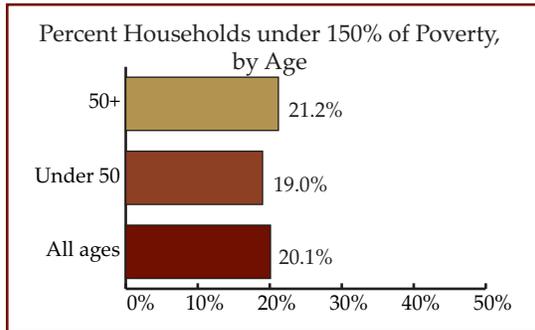


Energy and Telephone Assistance in the States

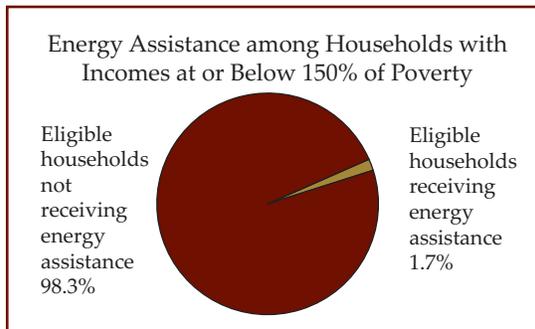
New Hampshire

New Hampshire in Brief (2006)

Total state population:	1,314,895
State median income:	\$79,339
Percent households age 50+:	50.2%

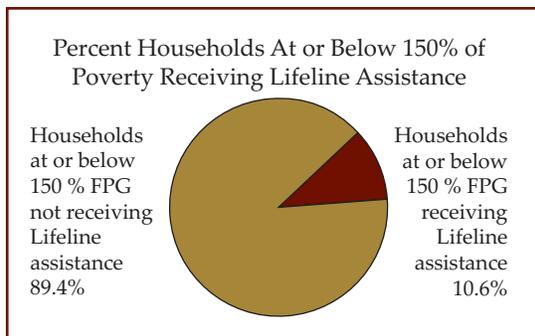


Energy Assistance



Telephone Assistance

Telephone penetration rate in state: 94.9 %



Telephone Assistance

Lifeline and LinkUp are the primary sources of telephone assistance for low-income households in New Hampshire.

Lifeline

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

Benefits (2006)

Maximum monthly credit: \$8.25

Basic federal support: \$8.25

Funding (2005)

Federal: \$630,961

State: None

Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider, the New Hampshire Public Utility Commission, or the local Social Services agencies, and prove that they have household incomes at or below 135% of the federal poverty guideline or that they are enrolled in any of the following programs:

- Medicaid
- Food stamps
- Supplementary Security Income (SSI)
- Federal public housing/Section 8
- 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: 6,449

Participation rate: 12.4% (based on 135% of the federal poverty guideline)

Energy and Telephone Assistance in the States

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: \$2,716

Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

Participation (2005)

Households served: 147

Energy Assistance

Low-income energy assistance programs in New Hampshire include the following:

- Low-Income Home Energy Assistance program (LIHEAP)—Fuel Assistance Program
- Weatherization Assistance Program (WAP)
- Interim Electric Assistance Program (Interim EAP)

Low-Income Home Energy Assistance Program (LIHEAP)—Fuel Assistance Program

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of New Hampshire with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant,

New Hampshire distributes payments through its Fuel Assistance Program, which includes two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for New Hampshire's Weatherization Assistance Program (WAP).

Benefits (FY2006)

Heating: \$975 maximum per household
Crisis: \$975 maximum (or 100 gallons of oil) per household

Clients receive one benefit a year, paid directly to the energy provider, or in cases where the cost of heating is included in rent, to landlords. Heating and crisis assistance are operated as one program and are both available from October 1 to April 30. The program uses an early application period for older and disabled residents.

Funding (FY2006)*

Total: \$39,040,103
Federal: \$27,740,103
Regular net block grant: \$15,493,145
One time additional net block grant: \$2,703,471
Total emergency/cont.: \$9,543,487
State: \$10,000,000 (appropriation from general fund)
Utility: \$1,300,000

*From LIHEAP Clearinghouse

The New Hampshire Governor's Office of Energy and Community Services (ECS) distributes grants to six Community Action Agencies throughout the state. These agencies accept applications, determine eligibility, notify clients, and pay energy providers and landlords. New Hampshire allocates LIHEAP funding in the following manner:

Heating Assistance:	65%
Crisis Assistance:	10%
Weatherization:	10%
Administration, etc.:	15%

Energy and Telephone Assistance in the States

Eligibility (FY2006)

State residents with a household income at or below 185% of poverty are eligible for assistance.

Participation (FY 2005 est.)*

Households served by program component:

Heating: 30,146

*Source: LIHEAP Clearinghouse

Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides New Hampshire 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. The WAP also collaborates with the electric and natural gas utilities to leverage additional funding from their residential energy efficiency programs

Benefits

Average benefit per household: \$2,600

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

- Insulating attic, floors, water heater, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

Funding (FY2006)

Total: \$1,943,880

Federal: \$1,943,880

Department of Energy: \$1,443,880

Additional LIHEAP funds: \$500,000

Eligibility (FY2006)

State residents with a household income at or below 185% of poverty are eligible for assistance. Priority is given to the elderly, disabled residents, and households with young children. The New Hampshire Office of Energy and Planning distributes grants to six cCommunity action agencies (CAAs). These agencies accept applications, determine eligibility, and provide weatherization services, including performing energy audits and implementing suggested measures.

Participation (2005)

Households served: 1,053

Interim Electric Assistance Program

Through the Interim Electric Assistance Program (Interim EAP), the three largest utilities in the state provide a discount of 15 to 90% on monthly electric bills to customers with household incomes at or below 185% of the federal poverty guidelines.

Benefits

Eligible low-income customers receive discounts from 15 to 90% on their monthly electric bills, depending on depending on household income and the method of space heating used.

Funding (FY2005)

Total: \$13,700,000 (approx.)

Systems benefits charge: \$13,700,000

The Electric Assistance Program is funded by a systems benefits charge on all electric customers of \$0.0012 cents per kilowatt-hour of electricity. The utilities work with six Community Action Agencies (CAAs) throughout the state to identify and enroll eligible customers.

Eligibility (2006)

Households with incomes at or below 185% of the federal poverty guideline are eligible for assistance. Additionally, households must receive an electric bill from a regulated electric utility.

Energy and Telephone Assistance in the States

Participation (2005)

Households served: 28,000 households
(Approximately)

CORE Low-Income Energy Efficiency Program

CORE Low-Income is part of the larger group of “Core” energy efficiency programs ordered by the New Hampshire Public Service Commission and provides energy-efficiency services to eligible low income households in single and multi-family residences. All six New Hampshire utilities offer similar programs to their customers.

Benefits (FY2005)

\$4,000 (maximum) in energy efficiency services and measures.

Services may include the following:

- Insulation,
- Air sealing,
- New thermostats,
- Electric hot water measures,
- Refrigerator replacement,
- Lighting upgrades,
- Health and safety measures
- Home energy audit and rating

Funding (FY2005)

Total: \$2,222,887

Utility system benefits charge: \$2,222,887

The low-income program is funded through 0.3 mills of the 1.8 mills per kWh system benefits charge designated for the entire CORE program.

The programs are administered through the utilities, each of which can use contracted workers or utility staff to perform measures and services.

Eligibility

Households at or below 150% of the federal poverty level are eligible for assistance.

Participation (2005)

Households served: 984

Seasonal, Health-, and Income-Related Disconnection Policies

Seasonal

Between December 1 and April 1, utilities in New Hampshire must obtain approval from the Public Utilities Commission before disconnecting natural gas and electric service to residential customers age 65 and older. During these protection dates, the state prohibits residential disconnections if arrears are less than \$400 for electric heating customers, \$300 for gas and steam heating customers, and \$175 for nonheating customers.

During the winter protection period, utilities must allow customers who are unable to pay a bill in full the opportunity to pay the overdue balance over the six months following conclusion of the winter period, in addition to payment of current bills.

Health

New Hampshire requires that utilities delay for up to 30 days disconnection of residential service for nonpayment if a physician certifies that a medical emergency exists at the customer’s residence. The physician’s certificate may be renewed monthly as necessary. The customer is required to negotiate a payment arrangement during the period of delay.

Deferred Payments

At all other times, utilities are required to continue to provide service to any residential customer who is unable to pay the total arrearage due if the customer agrees to a payment plan, pays a “reasonable” portion of the arrearage at the time of the agreement, and pays the balance of the arrearage in “reasonable” installments.