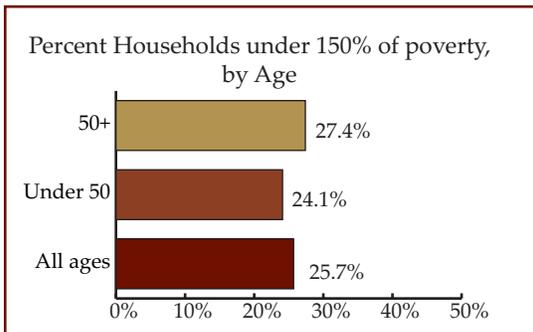


Energy and Telephone Assistance in the States

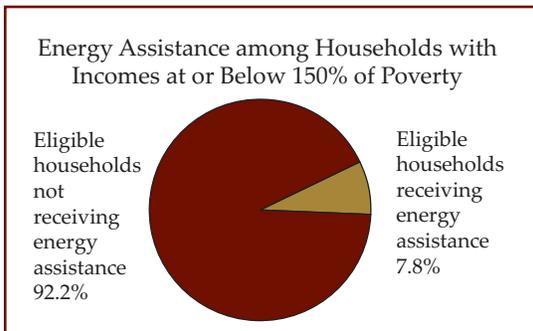
Arkansas

Arkansas in Brief (2006)

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

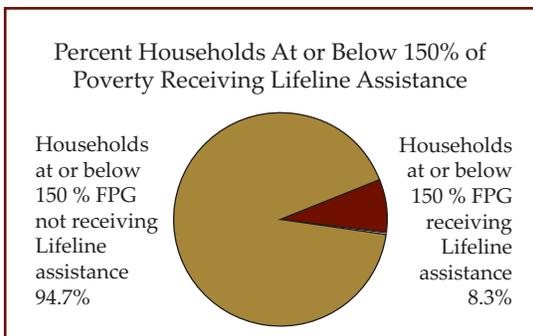


Energy Assistance



Telephone Assistance

Telephone penetration rate in state: xx.x%



Telephone Assistance

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

Lifeline

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

Benefits (2006)

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

Funding (2005)

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

Eligibility (2006)

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

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

Participation (2005)

Households served: 23,630

Energy and Telephone Assistance in the States

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

Link-Up

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

Benefits (2006)

Link-Up subscribers receive the following:

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

Funding (2005)

Federal: \$129,457

Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

Participation (2005)

Households served: 6,306

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.

Energy and Telephone Assistance in the States

Participation (FY2005)

Households served by program component:

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

Weatherization Assistance Program (WAP)

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

Benefits (FY2005)

Maximum benefit per household: \$2,744

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

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

Funding (FY2005)

Total: \$3,985,871

Federal: \$3,985,871

Department of Energy: \$2,079,513

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

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

Eligibility (FY2005)

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

Participation (FY2005)

Households served: 579

Seasonal, Health-, and Income-Related Disconnection Policies

Seasonal

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

Health

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

Deferred Payments

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