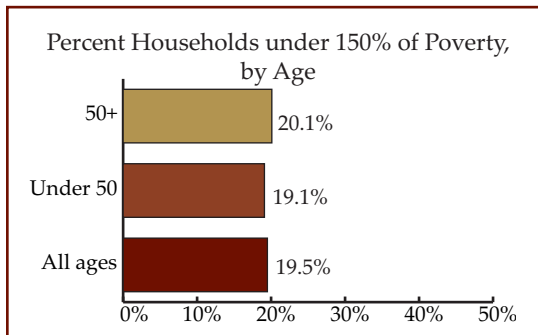


Energy and Telephone Assistance in the States

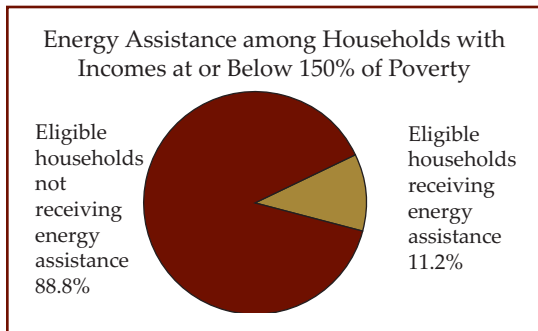
Indiana

Indiana in Brief (2006)

Total state population:	6,313,520
State median income:	\$65,009
Percent households age 50+:	45.7%

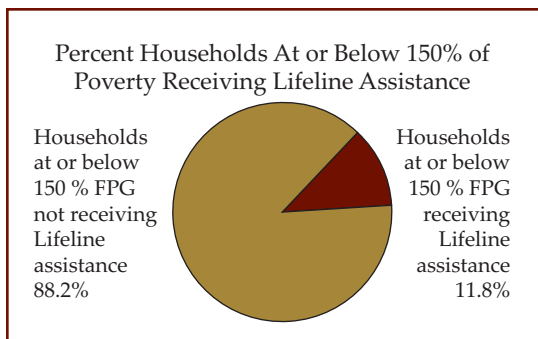


Energy Assistance



Telephone Assistance

Telephone penetration rate in state: 91.0%



Telephone Assistance

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

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

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 Section 8
- 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 (FY2005)

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

Energy and Telephone Assistance in the States

eligibility, 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

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