcharge, which appears on local telephone bills, varies from year to year depending on program demand, but cannot exceed \$0.14 per subscriber per month. All money collected from the surcharge is transferred to a telephone assistance fund administered by the Department of Social and Health Services. Local telephone companies charge the fund for expenses incurred in providing WTAP, including administrative expenses and the revenue loss for reducing monthly rates and service connection fees for beneficiaries.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local

# Energy and Telephone Assistance in the States

telephone provider and prove they are enrolled in any of the following programs.

- Temporary Assistance for Needy Families (TANF)
- State Family Assistance (SFA)
- Food assistance
- General assistance
- Supplemental Security Income (SSI)
- Medical assistance
- Refugee assistance
- DSHS chore services
- Community Options Program (COPES)

The Department of Social and Health Services (DSHS) verifies eligibility on behalf of the customer at the request of the local telephone provider.

## Participation (2005)

Households served: 139,956

Participation rate: 37.5% (based on 135% of the federal poverty guideline)

## Link-Up/WTAP

Qualified customers receive a discount on the price of installing new telephone service.

## Benefits (2006)

LinkUp/WTAP subscribers receive the following:

- A 50% discount on service connection fees (state benefit), plus a credit of \$30 or a 50% reduction in service connection fees, whichever is less (federal benefit).
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

## Funding (2005)

Federal: \$1,845,225

State: \$260,988

All money collected from the surcharge is transferred to a telephone assistance fund administered by the Department of Social and Health Services. Local telephone companies charge the fund for expenses incurred in

providing WTAP, including administrative expenses and the revenue loss for reducing monthly rates and service connection fees for beneficiaries.

## Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

## Participation (2005)

Households served: 47,348

## Energy Assistance

Low-income energy assistance programs in Washington include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Energy Assistance Program
- Weatherization Assistance Program

## Low-Income Home Energy Assistance Program (LIHEAP)—Energy Assistance Program

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Washington with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Washington distributes payments through its Energy Assistance Program, which includes two categories of assistance: heating and emergency services. The state also uses a portion of the grant to supplement funding for Washington's Weatherization Assistance Program (WAP).

## Benefits (FY2006)

Heating: \$750 maximum per household

Emergency services: \$3,000 maximum per household<sup>1</sup>

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client.



# Energy and Telephone Assistance in the States

Heating assistance is available from October 1 through June 30; crisis services are available from October 1 through at least March 15.

## Funding (FY2006)

Total: \$44,858,170

Federal: \$38,398,170

Regular net block grant: \$36,051,507

One-time additional net block grant:  
\$443,529

Total emergency/cont.: \$776,538\*

2005 FY carryover: \$421,961

Leveraging incentive funds: \$371,635

One-third of REACH grant : \$333,000

State: \$6,460,000 (one time appropriation)

The program is funded through a federal block grant and \$7,600,000 (\$6,460,000) for energy assistance and \$540,000 for weatherization) appropriated from the state public service revolving fund. The Washington State Department of Community, Trade and Economic Development distributes federal and state energy assistance funds to 27 local community action agencies. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients. The State of Washington Department of Social and Health Services provides client information, outreach, and income verification services to the community action agencies for their clients.

Washington allocates LIHEAP funding in the following manner:

- Heating and crisis assistance: 85%
- Weatherization assistance: 15%

<sup>1</sup>Local program contractors have the option of adopting a \$2,000 or \$3,000 maximum for crisis repairs and services provided to any one household.

## Eligibility (FY2006)

State residents with household incomes at or below 125% of poverty, with at least one member of the household receiving benefits from one of the following federal programs, are eligible for LIHEAP assistance:

- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- Food stamps
- Veterans' and survivors' pension benefits

## Participation (FY2005)

Households served by program component:

Heating: 56,484

Winter/year-round crisis: 15,961

Weatherization: 1,733

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Washington with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2006)

Average expenditure per household: \$4,150

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm window.

Weatherization funds are also used to perform repairs needed to protect the weatherization measures and minor repairs needed to protect the health and safety of the residents.

## Funding (FY2006)

Total: \$17,553,546

Federal: \$12,513,546

Department of Energy: \$4,688,820

Additional LIHEAP funds: \$6,114,726

Bonneville Power Administration (BPA):  
\$1,710,000

State

Energy Matchmakers Program : \$4,500,000

One-time appropriation: \$540,000

The Department of Community, Trade and Economic Development (OCD) receives funding from four sources (see above) for the weatherization program.

The Energy Matchmakers Program increases resources for low-income weatherization by leveraging local matching dollars. The program is funded primarily by state capital budget funds and matching funds from utilities, landlords, and local governments.

BPA-funded weatherization services are provided to low-income households in electrically heated homes in the service territories of BPA customer utilities. The Washington State Department of Community, Trade and Economic Development (CTED) distributes grants to 26 weatherization service providers, including community action and nonprofit agencies. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility

Households with total incomes at or below 125% of the federal poverty guideline are eligible for assistance.

## Participation (2005)

Households served: 4,371

## Seasonal, Health, and Income-Related Disconnection Policy

### Seasonal/Low-Income

Between November 1 and March 31, Washington prohibits disconnection of residential natural gas and electric service for nonpayment if customers are able to fulfill the following requirements:

- Declare an inability to pay a bill and/or required deposit
- Have household income at or below 125% of the federal poverty guideline
- Apply for energy assistance and low-income weatherization assistance
- Pay at least 7% of monthly income each month to utility in addition to one-twelfth of past due amounts accrued from date of application

### Health

Washington requires utilities to delay for up to 60 days disconnection of residential service for nonpayment if the utility receives written or verbal notice that a medical emergency exists at the customer's residence. The utility may require the customer to submit written certification from a physician stating that disconnection would aggravate an existing medical condition of a resident of the customer's household.

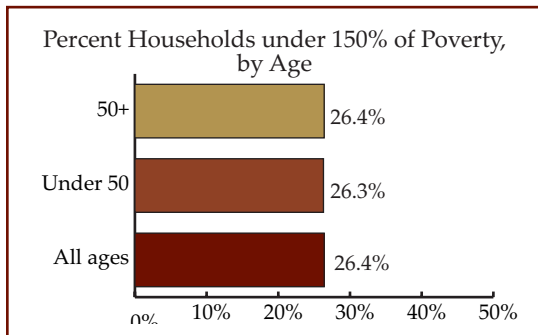
### Deferred Payments

The state also prohibits disconnection of residential service for nonpayment if the customer agrees and adheres to a deferred-payment arrangement offered by the utility.

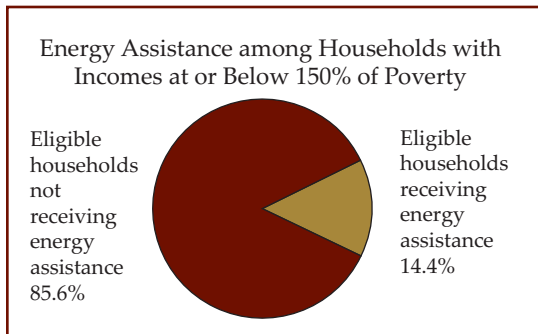
# Energy and Telephone Assistance in the States West Virginia

## West Virginia in Brief (2006)

Total state population:	1,818,470
State median income:	\$46,169
Percent households age 50+:	53.2%

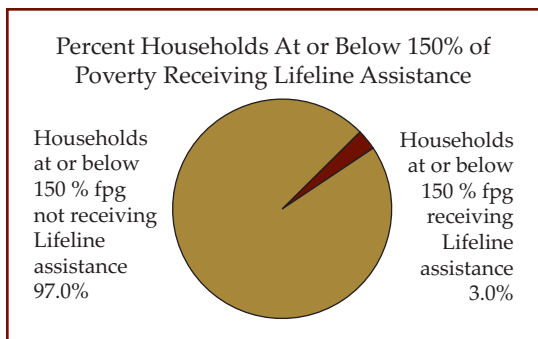


## Energy Assistance



## Telephone Assistance

Telephone penetration rate in state:	93.4 %
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## Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in West Virginia. The state also offers a similar program, called Tel-Assistance Service, which is restricted to households that have at least one member who is disabled or age 60 or older.

### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

### Funding (2005)

Federal: \$667,412

State: \$242,886 (est.)

Local telephone companies recover the cost of providing the state portion of this benefit (\$2 per subscriber) in the rates they charge non-Lifeline subscribers for basic local service.

### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they have a household income at or below 135% of the federal poverty guideline, or that they are enrolled in any of the following programs:

- Temporary Assistance for Needy Families (TANF)
- West Virginia Works
- Food stamps
- Medicaid
- Supplemental Security Income (SSI)

## Energy and Telephone Assistance in the States

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

### Participation (2005)

Households served: 5,783

Participation rate: 3.5% (based on 135% of the federal poverty guideline)

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$18,166

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 985

### Tel-Assistance Service

This program offers the same services and benefits as Lifeline, except that it is authorized by state legislation and it restricts benefits to persons who meet the eligibility requirements of Lifeline and are elderly or disabled. Another difference between Lifeline and Tel-Assistance is that local telephone providers recover the cost of providing the state portion of the Tel-Assistance benefit through a state tax credit.

## Energy Assistance

Low-income energy assistance programs in West Virginia include the following programs:

- Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance Program (LIEAP)
- Weatherization Assistance Program (WAP)
- Special Reduced-Rate Residential Service

*Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance Program (LIEAP)*

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of West Virginia with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, West Virginia distributes payments under two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for West Virginia's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Heating: \$295 maximum per household

Crisis: \$500 maximum per household

Clients may receive one heating and one crisis benefit a year (not to exceed \$500 in total). Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available beginning approximately December 1 of each year until funds are exhausted. West Virginia uses an early application period for older and disabled applicants. Crisis assistance is available when heating funds have been exhausted.

### Funding (FY2006)

Total: \$24,067,929

Federal: \$24,067,929

Regular net block grant: \$ 17,660,288

Additional one-time net block grant:  
\$6,157,991

Total emergency/cont.: \$249,650

## Energy and Telephone Assistance in the States

Local offices of the West Virginia Department of Health and Human Resources, Office of Children and Families, accept applications, determine eligibility, notify clients, and make payments to energy providers and clients. West Virginia allocates LIHEAP funding in the following manner:

- Heating assistance: 47%
- Crisis assistance: 28%
- Weatherization: 15%
- Administration, etc.: 10%

### Eligibility (FY2006)

State residents with household incomes at or below 130% of poverty are eligible for assistance.

### Participation (FY 2005 est.\*)

Households served:

Heating: 42,434

\*Source: LIHEAP Clearinghouse.

### Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides West Virginia with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce energy expenditures, and improve health and safety.

### Benefits (FY2006)

Maximum benefit per household: \$4,000

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner

- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

### Funding (FY2006)

Total: \$7,143,377

Federal: \$6,893,727

Department of Energy: \$3,320,985

Additional LIHEAP funds: \$3,572,742

Utility: \$249,650

Dominion Gas partnership\*: \$82,400

Mountaineer Gas partnership\*: \$167,250

\* Note: These funds are only for company low-income high-energy usage customers and are not available in all parts of the state.

West Virginia's Weatherization Assistance Program for Low-Income Persons is managed statewide by the Governor's Office of Economic Opportunity. Weatherization services are provided locally by 12 community action agencies that provide weatherization assistance in all 55 counties of the state.

### Eligibility (FY2006)

Persons with incomes at or below 150% of poverty are eligible for assistance. Households with elderly or disabled members and families with children are targeted for assistance.

### Participation (2006)

Households served: 1,330

### Special Reduced-Rate Residential Service

Since 1984, West Virginia requires public utilities to give discounts to low-income and older customers. In return, participating utilities get a directly corresponding tax credit.

## Energy and Telephone Assistance in the States

# West Virginia

### Benefits (2004–2005)

Average discount:

- \$72 per household (electric customers)
- \$128 per household (gas customers)

Eligible households receive a 20% discount on their monthly utility bills from December to April. The discount applies to both gas and electric service.

### Funding (FY2006)

Total: \$8,212,251

The amount of the utility discount is credited against each utility's tax liability. The Department of Health and Human Resources mails application kits to recipients of public assistance from qualifying programs (see "Eligibility," below). Clients submit completed applications to their utility, which determines the client's eligibility for the discount and applies the reduced rate to their account.

### Eligibility (FY2006)

Gas and electric utility customers in West Virginia who receive any of the following benefits are eligible for assistance:

- Social Security
- Supplemental Security Income (SSI)
- Temporary Aid for Needy Families (TANF)
- Food stamp recipients age 60 and older

### Participation (December 2004–April 2005)

Households served: 44,055

## Seasonal, Health-, and Income-Related Disconnection Policy

### Seasonal

Between December 1 and February 28, West Virginia prohibits disconnection of residential natural gas or electric service for nonpayment because such action is interpreted as being dangerous to the health and safety of the customer's household.

### Health

West Virginia requires utilities to delay by up to 30 days disconnection of residential service for nonpayment if a licensed physician certifies that such an action would be dangerous to the health of the customer or a household member. Certificates may be renewed every 30 days for the duration of the illness unless the physician can state that the condition is permanent.

### Deferred Payments

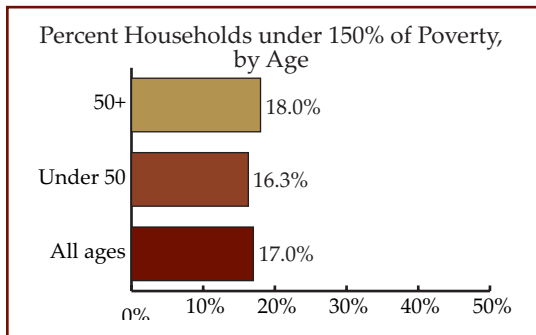
Utilities are required to offer residential customers in danger of having their service disconnected for nonpayment the opportunity to enter into a deferred-payment agreement. If the customer agrees and adheres to such an agreement, service cannot be disconnected.

# Energy and Telephone Assistance in the States

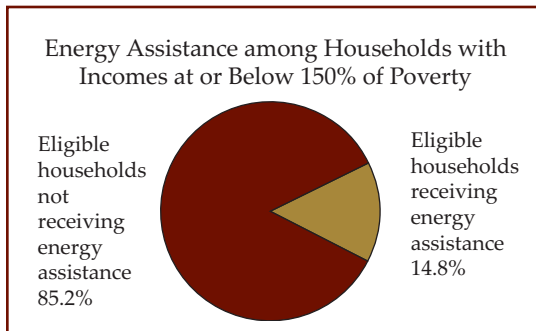
## Wisconsin

### Wisconsin in Brief (2006)

Total state population:	5,556,506
State median income:	\$69,010
Percent households age 50+:	45.7%

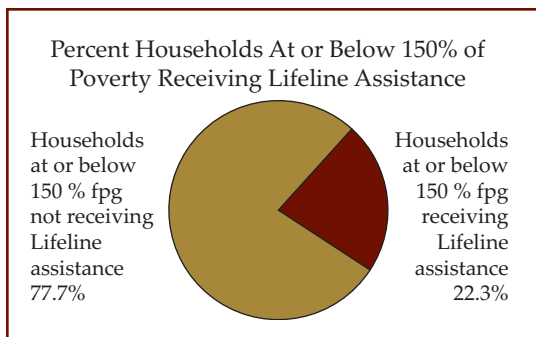


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 93.7%



### Telephone Assistance

Lifeline and Link-Up are the primary sources telephone assistance for low-income households in Wisconsin.

#### Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$10.00  
 Basic federal support: \$8.25  
 State support: \$1.17  
 Federal match: \$0.58

#### Funding (2005)

Federal: \$8,082,905  
 State: \$2,144,945\*

\* From 2005-06 NRRI Survey

The Wisconsin Universal Service Fund provides the state contribution of \$1.17 per month per subscriber. The fund receives its income from a separate line charge billed monthly to each non-Lifeline customer by the telephone service provider.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Wisconsin Works or W2
- Medical Assistance (MA)
- Supplemental Security Income (SSI)
- Food stamps
- Low-income Home Energy Assistance Program (LIHEAP)
- Wisconsin Homestead Tax Credit Badger Care

## Energy and Telephone Assistance in the States

The local phone company verifies customer eligibility through a state database. Local phone providers reverify eligibility annually.

### Participation (2005)

Households served: 75,000

Participation rate: 19.6% (based on 150% of the federal poverty guideline)

### Link-Up

Eligible subscribers receive a discount toward the installation of new telephone service.

### Benefits (2006)

In Wisconsin LinkUp recipients pay no connection fee for connecting to new telephone service. Subscribers receive a federal discount of 50% (up to a maximum of \$30), and the Wisconsin Universal Service Fund pays remaining costs.

### Funding (2005)

Federal: \$764,808

State: \$808,507

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 30,501

## Energy Assistance

Low-income energy assistance programs in Wisconsin include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)
- Reliability Law—Low-income Assistance Program
- Housing Cost Reduction Initiative
- Rental Assistance

## Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Wisconsin with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Wisconsin distributes payments under two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for Wisconsin's Weatherization Assistance Program (WAP).

### Benefits (FY2006)

Heating: \$1,200 maximum per household

\$358 average per household

Crisis: no program maximum

Clients receive one heating benefit a year for heating, but may receive more than one crisis assistance benefit per year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from October 1 to May 15. Crisis heating assistance is available year-round; crisis cooling is available from May 15 to October 15.

### Funding (FY2006)

Total: \$138,068,742

Federal: \$112,662,362

Regular net block grant: 69,733,174

One-time additional net block grant:

\$804,378

Total emergency/cont.: \$ 29,299,912

FY05 Leveraging incentive funds: \$825,133

Training and technical assistance: \$3,199,574

DOE funds: \$8,800,191

State : \$22,000,000

State public benefits funds: \$16,000,000

Appropriation: \$6,000,000

The Wisconsin Department of Administration, Division of Energy, partners with county offices of the Department of Human and Social Services to accept applications. The Department of Social



# Energy and Telephone Assistance in the States

Services determines eligibility, notifies clients, and make payments to energy providers and client.

Wisconsin allocates LIHEAP funding in the following manner:

- Heating Assistance: 67%
- Crisis assistance: 8%
- Weatherization: 15%
- Administration, etc.: 10%

## Eligibility (FY2006)

State residents with household income at or below 150% of poverty are eligible for assistance.

## Participation (FY2006)

Households served by program component:

- Heating: 137,618
- Winter/Year-round crisis: 39,821
- Weatherization: 8,032

## Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Wisconsin with a formula distribution grant to help low-income residents—especially those 60 years or older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2006)

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attic, floors, water heater, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2006)

Total: \$44,741,387

Federal: \$19,741,387

Department of Energy: \$8,800,191

Additional LIHEAP funds: \$10,941,196

State: \$25,000,000 (State Reliability Law)

The Wisconsin Weatherization Assistance Program also received funding totaling \$25,000,000 in FY2006 from the Wisconsin public benefits program which is captured in the Reliability Law - Low Income Assistance Program funding totals and description below. The Wisconsin Department of Health and Family Services distributes grants to 21 community action, local government, and local government agencies. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility (FY2006)

Persons eligible for LIHEAP assistance (150% of the federal poverty guideline) are also eligible for weatherization assistance in Wisconsin

## Participation (2005)

Households served: 8,032

## Reliability Law—Low-Income Assistance Program

The State of Wisconsin passed the “Reliability 2000” law in 1999, creating a public benefits fund to support low-income energy programs and other energy-related activities. Programs covered under this law include low-income weatherization and bill payment assistance, energy conservation, and renewable energy development.

## Benefits (FY2006)

\$153 (average) toward payment of electric bill  
In 2006, eligible households also received electric-crisis assistance payments and extended weatherization services, including refrigerator replacements, water heater conversions, and air conditioning efficiency measures.

# Energy and Telephone Assistance in the States

## Funding (FY2006)

Utilities: \$66,507,425

- \$40,000,000—Funding that major investor-owned natural gas and electric utilities in Wisconsin must continue to provide for low-income programs
- \$26,507,425—Funding that all investor-owned electric utilities and some municipal utilities and cooperatives collect from a new charge on customers' electric bills

**New Fee**—In FY2005, most residential customers paid a fee of 3% of the total bill. The formula-based charge is adjusted each year to ensure that funding matches the total “low-income need,” defined as the amount by which the annual energy bills of low-income households in the state exceed 2.2% of the households' annual incomes.

The State Division of Energy in the Department of Administration administers the Public Benefits Fund, establishing eligibility requirements annually through needs assessments.

## Eligibility (2006)

State residents with household incomes at or below 150% of the federal poverty guideline are eligible for assistance.

## Participation (2005)

Households served: 124,104

## *Housing Cost Reduction Initiative (HCRI)*

### Rental Assistance

The Housing Cost Reduction Initiative (HCRI) is a competitive program that provides grants to local governments, nonprofits, and other organizations for projects that reduce the cost of housing for low-income renters and home buyers.

### Benefits

Grants of up to \$450 are provided to households when housing costs are more than 35% of the

total income, and all other sources of assistance have been exhausted.

HCRI grants may be used for security deposits, first and last months' rent, and utility payment assistance.

## Funding (2006)

Total: \$2,800,000

State: \$2,800,000

## Eligibility (2006)

The following types of organizations are among those eligible to apply for HCRI funds: nonprofit and for-profit housing organizations (including limited-equity cooperatives), housing authorities, local governments, tribal governments, community action agencies, and religious organizations.

These local organizations are able to provide direct assistance to resident households with incomes of up to 80% of the state median, and no other available sources of assistance.

## Participation

Not Available

## Seasonal, Health-, and Income-Related Disconnection Policy

### Seasonal

From November 1 to April 15, Wisconsin prohibits disconnection of natural gas or electric service to households with incomes at or below 250% of poverty. Utilities are allowed to disconnect services to other residential customers during this period only if the household does not include members who because of age, developmental or mental disabilities, illness, or infancy, would have their health or safety endangered by such an action.

### Health

The state requires utilities to delay for up to 21 days disconnection of residential service for nonpayment if a licensed Wisconsin physician

## Energy and Telephone Assistance in the States

certifies that such an action would aggravate an existing medical condition of the customer or a household member. During the delay the utility must work with the customer to make a reasonable payment arrangement. The delay may be extended to facilitate completion of such an agreement.

### **Deferred Payments**

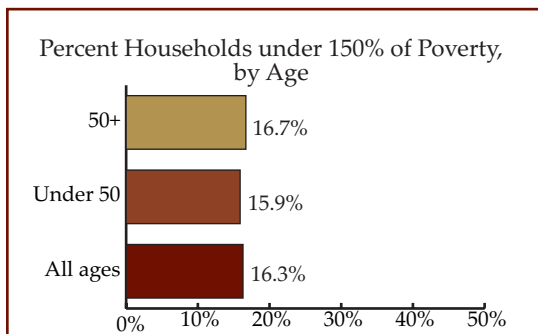
Wisconsin requires utilities to offer residential customers the opportunity to avoid disconnection by negotiating a deferred payment arrangement. Disconnections are prohibited when customers agree and adhere to such an arrangement.

# Energy and Telephone Assistance in the States

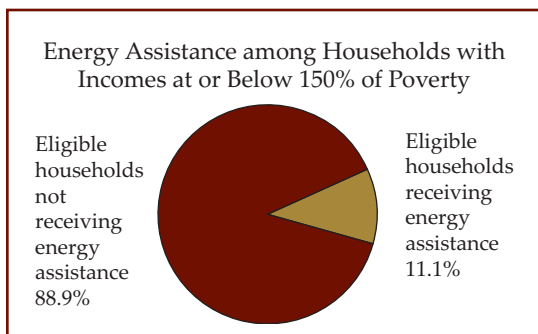
## Wyoming

### Wyoming in Brief (2006)

Total state population:	515,004
State median income:	\$56,065
Percent households age 50+:	48.2%

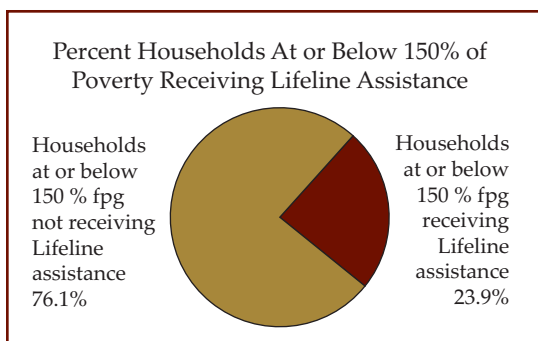


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 94.9 %



### Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Wyoming.

#### Lifeline—Telephone Assistance Program (TAP)

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

#### Benefits (2006)

Maximum monthly credit: \$13.50  
 Basic federal support: \$6.75  
 State support: \$5.00  
 Federal match: \$1.75

#### Funding (2005)

Federal: \$1,063,703  
 State: \$365,000\*

\*Source: National Regulatory Research Institute (NRRI), 2004-2005 Universal Service Funding Mechanism Survey

Each eligible local telephone company is authorized to collect a separate monthly surcharge not to exceed \$.20 (most companies charge \$.01) for each residential access line and each business access line (not to exceed 100 lines per customer) to fully recover its cost for providing the state portion (\$5) of this benefit.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and prove they are enrolled in any of the following programs:

- Child Care
- Food stamps
- Low-Income Home Energy Assistance Programs (LIHEAP)
- Medicaid

## Energy and Telephone Assistance in the States

- Minimum Medical Program
- Supplemental Security Income (SSI)
- Personal Opportunities with Employment Responsibilities (POWER)

Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

### Participation (2005)

Households served: 8,030

Participation rate: 15.0% (based on 200% of the federal poverty guideline))

### Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

### Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction in the charges customers pay for connecting to new telephone service, whichever is less
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

### Funding (2005)

Federal: \$184,746

### Eligibility

Eligibility requirements are the same as for Lifeline.

### Participation (2006)

Households served: 7,339

## Energy Assistance

Low-income energy assistance programs in Wyoming include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)

## Low-Income Home Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Wyoming with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Wyoming distributes payments under two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for Wyoming's Weatherization Assistance Program (WAP).

### Benefits (FY2005)

Heating: Maximum per household benefit varies by fuel type.

\$423 average per household

Crisis: \$400 maximum per household

Clients receive one benefit per year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the landlord. Heating and crisis assistance are available from October 1 to February 28.

### Funding (FY2006)

Total: \$14,990,594

Federal: \$9,115,594

Tribal set-aside: \$210,000

Regular net block grant: \$5,626,106

One-time additional net block grant:  
1,018,369

January emergency/cont.: \$209,808

March emergency/cont.: \$2,051,311

State: \$3,375,000

State appropriation: \$375,000

Wyoming general fund supplemental  
funding: \$3,000,000

The Department of Family Services contracts with a Wyoming Community Action Agency (CAAs) to accept applications, determine eligibility, and notify clients. The State of Wyoming makes payments directly to energy providers for energy costs incurred October through May or until the client exhausts their benefit.

# Energy and Telephone Assistance in the States

# Wyoming

For FY 2006, Wyoming allocated LIHEAP funding in the following manner:

Heating Assistance:	70%
Crisis Assistance:	5%
Weatherization:	15%
Program Administration	10%

## Eligibility (FY2005)

Households with total incomes at or below 60% state median incomes with at least one member receiving at least one of the following benefits are eligible for assistance.

- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- Food stamps
- Veterans' benefits

## Participation (2005)

Households served by program component:

- Heating: 9,550
- Winter/Year-round Crisis: 795
- Weatherization: 281

## *Weatherization Assistance Program (WAP) (Residential Energy Conservation Assistance Program)*

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Wyoming with a formula distribution grant to help low-income residents—especially those older, disabled, or living with young children— increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

## Benefits (FY2005)

Average expenditure per household (WAP): \$2,744

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attic, floors, water heater, exposed pipes, and bellies of mobile homes.
- Tuning, repairing, or replacing the furnace or heating unit, and other combustion appliances in the home
- Providing ventilation fans—including attic or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

## Funding (FY2005)

Total: \$ 3,100,071

Federal: \$ 2,650,071

Department of Energy: \$ 1,179,511

Additional LIHEAP funds: \$ 1,470,560

State: \$450,000

Petroleum violation escrow fund: \$450,000

The Wyoming Department of Family Services accepts applications, determines eligibility, and provides weatherization services, such as performing energy audits and implementing suggested measures.

## Eligibility (FY2005)

Households at or below or 60% of the state median income (whichever is higher) are eligible for assistance. Priority is given to households with elderly or disabled members, or very young children.

## Participation (2005)

Households served: 700

## Seasonal, Health-, and Income-Related Disconnection Policy

Seasonal

Wyoming prohibits disconnection of natural gas or electric service to residential customers for nonpayment between November 1 and April 30 if any of the following apply:

## Energy and Telephone Assistance in the States

The customer can establish a documented inability to pay for services, and:

- The customer has exhausted government assistance, or
- The customer is actively in the process of seeking government assistance, or
- The customer is able to pay for service only by installments

### **Health**

The state requires utilities to delay for up to 22 days disconnection of residential service for nonpayment if a physician certifies that a member of the household is handicapped or seriously ill. If the physician certifies that a member of the household is on life support, the utility must allow 30 days for the customer to enter into a deferred payment arrangement.

### **Deferred Payments**

The state requires utilities to offer deferred payment arrangements to residential customers in danger of losing service because of nonpayment. Disconnections are prohibited when customers agree and adhere to such arrangements.

## Sources for State Charts and Data

### *Total State Population*

*Table 1: Annual Estimates of the Population for the United States, Regions, and States and for Puerto Rico: April 1, 2000 to July 1, 2006 (NST-EST2006-01), Source: Population Division, U.S. Census Bureau; Release Date: December 22, 2006. <<http://www.census.gov/popest/states/tables/NST-EST2006-01.xls>>*

### *State Median Income*

Median income for a family of four in the state

Source: U.S. Department of Health and Human Services, Administration for Children and Families, *Median Income for 4-Person Families, by State*, <http://www.census.gov/hhes/income/4person.html>.

### *Percent of Households Age 50+*

This number represents the percentage of households in the state headed by persons age 50 and older .

Source: *2006 March Income Supplement, Current Population Survey*, Bureaus of Labor Statistics and Census, U.S. Departments of Labor and Commerce.

### *Chart: Percent Households under 150% fpg, by Age*

This chart represents the percentage of households in each of three age categories—under 50, 50 and older, and all ages—with household incomes at or below 150 percent of the federal poverty guideline.

Source: *2004-6 March Income Supplement, Current Population Survey*, U.S. Census Bureau, Bureaus of Labor Statistics and

Census, U.S. Departments of Labor and Commerce. Accessed through Data Ferrett, November 2006.

### *Chart: Heating Assistance among Eligible Households*

This chart represents the ratio of the average number of households (between 2004 and 2006) in the state receiving any financial aid from the government specifically intended to help pay for heating costs to the number of households in the state at or below 150 percent of the federal poverty guideline.

Source: *2004-6 March Income Supplement, Current Population Survey*, U.S. Census Bureau, Bureaus of Labor Statistics and Census, U.S. Departments of Labor and Commerce. Accessed through Data Ferret, November 2006.

### *Telephone Penetration Rates*

This number represents the percentage of households in the state with active telephone service.

Source: *Report: Telephone Subscribership in the United States*, Federal Communications Commission (FCC) Bureau of Common Carriers, FCC-State Link (data through March 2006).

### *Chart: Lifeline Assistance Penetration Rate*

This figure represents the ratio of Lifeline-subscriber households to total households in the state.

Sources: *2004-6 March Income Supplement, Current Population Survey*, Bureaus of Labor Statistics and Census, U.S. Departments of Labor and Commerce. Accessed Through Data Ferret, November 2006).

LI7: *Lifeline Subscribership by State or Jurisdiction*;  
LI8: *LinkUp Assistance Subscribers by State or*



# Energy and Telephone Assistance in the States

*Jurisdiction*, The Universal Service Administrative Company's Quarterly Filing to the FCC, Third Quarter, 2006.

## Sources for Telephone Assistance Programs

### *Lifeline and LinkUp*

#### **Program Descriptions and Eligibility Requirements**

The descriptions of the federal Lifeline and LinkUp programs were developed using the following sources:

*Universal Service Monitoring Report cc Docket no. 98-202 2006 (Data Received Through May 2006)*, Federal-State Joint Board on Universal Service. CC Docket No. 96-45 FCC, 2006. <[http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/DOC-269251A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-269251A1.pdf)>.

47 C.F.R. § 54.400, 54.401, 54.403, 54.405, 54.407, 54.409, 54.411, 54.413, 54.415.

*Federal Communications Commission. Report and Order and Further Notice of Proposed Rulemaking In the Matter of Improving the Effectiveness of the Low-income Support Mechanism*, Federal-State Joint Board on Universal Service, WC Docket No. 03-109. April 2, 2004. <[http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/FCC-04-87A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-04-87A1.pdf)>.

General descriptions of each state's Lifeline and LinkUp programs, including eligibility requirements, were gathered from state Public Utility Commission (PUC) orders, statutes, and rules; state public service commission web pages; Lifelinesupport.org (a website sponsored by a coalition of the largest local telephone companies); and Community Action Agencies.

#### **Benefits**

Information used to develop state Lifeline and LinkUp benefit data was collected from the Universal Service Administrative Company (USAC),

state public utility commission websites, state telephone company websites or reports, or state human services/welfare departments that administer the program.

#### **Funding**

##### *Federal*

The source of federal Lifeline and LinkUp funding totals was the Universal Service Administrative Company's Quarterly Filing to the Federal Communications Commission (FCC), *LI7: Low-income Program Dollars Reported*.

##### *State*

Data on state funding for Lifeline were readily available in only a few states. For the other states, an estimate was developed by multiplying the state portion of a Lifeline monthly credit over 12 months (generally  $\$3.50 \times 12 = \$42$ ) by the number of participating households.

Information on supplemental state funding for LinkUp was collected from state public utility commission websites, state telephone company websites or reports, or state human services/welfare departments that administer the program.

Initial information on state universal service funds was collected from the National Regulatory Research Institute:

Liu, J., & Rosenberg, E. (2006, July). *State Universal Service Funding Mechanisms: Results of the NRRI's 2005-2006 Survey* (NRRI No. 06-09). National Regulatory Research Institute. Retrieved January 5, 2007, from National Regulatory Research Institute Web site: <http://hdl.handle.net/2068/1027>.

Verification of this information was obtained from state PUCs and other relevant state agencies.

#### **Participation**

The total number of Lifeline and LinkUp subscribers in each state for the year 2005 was gathered from The Universal Service Administrative Company's Quarterly Filing to the Federal Communications Commission (FCC), *LI7: Lifeline Assistance Subscribers by State or Jurisdiction*, and *LI8: LinkUp Assistance Subscribers by State or Jurisdiction*.

# Energy and Telephone Assistance in the States

## Participation Rates

Each state's participation rate in the Lifeline program was calculated in the following manner:

$$\frac{\text{households subscribing to Lifeline}}{\text{total households}^1 \text{ eligible for Lifeline assistance in state}} \times 100$$

The number of households eligible for Lifeline assistance in each state is defined as those households with total incomes at or below the income limit used to define eligibility for the program. For states that use categorical eligibility criteria, that is, use participation in other low-income assistance programs as proxies for income eligibility, the participation rate is based on an estimated income eligibility limit derived using the eligibility criteria of one of the proxy programs. In most instances, the state's own Low-Income Energy Assistance Program (LIHEAP) eligibility criteria served as the basis for making such an estimate, primarily because the program has the highest income eligibility criteria among the other proxy programs and thus includes the largest number of eligible households. For the states that use categorical eligibility criteria that do not include LIHEAP, an estimated income limit was derived based on average households participating in state Medicaid or SSI programs. This information is available from the March Supplement of the Current Population Survey.

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<sup>1</sup> The total number of households in each state at or below specific levels of poverty was calculated using a weighted average of state and income data from the 2004, 2005, and 2006 editions of the *March Supplement/Current Population Survey* prepared by the Bureau of Labor Statistics and the Census Bureau, U.S. Departments of Labor and Commerce.

## Energy Assistance Data Sources

### *Low-Income Home Energy Assistance Program (LIHEAP)*

#### Program Descriptions and Eligibility Requirements

General descriptions of the federal LIHEAP program, including eligibility requirements, were developed using data extracted from the LIHEAP Clearinghouse; U.S. Department of Health and Human Services; interviews with state LIHEAP staff, selected state LIHEAP plans; state LIHEAP web pages; and Community Action Agencies.

Information was also used from the following Congressional Research Service Report:

*Perl, L. (2007, February 27). The Low-Income Home Energy Assistance Program (LIHEAP): Program and Funding (RL No. 31865). Washington DC: Congressional Research Service : The Library of Congress. Retrieved May 8, 2007, from National Council for Science and the Environment Web site: <http://www.ncseonline.org/NLE/CRSreports/07March/RL31865.pdf>*

#### Benefits

The national average LIHEAP benefits were derived from the following report:

*Perl, L. (2007, February 27). The Low-Income Home Energy Assistance Program (LIHEAP): Program and Funding (RL No. 31865). Washington DC: Congressional Research Service : The Library of Congress. Retrieved May 8, 2007, from National Council for Science and the Environment Web site: <http://www.ncseonline.org/NLE/CRSreports/07March/RL31865.pdf>*

Information on each state's benefits was accessed from the LIHEAP Clearinghouse: <[www.ncat.org/liheap/tables/hetben01.htm](http://www.ncat.org/liheap/tables/hetben01.htm)>; <[www.ncat.org/liheap/tables/coolben.htm](http://www.ncat.org/liheap/tables/coolben.htm)>; <[www.ncat.org/liheap/tables/hetri01.htm](http://www.ncat.org/liheap/tables/hetri01.htm)>. State benefit levels were verified or updated by LIHEAP program staff in every state.

# Energy and Telephone Assistance in the States

## Funding

Each state's LIHEAP Net Block Grant and Emergency Contingency Allotment was obtained initially from the LIHEAP Clearinghouse: <[www.ncat.org/liheap/funds01.htm](http://www.ncat.org/liheap/funds01.htm)>. These state funding totals were verified or updated by LIHEAP program staff in each state and the District of Columbia.

## Participation

The total number of households receiving LIHEAP assistance in each of the five LIHEAP program components (heating, cooling, winter/year-round crisis, summer crisis, and weatherization) in each state for FY2006 was obtained from state LIHEAP staff, or where not possible, from the LIHEAP Clearinghouse.

## Weatherization Assistance Program (WAP)

### Program Descriptions and Eligibility Requirements

The general description of the federal Weatherization Assistance Program was developed from information provided by the U.S. Department of Energy, Office of Building Technology, State, and Community Programs; Weatherization Assistance Program Technical Assistance Center; LIHEAP Clearinghouse; individual state weatherization web pages and printed literature.

### Benefits

Each state's maximum weatherization benefit was developed using data from state Weatherization Assistance Program staff, Weatherization Assistance state plans; state WAP web pages; and the LIHEAP Clearinghouse. Every attempt was made to verify each state's maximum or average benefit by state WAP staff. Instances where this information was inaccessible are footnoted.

## Funding

### Federal

National funding levels for the Weatherization Assistance Program were obtained from the following report:

*Weatherization Program Notice 06-2A Effective Dtae: January 19, 2005, U.S. Department of Energy,*

*Weatherization Assistance Program Technical Assistance Center <<http://www.waptac.org/si.asp?id=902>>.*

Each state's total federal weatherization funding was obtained from state weatherization staff and from the LIHEAP Clearinghouse: <[www.ncat.org/liheap/wx.htm](http://www.ncat.org/liheap/wx.htm)>. LIHEAP contributions to WAP for each state were estimated from the state's mandated LIHEAP contribution (15 percent of the regular net LIHEAP allotment in most cases). Both DOE funding and estimated additional LIHEAP funding were verified or updated by weatherization staff in each state.

### State and Other Funding

Total state or other funding for the weatherization program was derived from surveys and interviews with state WAP staff, state plans, and WAP web pages.

## Participation

The total number of households assisted in each state was obtained from state WAP staff.

## State Energy Assistance Programs

Participation rates were provided for several of the state energy assistance programs. For each of these programs, the participation rate was calculated as follows:

$$\frac{\text{households participating in program}}{\text{total households}^1 \text{ eligible for program assistance in state}} \times 100$$