Alabama in Brief (2006)

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

Percent Households under 150% of poverty, by Age

- 50+: 26.3%
- Under 50: 26.3%
- All ages: 26.3%

Energy Assistance

Energy Assistance among Households with Incomes at or Below 150% of Poverty

- Eligible households not receiving energy assistance: 95.7%
- Eligible households receiving energy assistance: 4.3%

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

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**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: 2%
- Assurance 16

**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

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

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.
Alaska in Brief (2006)

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

Energy Assistance

Energy Assistance among Households with Incomes at or Below 150% of Poverty

Eligible households not receiving energy assistance 87.2%
Eligible households receiving energy assistance 12.8%

Telephone Assistance

Telephone penetration rate in state: 95.5%

Percent Households At or Below 150% of Poverty Receiving Lifeline Assistance

Households at or below 150% FPG not receiving Lifeline assistance 27.0%
Households at or below 150% FPG receiving Lifeline assistance 73.0%

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*


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

Alaska

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:

- 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 Assistance Program (HAP).
Energy and Telephone Assistance in the States

Alaska

Energy 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 to November 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
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.

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—State Profiles

Arizona in Brief (2006)

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

Percent Households under 150% of poverty, by Age

50+ 19.8%  
Under 50 22.4%  
All ages 21.2%

Energy Assistance

Energy Assistance among Households with Incomes at or Below 150% of Poverty

Eligible households not receiving energy assistance 96.8%  
Eligible households receiving energy assistance 3.2%

Telephone Assistance

Telephone penetration rate in state: 90.6%

Percent Households At or Below 150% of Poverty Receiving Lifeline Assistance

Households at or below 150 % FPG not receiving Lifeline assistance 84.1%  
Households at or below 150 % FPG receiving Lifeline assistance 15.9%

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

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.
Arkansas in Brief (2006)

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

Percent Households under 150% of poverty, by Age

<table>
<thead>
<tr>
<th>Age</th>
<th>Percentage</th>
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<tbody>
<tr>
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<tr>
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<tr>
<td>All ages</td>
<td>25.7%</td>
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</tbody>
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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
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

**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 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

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.
Arkansas

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.
California in Brief (2006)
Total state population: 36,457,549  
State median income: $67,814  
Percent households age 50+: 43.1%

Percent Households under 150% of poverty, by Age
- 50+: 20.4%
- Under 50: 19.5%
- All ages: 19.9%

Energy Assistance among Households with Incomes at or Below 150% of Poverty
- Eligible households not receiving energy assistance: 93.8%
- Eligible households receiving energy assistance: 6.2%

Energy and Telephone Assistance in the States
California

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:

- Households at or below 150% fpg not receiving Lifeline assistance: -22.9%
- Households at or below 150% fpg receiving Lifeline assistance: 122.9%

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

Percent Households under 150% of poverty, by Age
- 50+: 20.4%
- Under 50: 19.5%
- All ages: 19.9%
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 underestimate 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...
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.: $,,$
   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

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**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-
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

• 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.
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

Colorado

- 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 Colorad0’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
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.
Energy and Telephone Assistance in the States

Colorado

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.
Connecticut in Brief (2006)

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

Energy Assistance among Households with Incomes at or Below 150% of Poverty

- Eligible households receiving energy assistance: 10.7%
- Eligible households not receiving energy assistance: 89.3%

Percent Households under 150% of poverty, by Age

- 50+: 19.6%
- Under 50: 14.7%
- All ages: 17.0%

Energy and Telephone Assistance in the States

Connecticut

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: $575,564 (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
Energy and Telephone Assistance in the States

- 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)**

<table>
<thead>
<tr>
<th>Total: $71,360,860</th>
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<tbody>
<tr>
<td>Federal</td>
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<tr>
<td>Regular net block grant: $40,918,836</td>
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<tr>
<td>Additional one-time net block grant: $6,889,237</td>
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<tr>
<td>Total emergency/cont.: $23,297,257</td>
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<tr>
<td>Leveraging incentive program: $255,530</td>
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</table>

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

- 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.
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


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.
**Delaware in Brief (2006)**

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total state population</td>
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<tr>
<td>State median income</td>
<td>$72,680</td>
</tr>
<tr>
<td>Percent households age 50+</td>
<td>49.4%</td>
</tr>
</tbody>
</table>

**Percent Households under 150% of Poverty, by Age**

- 50+: 14.5%
- Under 50: 12.5%
- All ages: 13.5%

**Energy Assistance**

**Energy Assistance among Households with Incomes at or Below 150% of Poverty**

- Eligible households not receiving energy assistance: 93.4%
- Eligible households receiving energy assistance: 6.6%

**Telefone 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)
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

**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.
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 and Telephone Assistance in the States

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.
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

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
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

**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 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.
Florida allocates LIHEAP funding in the following manner:

<table>
<thead>
<tr>
<th>Assistance Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating assistance</td>
<td>14%</td>
</tr>
<tr>
<td>Cooling assistance</td>
<td>22%</td>
</tr>
<tr>
<td>Crisis assistance</td>
<td>29%</td>
</tr>
<tr>
<td>Weatherization</td>
<td>15%</td>
</tr>
<tr>
<td>Administration, etc.</td>
<td>20%</td>
</tr>
</tbody>
</table>

**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

* Included in LIHEAP funding numbers.

**Funding (FY2006)**
- Total: $11,172,084
  - Federal: $11,172,084
  - Department of Energy: $2,592,639
  - Additional LIHEAP funds: $8,579,445

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 Assistance in the States

Georgia

Georgia in Brief (2006)

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<th>Total state population:</th>
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<td>Percent households age 50+:</td>
<td>40.6%</td>
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</table>

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%

Percent Households under 150% of Poverty, by Age

- 50+: 18.0%
- Under 50: 13.2%
- All ages: 15.8%

Energy Assistance

Energy Assistance among Households with Incomes at or Below 150% of Poverty

- Eligible households not receiving energy assistance: 97.4%
- Eligible households receiving energy assistance: 2.6%

Telephone Assistance

Telephone penetration rate in state: 95.4%

Percent Households At or Below 150% of Poverty Receiving Lifeline Assistance

- Households at or below 150% FPG not receiving Lifeline assistance: 89.9%
- Households at or below 150% FPG receiving Lifeline assistance: 10.1%

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 Assistance among Households with Incomes at or Below 150% of Poverty

- Eligible households not receiving energy assistance: 97.4%
- Eligible households receiving energy assistance: 2.6%

Telephone Assistance

Telephone penetration rate in state: 95.4%

Percent Households At or Below 150% of Poverty Receiving Lifeline Assistance

- Households at or below 150% FPG not receiving Lifeline assistance: 89.9%
- Households at or below 150% FPG receiving Lifeline assistance: 10.1%
Energy and Telephone Assistance in the States

Hawaii

- 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
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

**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.**

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**Idaho in Brief (2006)**

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

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**Energy Assistance**

Energy Assistance among Households with Incomes at or Below 150% of Poverty

- Eligible households not receiving energy assistance: 85.1%
- Eligible households receiving energy assistance: 14.9%

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**Telephone Assistance**

- Telephone penetration rate in state: 95.7%

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**Idaho**

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

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**Percent Households under 150% of Poverty, by Age**

- 50+: 15.6%
- Under 50: 17.6%
- All ages: 16.7%

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**Energy Assistance among Households with Incomes at or Below 150% of Poverty**

- Eligible households not receiving energy assistance: 85.1%
- Eligible households receiving energy assistance: 14.9%

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**Percent Households At or Below 150% of Poverty Receiving Lifeline Assistance**

- Households at or below 150% FPG not receiving Lifeline assistance: 63.7%
- Households at or below 150% FPG receiving Lifeline assistance: 36.3%
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
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
Bonneville Power Authority: $414,606

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.

1 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.

2 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.
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% |

Percent Households under 150% of Poverty, by Age

- 50+: 19.8%
- Under 50: 17.2%
- All ages: 18.4%

Energy Assistance

Energy Assistance among Households with Incomes at or Below 150% of Poverty

- Eligible households not receiving energy assistance: 91.7%
- Eligible households receiving energy assistance: 8.3%

Telephone Assistance

Telephone penetration rate in state: 90.3%

Percent Households At or Below 150% of Poverty Receiving Lifeline Assistance

- Households at or below 150% FPG not receiving Lifeline assistance: 88.0%
- Households at or below 150% of FPG receiving Lifeline assistance: 12.0%

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*


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.

**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*


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

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**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

Telephone Assistance

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

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 Section8
- 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)
Energy and Telephone Assistance in the States

Indiana

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
  - 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
eligible, 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
**Energy and Telephone Assistance in the States**

**Indiana**

**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

**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 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
**Iowa**

**Iowa in Brief (2006)**

<table>
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<th>Total state population:</th>
<th>2,982,085</th>
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<tbody>
<tr>
<td>State median income:</td>
<td>$64,341</td>
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<tr>
<td>Percent households age 50+:</td>
<td>46.5%</td>
</tr>
</tbody>
</table>

**Energy Assistance**

**Energy Assistance among Households with Incomes at or Below 150% of Poverty**

- Eligible households not receiving energy assistance: 82.2%
- Eligible households receiving energy assistance: 17.8%

**Telephone Assistance**

**Telephone penetration rate in state:** 96.3%

**Percent Households At or Below 150% of Poverty Receiving Lifeline Assistance**

- Households at or below 150% FPG not receiving Lifeline assistance: 71.0%
- Households at or below 150% FPG receiving Lifeline assistance: 29.0%

**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

Iowa
that the problem still exists at the end of the initial period. The customer is required to 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.
### Kansas in Brief (2006)

- Total state population: 2,764,075
- State median income: $64,215
- Percent households age 50+: 47.3%

### Telephone Assistance

**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*


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.
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.
**Kentucky**

**Kentucky in Brief (2006)**

<table>
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<th>Total state population:</th>
<th>4,206,074</th>
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<td>State median income:</td>
<td>$53,198</td>
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<td>Percent households age 50+:</td>
<td>46.7%</td>
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**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

**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 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
Kentucky

- 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

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.

**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

Kentucky

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—State Profiles

Louisiana in Brief (2006)

<table>
<thead>
<tr>
<th>Total state population:</th>
<th>4,287,768</th>
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<tbody>
<tr>
<td>State median income:</td>
<td>$50,529</td>
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<tr>
<td>Percent households age 50+:</td>
<td>47.5%</td>
</tr>
</tbody>
</table>

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
Energy and Telephone Assistance in the States

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.
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%
Energy and Telephone Assistance in the States

Maine

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 (FY2006)
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

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**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.
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
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

Maryland

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)

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<th>Total state population:</th>
<th>6,437,193</th>
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<td>State median income:</td>
<td>$58,605</td>
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<tr>
<td>Percent households age 50+:</td>
<td>47.7%</td>
</tr>
</tbody>
</table>

Percent Households under 150% of Poverty, by Age

- 50+: 22.5%
- Under 50: 14.9%
- All ages: 18.3%

Energy Assistance among Households with Incomes at or Below 150% of Poverty

- Eligible households not receiving energy assistance: 89.1%
- Eligible households receiving energy assistance: 10.9%

Telephone Assistance

Telephone penetration rate in state: 93.5%

Percent Households At or Below 150% of Poverty Receiving Lifeline Assistance

- Households at or below 150 % FPG not receiving Lifeline assistance: 73.9%
- Households at or below 150 % FPG receiving Lifeline assistance: 26.1%

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.
Energy and Telephone Assistance in the States

Massachusetts

**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.

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**Link-Up**

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

**Benefits (2006)**

- 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

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**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

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**Participation (2005)**

Households served: 119,901

Participation rate: 18.3% (based on 200% of the federal poverty guideline)

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**Massachusetts**

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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.
Energy and Telephone Assistance in the States—State Profiles

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.
Michigan in Brief (2006)

Total state population: 10,095,643
State median income: $68,602
Percent households age 50+: 49.0%

Percent Households under 150% of Poverty, by Age

50+ 20.5%
Under 50 18.7%
All ages 19.6%

Energy Assistance among Households with Incomes at or Below 150% of Poverty

Eligible households not receiving energy assistance 91.9%
Eligible households receiving energy assistance 8.1%

Telephone Assistance

Telephone penetration rate in state: 93.8%

Percent Households At or Below 150% of Poverty Receiving Lifeline Assistance

Households at or below 150 % FPG not receiving Lifeline assistance 85.8%
Households at or below 150 % FPG receiving Lifeline assistance 14.2%

**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 members and gross income)
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
Energy and Telephone Assistance in the States

Michigan

Michigan residents, 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.

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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%

**Percent Households under 150% of Poverty, by Age**

- 50+: 15.2%
- Under 50: 10.5%
- All ages: 12.6%

**Energy Assistance**

Energy Assistance among Households with Incomes at or Below 150% of Poverty

- Eligible households not receiving energy assistance: 86.2%
- Eligible households receiving energy assistance: 13.8%

**Telephone Assistance**

Telephone penetration rate in state: 97.4%

**Percent Households At or Below 150% of Poverty Receiving Lifeline Assistance**

- Households at or below 150% FPG not receiving Lifeline assistance: 76.0%
- Households at or below 150% FPG receiving Lifeline assistance: 24.0%

**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

Minnesota

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
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.

Regulated electric utilities are required to fund CIPs through 1.5% of their state revenues (Xcel Energy must invest 2%). Regulated gas utilities

**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:
- 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
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.
• 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%

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)

Eligible 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 (LIURAP)

**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.
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

Energy Assistance among Households with Incomes at or Below 150% of Poverty

Eligible households not receiving energy assistance 89.9%
Eligible households receiving energy assistance 10.1%

Telephone Assistance

Telephone penetration rate in state: 92.8%

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.
Missouri allocated LIHEAP funding in the following manner in FY2006:

<table>
<thead>
<tr>
<th>Assistance Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating assistance</td>
<td>55%</td>
</tr>
<tr>
<td>Crisis assistance</td>
<td>35%</td>
</tr>
<tr>
<td>Administration, etc.</td>
<td>10%</td>
</tr>
</tbody>
</table>

**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

**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...
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.
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

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%
Montana

Weatherization: 15%
Administration, etc.: 12%

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

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

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

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.

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

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.

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.