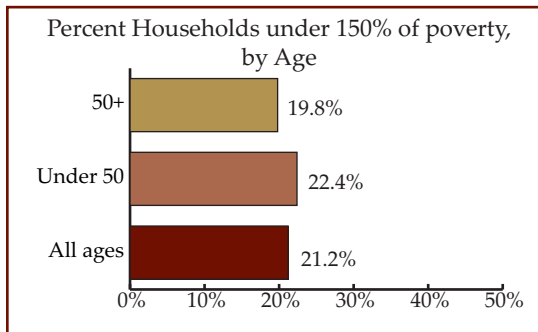


# Energy and Telephone Assistance in the States

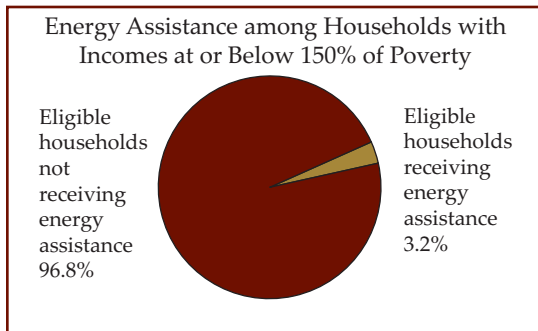
## Arizona

### Arizona in Brief (2006)

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

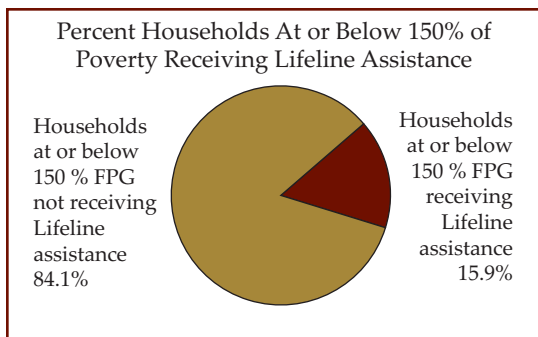


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 90.6%



## Telephone Assistance

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

### Lifeline

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

### Benefits (2006)

Maximum monthly credit: \$8.05

### Funding (2005)

Federal: \$20,255,204

### Eligibility (2006)

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

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

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

# Energy and Telephone Assistance in the States

## **Weatherization Assistance Program (WAP)**

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

Benefits (FY2005)

Maximum benefit per household: \$2,672

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

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

### **Funding (FY2005)**

Total: \$6,197,263

Federal: \$3,540,640

Department of Energy: \$2,331,794

Additional funding through LIHEAP:

\$1,208,846

State: \$656,623

Utility replace repair deposit: \$656,623

Utilities: \$2,000,000

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

### **Eligibility (FY2005)**

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

### **Participation (2005)**

Households served: 627

## **Neighbors Helping Neighbors Energy Assistance Fund**

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

### **Benefits (FY2005)**

Funds from this program are distributed through LIHEAP.

### **Funding (FY2005)**

Total: \$40,000

State: \$40,000

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

### **Eligibility (FY2005)**

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

### **Participation (2005)**

Participation rates for this program are reflected in LIHEAP data.

## Energy and Telephone Assistance in the States

### **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.

## Energy and Telephone Assistance in the States

### 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.