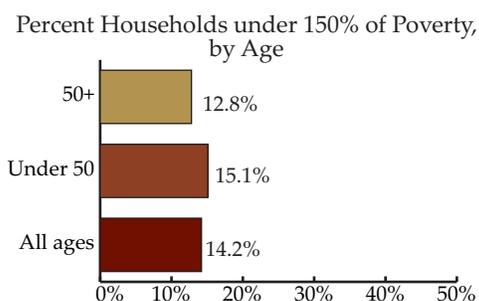


# Energy and Telephone Assistance in the States

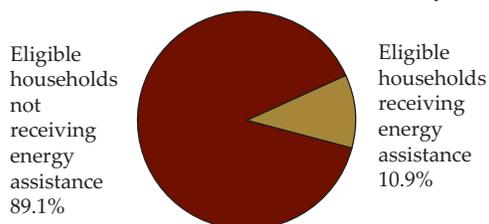
## Utah

### Utah in Brief (2006)

Total state population:	2,550,063
State median income:	\$62,032
Percent households age 50+:	38.7%

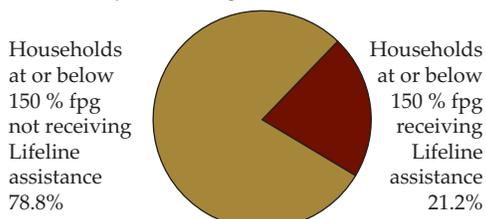


Energy Assistance among Households with Incomes at or Below 150% of Poverty



Telephone penetration rate in state: 96.6%

Percent Households At or Below 150% of Poverty Receiving Lifeline Assistance



### Telephone Assistance

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

#### 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: \$2,788,861

State: \$856,627\*

\* Source: National Regulatory Research Institute (NRRRI), Universal Service Funding Mechanism Survey.

The state portion (\$3.50) of this benefit is funded through an end-user surcharge applied to intrastate retail rates. All retail providers of intrastate public telecommunications services collect the surcharge, which has been set at 0.50% of billed intrastate retail rates, from their customers and remit the surcharge revenues to the Utah Public Telecommunications Service Support Fund (UPTSSF). Funding from the UPTSSF, which supports several programs, including Lifeline, reimburses eligible telecommunications providers for any discount granted to Lifeline customers participating in a Utah Public Service Commission–approved Lifeline program that is not recovered from federal Lifeline support mechanisms.

#### Eligibility (2006)

To receive Lifeline assistance, state residents must certify to their local telephone provider

## Energy and Telephone Assistance in the States

that their household participates in—or is eligible to participate in—any of the following programs:

- Food stamps
- Supplementary Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Emergency work programs
- General assistance
- Home Energy Assistance Target (HEAT)
- Medical assistance
- Refugee assistance

At least once a year telecommunications providers are required to verify the eligibility of Lifeline participants by matching lists of customers receiving Lifeline with state agencies that administer the qualifying programs.

### Participation (2005)

Households served: 23,265

Participation rate: 29.5% (based on 125% 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
- An additional 50% reduction in remaining connection charges
- 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: \$32,121

State: None

### Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

### Participation (2005)

Households served: 2,270

## Energy Assistance

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

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

### Assistance Target (HEAT) Program

Weatherization Assistance Program (WAP)

Home Electric Lifeline Program (HELP)

## Low-Income Home Energy Assistance Program (LIHEAP)—Home Energy Assistance Target (HEAT) Program

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Utah with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Utah distributes payments through its Home Energy Assistance Target (HEAT) program, which includes two categories of assistance: winter heating assistance and year-round crisis intervention. The state also uses a portion of the grant to supplement funding for Utah's Weatherization Assistance Program (WAP).

### Benefits (FY2005)

Heating: \$500 maximum per household

Crisis: \$500 maximum per household

Households with elderly or disabled members or young children may be considered eligible for additional benefit amounts. 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.

### Funding (FY2005)

Total: \$24,377,058

Federal: \$23,877,058

## Energy and Telephone Assistance in the States

Tribal set-aside: \$291,063  
Net block grant: \$13,580,677  
Additional one-time net block grant:  
\$2,520,649  
Total emergency/cont.: \$6,165,450  
FY2004 LIHEAP carryover: \$1,319,219  
State: \$500,000

The Utah Department of Community and Culture (DCC) contracts with associations of government (AOGs) and nonprofit agencies located throughout Utah. Local agencies accept applications and determine eligibility. The department notifies clients and makes payments to energy providers and clients.

Utah allocates LIHEAP funding in the following manner:

Heating assistance: 76%  
Crisis assistance: 9%  
Weatherization: 8%  
Administration, etc.: 7%

**Eligibility**  
State residents with household incomes at or below 125% of poverty are eligible for assistance.

### Participation (FY2005)

Households served by program component:

Winter heating:	32,861
Year-round crisis: (includes 685 furnace repair crises)	3,794
Weatherization:	851

### Weatherization Assistance Program (WAP)

This program helps 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 (FY2007)

Maximum approximate average benefit per household: \$3,100

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: \$4,783,298  
Federal: \$4,397,298  
Department of Energy: \$2,161,298  
Additional LIHEAP funding: \$2,236,000  
State: \$16,000  
Utility funds: \$370,000  
Questar Gas: \$250,000  
Utah Power: \$120,000

The Utah Department of Community and Culture, Division of Housing and Community Development, distributes grants to eight government and nonprofit agencies across the state. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

### Eligibility (FY2006)

Households with incomes at or below 125% of poverty are eligible for assistance. In the case of tenants, landlords must contribute 50% of the cost of window/door replacement and mechanical repairs over \$100. Priority is given to households with elderly or disabled members or very young children.

Participation (2006)  
Households served: 1,562

## Energy and Telephone Assistance in the States

### **Home Electric Lifeline Program (HELP)**

The Home Electric Lifeline Program (HELP) provides a monthly discount to low-income customers of Utah Power, the state's only major electric utility. This program was adopted by the Utah Public Service Commission as part of a 1999 rate case.

#### **Benefits (2005)**

Participating customers receive a monthly credit of up to \$8 on their bills, approximately a 20% discount on the average electric bill.

#### **Funding (FY2005)**

Total: \$1,715,278

The program is funded through a utility surcharge on all electric customer bills, which ranges from \$0.12 per month for most residential customers to \$6.25 per month for some large industrial customers.

#### **Eligibility (2005)**

Utah Power customers who are Utah residents with household incomes at or below 125% of poverty are eligible for assistance. HELP operates in coordination with the state LIHEAP program; applicants may apply for both programs at the same time. Customers may receive HELP assistance for 12 consecutive months at a time, with eligibility recertification required after that period of time.

The Utah Department of Community and Culture (DCC) administers HELP in conjunction with the HEAT program.

#### **Participation (FY2005)**

Households served: 21,513

service if the customer has a written notice from the utility stating that a deferred-payment arrangement could not be agreed upon; that the customer has applied for HEAT assistance and Red Cross utility assistance; and further, that any of the following criteria apply to the customer either in the month of application or the month before:

- Has a household income at or below 125% of the federal poverty guideline
- Experiences a medical emergency
- Becomes unemployed or experiences a 50% or greater drop in income
- Winter moratorium participants must pay at least 5% of household income (10% for electric heating) toward utility costs.

#### **Health**

Utah requires utilities to delay for up to 30 days disconnection of residential service for nonpayment whenever a physician certifies that such an action would adversely affect the health of the customer or that of a household member.

#### **Deferred Payments**

Utilities are required to offer customers the opportunity to avoid disconnection by agreeing and adhering to a deferred-payment arrangement.

# Utah

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

### **Seasonal**

Between November 15 and March 15, Utah prohibits disconnection of residential utility