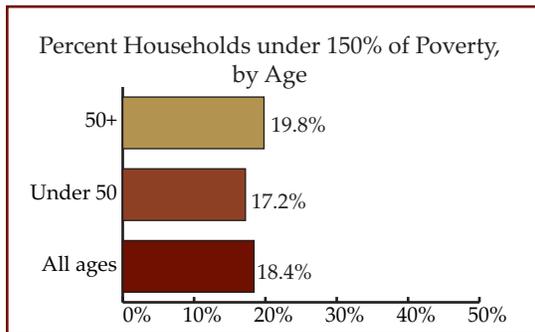


# Energy and Telephone Assistance in the States

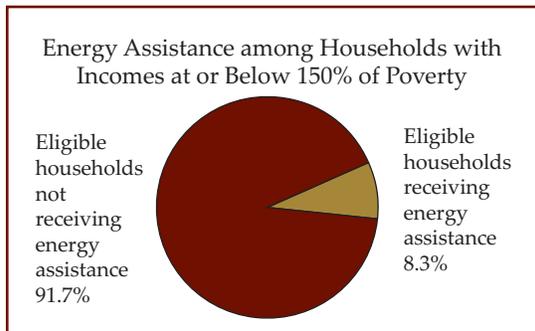
## Illinois

### Illinois in Brief (2006)

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

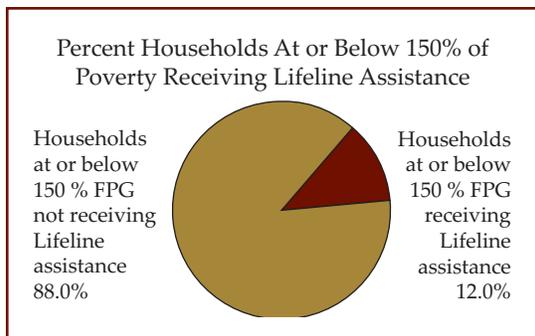


### Energy Assistance



### Telephone Assistance

Telephone penetration rate in state: 90.3%



### Telephone Assistance

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

#### Lifeline

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

#### Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

#### Funding (2005)

Federal: \$8,563,169

State: \$3,000,000\*

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

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

#### Eligibility (2006)

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

## Energy and Telephone Assistance in the States

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

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

### Participation (2005)

Households served: 106,960\*\*

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

\*\*Source: UTAC Annual Report.

### Universal Telephone Service Assistance Program (UTSAP)

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

### Benefits (2006)

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

### Funding (2005)

Voluntary contributions: \$777,627

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

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

### Eligibility (2006)

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

### Participation (2005)

Reflected in Lifeline and Link-Up participation.

### Link-Up

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

### Benefits (2006)

Link-Up subscribers receive the following:

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

### Funding (2005)

Total: \$1,572,081

Federal: \$1,080,060

State: \$492,021

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 49,400\*\*

\*\*Source: UTAC Annual Report.

## Energy Assistance

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

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

## Energy and Telephone Assistance in the States

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

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

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

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

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

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

#### **Funding (FY2006)**

Total: \$247,724,434

Federal: \$167,724,434

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

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

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

Department of Energy: \$13,910,793

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

Utility surcharge: \$80,000,000

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

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

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

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

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

Illinois allocates LIHEAP funding in the following manner:

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

## Energy and Telephone Assistance in the States

### Eligibility (2006)

State residents with household income at or below 150% of poverty are eligible for both LIHEAP and Supplemental assistance.

### Participation (FY2005)

Households served: 310,965

### **Weatherization Assistance Program (WAP)—Illinois Home Weatherization Assistance Program (IHWAP)**

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

### Benefits (FY2006)

Maximum benefit per household: \$4,400  
Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

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

### **City Of Chicago Emergency Housing Assistance Program**

Qualified low-income homeowners residing in Chicago receive emergency repair grants

for repair or replacement of heating units, emergency roof repairs and other energy saving conservation activities.

### Funding (FY2006)

Total: \$37,800,000

Federal: \$30,200,000

Department of Energy: \$13,400,000

Additional LIHEAP funding: \$16,800,000

State: \$7,600,000

Supplemental Energy Assistance Fund: \$7,600,000

The Illinois Department of Healthcare and Family Services distributes grants to community action agencies and not-for-profit agencies throughout the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Eligibility (FY2006)

State residents with household incomes at or below 150% of poverty are eligible for assistance. Households with high heating bills in relation to income and those including elderly members (60 years of age or older), young children (five years of age or younger), or persons with a disability are given priority.

### Participation (2006)

Households served: 7,100

### **The Good Samaritan Energy Trust Fund**

The Good Samaritan Energy Trust Fund, created by the Good Samaritan Energy Plan Act in 2003, allows Illinois residents to contribute money towards emergency heating bills of low-income households.

### Benefits (FY2006)

County agencies grant funds to low-income consumers to pay overdue gas or electric bills in order to have household gas or electric utility service reconnected.

## Energy and Telephone Assistance in the States

The Good Samaritan reconnection agreement allows LIHEAP recipients to get their heat restored if they agree to pay \$250 or 20 percent of the money they owe and enter into a payment plan for the balance.

Grants go directly to eligible low-income residents of the county from which funds were donated.

### Eligibility

Households eligible for LIHEAP are also eligible for this program. Those households unable to have their service reconnected, even with a LIHEAP grant, are first served.

### Funding (FY2006)

Approximately \$20,000

The Department of Healthcare and Family Services administers the Fund. Donations from individuals, foundations, corporations, and other sources, as well as proceeds from related fund-raising events are accepted by the state treasury.

### Participation (2003/04)

Approximately 3000 households

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

### Seasonal

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

The Utility Termination Bill prevent utilities from disconnecting service to any LIHEAP-eligible households for nonpayment from December 1 through March 31.

Between December 1 and March 31, utilities must offer all customers who are subject to disconnection the opportunity to maintain service by making a down payment equal to

10% of the bill and paying the balance over the next 4 to 12 months. The utility must allow the customer to earn credits applicable to the overdue bill by working at a nonprofit organization or by attending school.

### Health

Illinois requires that natural gas and electric utilities delay disconnection of residential service for up to 30 days if a physician or other health official certifies that such an action would adversely affect the health of the customer or permanent household resident. Disconnection may be delayed for another 30 days if the customer presents another certificate to the utility. The customer is expected to enter into an agreement to pay the bill within the 30-day delay.