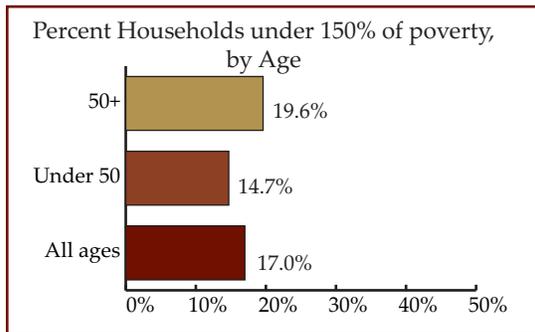


# Energy and Telephone Assistance in the States

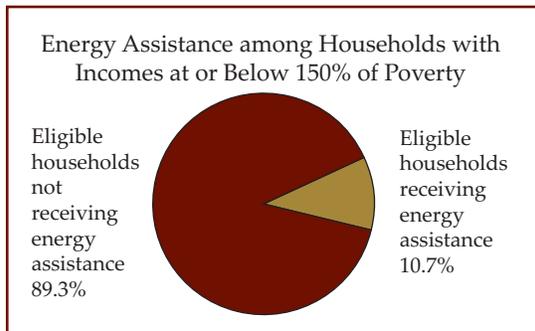
## Connecticut

### Connecticut in Brief (2006)

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

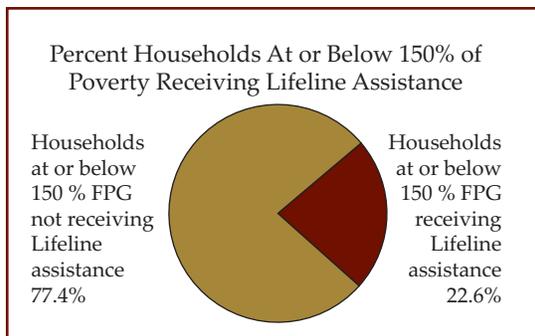


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 94.9%



### Telephone Assistance

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

#### Lifeline

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

#### Benefits (2006)

Maximum monthly credit: \$10

Basic federal support: \$8.25

State support: \$1.17

Federal match: \$0.58

Funding (2005)

Federal: \$5,169,924

State: \$750,564 (est.)

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

#### Eligibility (2006)

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

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

## 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)

Total: \$71,360,860

Federal

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

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

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

Connecticut allocates LIHEAP funding in the following manner:

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

### Eligibility (FY2006)

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

### Participation (FY2005)

Households served by program component:

Heating: 62,400

Winter/year-round crisis: 13,678

### Weatherization Assistance Program (WAP)

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

### Benefits (FY2006)

Average expenditure per household: \$2,826

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

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

## Energy and Telephone Assistance in the States

# Connecticut

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

### Funding (FY2006)

Total: \$2,759,107

Federal: \$2,759,107

Department of Energy: \$2,759,107

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

### Eligibility (2006)

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

Participation (2006)

Households served: 809

### Connecticut Arrearage Forgiveness Programs

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

### Benefits (2006)

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

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

### Funding (2005)

Total: \$13,900,000

Gas utilities: \$13,000,000

Electric utilities: \$900,000

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

### Eligibility (2004)

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

### Participation (2004)

Households served:

Gas utilities: 26,264

Electric utilities: 475

### Low-Income Energy Care

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

## Energy and Telephone Assistance in the States

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

### Benefits (WRAP and UI Helps)

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

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

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

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

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

Total: \$6,195,000

System benefits charge: \$6,195,000

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

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

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

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

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

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

Households served: 24,452

UI Helps (UI): 6,452

WRAP (CL&P): 18,000

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

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

### Seasonal

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

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

### Health

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

### Deferred Payments

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