



COMMONWEALTH of VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
Office of the Commissioner

Anthony Conyers, Jr.
COMMISSIONER

October 1, 2006

MEMORANDUM

TO: The Honorable Timothy M. Kaine
Governor of Virginia

The General Assembly of Virginia

FROM: Anthony Conyers, Jr. *Anthony Conyers, Jr.*

SUBJECT: Annual Report on Energy Assistance

The attached report was prepared pursuant to §63.2.805 of the *Code of Virginia*. The Department of Social Services is required to submit an annual report on the effectiveness of low-income energy assistance programs in meeting the needs of low-income Virginians.

This is the sixth annual report on the effectiveness of low-income energy assistance programs in the Commonwealth. The report evaluates the effectiveness of energy assistance programs for low-income households and the adequacy of energy assistance benefits. The manner in which low-income households attempt to cope with increases in home energy costs is also addressed.

Additionally, the report discusses drastic increases in home energy costs, decreases in recipient benefit purchasing power and the difficult choices facing low income, vulnerable citizens in the Commonwealth. Analysis of data contained in this report documents the significant and positive impact energy assistance programs have on recipient households as well as the significant shortfall in available resources to serve eligible households.

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Attachment

**Report on the Effectiveness of Low-Income
Energy Assistance Programs**

July 1, 2005 – June 30, 2006

Report on the Effectiveness of Low-Income Energy Assistance Programs

PREFACE

The *Code of Virginia* requires the Virginia Department of Social Services (VDSS) to annually report on the effectiveness of low-income energy assistance programs in meeting the needs of low-income Virginians. The requirements for the report and the report's content can be found in § 63.2-805.C.5. of the *Code of Virginia*.

This report contains data from the VDSS Energy Assistance Program database as well as data compiled in collaboration with the Department for the Aging, the Department of Housing and Community Development, Dominion Virginia Power and American Electric Power. The VDSS appreciates the contributions made to the report by all persons and organizations.

Report on the Effectiveness of Low-Income Energy Assistance Programs

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Report on the Effectiveness of Low-Income Energy Assistance Programs

EXECUTIVE SUMMARY

The annual report on the effectiveness of energy assistance programs in the Commonwealth evaluates the extent to which these programs meet the needs of low-income Virginians and assesses the adequacy of the services provided to recipient households. The report also addresses whether a duplication of services exists among programs designed to serve these households. Energy assistance services including heating and cooling subsidies, crisis intervention and weatherization are available through a number of programs administered by the Virginia Departments of Social Services, Aging, and Housing and Community Development, and Virginia's major utilities. The report concludes that there is little duplication across programs and that the benefits are distributed to the poorest and most vulnerable households in the Commonwealth, and that additional resources are necessary to accommodate the dramatic increases in energy costs and the rise in poverty within Virginia.

In the past year, drastic increases in home energy costs have created additional hardships for many low-income, vulnerable citizens in the Commonwealth. Almost 60 percent of all households served by the energy assistance programs have family incomes less than \$10,000, which is well below the federal poverty line. These poor families have little room in their budgets to absorb even modest increases in energy costs, making the need for energy assistance services even more critical than previous years.

During state fiscal year (SFY) 2006, energy assistance programs in Virginia provided services to 180,758 households, representing an increase of 20,934 households from SFY 2005. Total spending across programs during SFY 2006 was \$57,997,297 compared to \$42,617,248 the previous year. Due to outreach efforts and the media attention generated by rising energy costs, requests for benefits resulted in a 13 percent increase in households served and a 36 percent increase in spending within the energy assistance programs. Even with the additional funding, data show these subsidies offer a benefit that provides less than 25 percent of a recipient household's energy needs. With relatively static program funding and continuing increases in home energy costs, energy assistance subsidies are likely to provide less assistance each year, leaving many vulnerable Virginians continuing to struggle with their home energy needs and other basic necessities. Included in this report are statistics which highlight the difficult choices these households are forced to make, some of which jeopardize the health, safety and well being of individual household members. Without additional funds, many of these programs may need to further restrict eligibility and consequently the number enrolled in order to ensure that the benefit maintains value in the energy marketplace.

According to the latest current population survey and the U. S. Department of Health and Human Services, there are over 795,000 families living at or below 150 percent of the federal defined poverty guidelines in Virginia. Over 370,000 of these households have incomes at or below 130 percent of poverty, meaning they are income eligible for most if not all of Virginia's energy assistance programs. In an effort to increase program awareness and participation, various outreach and enrollment strategies are pursued each year; however, limited funding for

energy assistance programs in Virginia makes attempts to increase program participation a tenuous initiative at best.

An overview of major energy assistance programs offered by state agencies and utilities and analysis of households served, expenditures, and case denial data are included in the overview of programs. Additionally, the results of surveys of both energy assistance program participants and low-income Virginians that focused on benefit adequacy, program utilization and energy insecurity are included. Analysis of benefit adequacy based on increases in home energy costs and decreases in recipient household purchasing power and the extent to which benefits actually subsidize total energy costs as well as a discussion on recipient household's energy burden is included.

The number of recipient households continues to increase each year, as do the number of potentially income eligible households. Data from surveys, the census and energy assistance programs indicate that less than half of eligible households are receiving assistance. This is alarming given that even recipient households are forced to make difficult choices which can even further compromise health and safety. The need for energy assistance programs in Virginia continues to exist. These programs are part of a safety net that, while not perfect, clearly makes a significant difference in the lives of many low-income vulnerable Virginians.

Report on the Effectiveness of Low-Income Energy Assistance Programs

Study Mandate

Section 63.2-805.C.5. of the *Code of Virginia* requires the Virginia Department of Social Services (VDSS) to do the following:

"5. Report annually to the Governor and General Assembly on or before October 1 of each year on the effectiveness of low-income energy assistance programs in meeting the needs of low-income Virginians. In preparing the annual report, the Department shall:

a. Conduct a survey biennially beginning in 2002 that shall collect information regarding the extent to which the Commonwealth's efforts in assisting low-income Virginians are adequate and are not duplicative of similar services provided by utility services providers, charitable organizations and local governments;

b. Obtain information on energy programs in other states; and

c. Obtain necessary information from the Department of Housing and Community Development, the Department of Mines, Minerals and Energy, and other agencies of the Commonwealth, as well as any nonstate programs that elect to participate in the Home Energy Assistance Program, to complete the biennial survey and to compile the required annual report. The Department of Housing and Community Development, the Department of Mines, Minerals and Energy, and other agencies of the Commonwealth, as well as any nonstate programs that elect to participate in the Home Energy Assistance Program, shall provide the necessary information to the Department. The Department's annual reporting requirement shall cease October 1, 2007." (See Appendix I for § 63.2-805)

Background

The 1999 General Assembly established the Legislative Transition Task Force through the Virginia Electric Utility Restructuring Act, Chapter 23 of Title 56 of the *Code of Virginia*. The Task Force was formed to work collaboratively with the State Corporation Commission for the phase-in of retail energy competition within the Commonwealth. A Consumer Advisory Board was also created to assist the Legislative Transition Task Force in fulfilling its charge.

A recommendation of the Consumer Advisory Board was to study all aspects of low-income household energy assistance programs in the Commonwealth. This recommendation led to enactment of §63.1-339 of the *Code of Virginia*, which requires VDSS to prepare an annual report for the Governor and General Assembly on the effectiveness of low-income energy assistance programs in meeting the needs of low-income Virginians.

The 2002 General Assembly amended §63.1-339 of the *Code of Virginia* with the passage of House Bill 747 and created the Home Energy Assistance Program (HEAP). The amendment requires VDSS to conduct a biennial survey to collect data to determine the extent to

which the Commonwealth's efforts in assisting low-income households are adequate and not duplicative of similar services provided by utility services providers, charitable organizations and local governments; obtain information on energy programs in other states; and obtain necessary information from other state agencies, as well as any non-state programs, that elect to participate in HEAP. Title 63.1 of the *Code of Virginia* was recodified effective October 1, 2002, and §63.1-339 is now §63.2-805.

In an effort to further analyze program effectiveness and benefit adequacy as well as measure unmet need, the VDSS has completed the second biennial survey. Results, findings and analysis from the aforementioned survey are included in this report. The following annual report assesses the adequacy of low-income energy assistance programs in targeting and serving low-income households. The report also provides discussion on increases in home energy costs, duplication of services among energy assistance programs, benefit adequacy and decreases in benefit subsidy purchasing power as well as information on the difficult choices facing low-income Virginians.

Overview of Low Income Energy Assistance Programs

Virginia's low-income energy assistance programs are available through a myriad of public and private organizations. The largest programs are offered by the VDSS, which through the Low-Income Home Energy Assistance Program (LIHEAP) block grant, receives an annual federal appropriation of approximately \$38 million to provide heating and cooling assistance to low-income households. The annual block grant is often supplemented with the release of LIHEAP contingency funds. Other energy assistance programs are funded by various sources and provide assistance on a smaller scale. For example, the Weatherization Assistance Program is funded by multiple state and federal sources, while EnergyShare, Fan Care and Neighbor-to-Neighbor are utility-funded. Programs operated by the Commonwealth, the Energy Assistance Program (EAP) and Weatherization, provide statewide assistance. Programs sponsored by utility companies provide assistance in their service areas. The following chart outlines the major energy programs and includes the application period, service area, types of services offered, and the target group of each program.

Program	Application Period	Service Area	Assistance Provided	Target Group
EAP – Fuel	Second Tuesday in October to Second Friday in November	Statewide	Pays for primary heating fuel delivery, past fuel bill or payment of heating utility bill	All income eligible households
EAP – Crisis	November 1 to March 15	Statewide	Averts no heat situations through heating equipment purchase/repair, and payment of security deposits	All income eligible households with an energy crisis

Program	Application Period	Service Area	Assistance Provided	Target Group
EAP – Crisis Fuel	January 1 to March 15	Statewide	Averts no heat situations by securing a fuel delivery or maintaining heat utility	All income eligible households with an energy crisis
EAP – Weatherization	Year round	Statewide	Air infiltration measures and heating systems replacement	All income eligible households
Neighbor to Neighbor	January 1 to February 28	33 localities in American Electric Power's (AEP) service area	Pay past due AEP electric bill once EAP benefits are exhausted	AEP customers only
EnergyShare	December 15 to May 31	Dominion Virginia Power's (DVP) service area	Secure a fuel delivery or maintain heat utility	Elderly, ill unemployed, in crisis
Weatherization	Year round	Statewide	Air infiltration measures and heating system replacement	All income eligible households
EAP – Cooling	June 15 to August 15	Statewide	Purchase and/or installation of a window a/c unit, fan, attic fan or whole house fan and repair of a central a/c unit or heat pump unit or installed fan. Payment of electric bill or security deposit	Income eligible households with at least one vulnerable household member
Fan Care	June through September	Statewide	Purchase fans	Age 60 and over
Summer Cooling	June through September	Statewide	Buy or repair conditioners and pay electric bill	Age 60 and over

All low-income energy programs base eligibility on income and energy needs. Additionally, some programs have further eligibility criteria such as a vulnerable household member requirement. In most programs, energy assistance benefits are paid directly to contracted providers who receive authorization to provide assistance to households in their service area.

The following is a summary of services, utilization, expenditures and denial reasons indicative of unmet needs of customers for the public and private sector programs for SFY 2006. Data collection differs among programs as indicated by not applicable (N/A) in columns when data are not available.

EAP - Fuel Assistance provides assistance purchasing home heating fuel or paying home heating utility bills. All eligible households are assigned a benefit amount based on individual household conditions such as primary energy type, climate zone, income, energy burden, vulnerability conditions present and household size. As part of a one time appropriation of \$17 million in general funds authorized by Governor Warner in November 2005, \$13.6 million was allocated to the Fuel Assistance component which allowed the program to provide a higher subsidy payment than that awarded the previous year. The average household payment amount increased from \$220 in SFY 2005 to \$311 in SFY 2006. The maximum benefit was \$549.

Total Family units Served	Total Cost	Multiple Program Needs		Reason Cases Denied		
		# of Cases	Funds Needed	Excess Income	Benefit too Small	Out of Funds
110,590	\$34,414,203	N/A	N/A	10,963	N/A	N/A

EAP - Crisis Assistance provides assistance for a household's immediate emergency heating needs. To be eligible for Crisis Assistance, the benefit provided must insure the crisis is averted. For 1,123 households, the benefit, even with other resources, was not enough to resolve the immediate crisis. Types of Crisis Assistance includes: one-time heat security deposit; portable space heater for temporary use; buying home heating fuel; paying primary heat utility bill; and purchasing and installing or repairing heating equipment. The average payment amount decreased slightly from \$338 per household in SFY 2005 to \$328 in SFY 2006. The maximum allowable benefit amount was \$2,202.

Total Family units Served	Total Cost	Multiple Program Needs		Reason Cases Denied		
		# of Cases	Funds Needed	Excess Income	Benefit too Small	Out of Funds
17,541	\$5,754,957	2763	593,564	1239	1123	None

EAP - Weatherization Assistance applies energy efficiency measures to the housing structure. The Department of Housing and Community Development (DHCD) administers this component with 15 percent of the LIHEAP block grant. Per DHCD, the average payment was \$2,744.

Total Family units Served	Total Cost	Multiple Program Needs		Reason Cases Denied		
		# of Cases	Funds Needed	Excess Income	Benefit too Small	Out of Funds
1,257	\$5,369,053	N/A	N/A	N/A	N/A	N/A

Neighbor-To-Neighbor Program provides assistance with payment of winter electric bills for American Electric Power (AEP) customers in 33 localities. The average household payment decreased from \$106 in SFY 2005 to \$91 in SFY 2006. This year, the American Electric Power Company made a one time contribution of \$75,000 to the program. Even though the benefit amount decreased, the number of households served almost doubled from 691 households in 2005 to 1210 households in 2006.

Total Family units Served	Total Cost	Multiple Program Needs		Reason Cases Denied		
		# of Cases	Funds Needed	Excess Income	Benefit too Small	Out of Funds
1210	\$110,585	N/A	N/A	30	None	70

EnergyShare Program provides assistance with heating costs for any energy type to residents in Dominion Virginia Power’s (DVP) service area. In anticipation of higher costs for the 2005-2006 heating season, DVP donated an additional \$625,000 to Virginia’s EnergyShare program. The average payment was \$257. DVP matches customer contributions up to a maximum of \$50,000.

Total Family units Served	Total Cost	Multiple Program Needs		Reason Cases Denied		
		# of Cases	Funds Needed	Excess Income	Benefit too Small	Out of Funds
6700	1,722,954	N/A	N/A	None	None	None

Weatherization Assistance Program regulated by the United States Department of Energy and administered by DHCD, installs cost-effective energy efficiency measures to decrease home energy consumption. Per DHCD, the average payment was \$2,744.

Total Family units Served	Total Cost	Multiple Program Needs		Reason Cases Denied		
		# of Cases	Funds Needed	Excess Income	Benefit too Small	Out of Funds
1,645	\$4,172,692	N/A	N/A	None	None	None

EAP - Cooling Assistance provides purchase or repair of cooling equipment, one time payment of cooling utility security deposit and payment for electricity to operate cooling equipment. The average payment decreased from \$182 in SFY 2005 to \$157 in SFY 2006. Due to limited funding, the maximum benefit amount for electric payments was reduced from \$200 to \$80 during the operation of the program to allow the VDSS to assist more families in coping with the extreme temperatures in Virginia. The number of households served through the Cooling component increased by almost 20 percent from the previous year.

Total Family units Served	Total Cost	Multiple Program Needs		Reason Cases Denied		
		# of Cases	Funds Needed	Excess Income	Benefit too Small	Out of Funds
39,685	\$6,299,420	1529	173,790	1880	2293	None

Fan Care Program purchases fans for the elderly. The Virginia Department for the Aging (VDA) administers this program with \$50,000 provided by DVP. The average household payment was \$31.

Total Family units Served	Total Cost	Multiple Program Needs		Reason Cases Denied		
		# of Cases	Funds Needed	Excess Income	Benefit too Small	Out of Funds
1259	\$38,839	237	\$1,847	7	None	None

Summer Cooling Assistance administered by the VDA uses LIHEAP funds to purchase window a/c units, repair air conditioning systems and pay electric bills for households containing elderly citizens, age 60 and older, who have income at or below 150 percent of poverty. The average payment was \$132.

Total Family units Served	Total Cost	Multiple Program Needs		Reason Cases Denied		
		# of Cases	Funds Needed	Excess Income	Benefit too Small	Out of Funds
871	\$114,594	98	11,608	14	0	61

Analysis of Program Summary Reports

During SFY 2006, Virginia’s energy assistance programs provided \$58 million dollars in energy subsidies to 180,758 low-income households. With the exception of the weatherization assistance programs, an analysis of the program summaries indicates that seven of the nine programs had an increase in the number of households assisted during SFY 2006. As a result, an additional 20,934 low-income households received assistance through one of the above summarized energy programs. Administrative data collected from four of the programs (Summer Cooling, Fan Care, EAP – Cooling and Crisis) indicates that for 4,627 recipient households, the benefits received did not fully meet their need. Even with assistance provided, low-income households were required to spend over \$780,000 in additional funding to meet their immediate energy needs. This represents an increase of approximately 500 recipients and \$280,000 in funding from the previous year. Income in excess of 130 or 150 percent of poverty, depending on the program, resulted in the denial of 14,103 households.

In addition to the programs summarized in this report, numerous other small community and faith-based energy assistance programs operate throughout Virginia. These programs provide assistance to households in their communities, offering assistance that helps defray energy costs. Additional low-income energy assistance programs are described below.

Home Energy Assistance Program

In anticipation of contributions from utilities, businesses and private citizens, the 2002 Virginia General Assembly established HEAP. Since submission of the last report, the program has received the fourth \$20,000 installment contribution from NiSource, Inc. NiSource is the holding company for Columbia Gas. The corporation pledged \$100,000 over a five-year period

to be provided in \$20,000 annual increments. In addition to the NiSource contributions, the HEAP program has received some donations from private citizens.

Beginning in January 2004, the Virginia state income tax form provided a check off option for contributions to HEAP. In the first year of the HEAP check off, Virginians donated nearly one thousand dollars. Through the tax check off option, donations to HEAP have increased significantly with life to date contributions including interest totaling \$41,842. In SFY 2006, \$21,146 was donated to HEAP through the tax check off initiative. This represents a 28.4 percent increase in donations from SFY 2005. Virginia will continue to promote the HEAP income tax check off in 2007.

Residential Energy Assistance Challenge (REACH)

The federal LIHEAP Residential Energy Assistance Challenge (REACH) three year project, from 2002 to 2005 in Virginia, is now complete. The goal of the REACH was to provide consumer education to low-income families to increase energy efficiency. Virginia was one of only six states to receive a grant and received one of the highest awards. A \$1 million dollar grant was awarded to Virginia in September 2002. The final evaluation report has been compiled by the third party evaluator, Virginia Tech's Center for Housing and Community Development. This report is due to the Office of Community Services in the Administration for Children and Families, U. S. Department of Health and Human Services by December 31, 2007. The report will summarize the three facets of the current evaluation: data loggers installed by the DHCD Weatherization agencies and outcomes including energy savings, weatherization process and outcomes, and client education process and outcomes.

Effectiveness and Adequacy of Energy Assistance Programs

For the purposes of this report, the effectiveness of Virginia's energy assistance programs is measured by the percentage of eligible households served, the level to which services meet the needs of target households, the extent to which energy assistance benefits actually subsidize total energy costs and the degree to which programs are duplicative. The data used for this analysis are derived from program administrative data, census data, data from the U.S. Department of Health and Human Services LIHEAP Notebook, results from a random survey of low-income EAP applicant households conducted by VDSS and data from the 2003 and 2005 National Energy Assistance (NEA) Survey Reports.

Percentage of Eligible Households Served

The demand for assistance exceeds available funding and service capacity. According to Virginia's Statewide Human Services Information and Referral (I & R) System annual report for SFY 2006, utility assistance and heating assistance rank as two of the top four categories of unmet needs for citizens of the Commonwealth. These two categories represent 37 percent of total unmet needs. Rental assistance, at 48 percent, and emergency housing at 11 percent are also among the top four unmet needs statewide. Using the LIHEAP eligibility criteria as a proxy for eligibility across all low-income energy assistance programs, it is clear that many low-income households do not receive assistance in meeting their energy needs. The programs outlined in

this report provided benefits and services to 180,758 low-income households during the last fiscal year. These programs provide assistance to eligible households with income up to 150 percent of the federally defined poverty guidelines (Appendix II delineates these income levels by family size). According to the U.S. Census Current Population Survey Annual Social and Economic Supplement and U.S. Department of Health and Human Services, there are 795,870 LIHEAP eligible households in Virginia, with 307,710 of these households containing at least one individual 60 years of age or older. Energy assistance programs in the Commonwealth serve fewer than 25 percent of potentially eligible households.

A lack of awareness about the programs clearly contributes to the relatively lower percentage of households served. As outlined in the SFY 2004 annual report, Virginia has pursued various methods of outreach and enrollment strategies to increase program awareness and participation; however, due to limited program funding and significant increases in home energy costs, drastic increases in program participation would only further reduce already low (in comparison to costs) benefit subsidies.

Percentage of Vulnerable Households Served

Given that the majority of LIHEAP income eligible households do not receive assistance, steps have been taken to ensure households with the lowest incomes and the highest energy costs or needs are awarded the highest benefits. The two groups of low-income households identified as having the highest home energy needs are households with vulnerable individuals and households with high energy burdens. Though Virginia considers a variety of factors in the determination of benefits, priority is given to households with one or more vulnerable members. These individuals include low-income seniors, disabled individuals and children under the age of six. The largest of the three EAP programs, Fuel Assistance, provides a weighted benefit for households containing at least one vulnerable individual. Additionally, due to funding limitations, the second largest program, Cooling Assistance, requires that households contain at least one vulnerable individual as a condition of eligibility.

Vulnerable individuals face a number of environmental factors that place them at significant risk of injury or death due to high residential energy costs. Although many low-income households are forced to suffer without air conditioning in the summer or heat during the winter, the effects of energy insecurity can be particularly harmful to children and seniors. Of additional concern are the choices these individuals and families are often forced to make while trying to maintain stable safe temperatures in their homes.

The Fuel Assistance program represents two-thirds of all households served by energy assistance programs included in this report. As illustrated in the following pie chart, a large percentage of Fuel Assistance households contain at least one vulnerable individual. Additionally, since the Cooling Assistance program requires that households contain at least one vulnerable individual, all 39,685 cooling recipient households include vulnerable household members.

Figure 1: Households Served Containing Vulnerable individuals

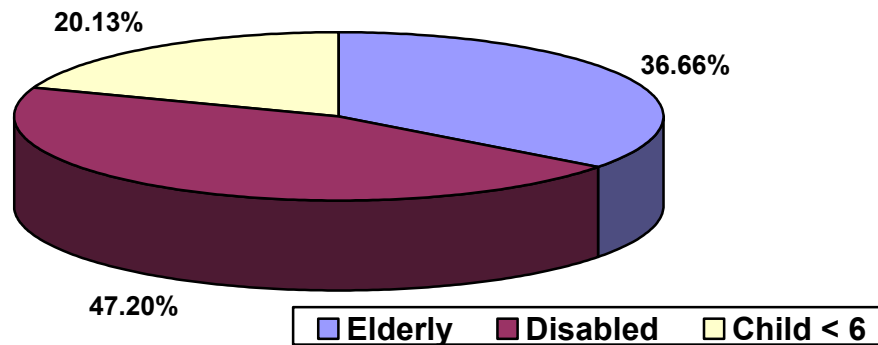


Figure 1 shows the proportion of total Fuel Assistance households served that included at least one vulnerable member in SFY 2006: Household with elderly (Age 60 or older), 36.66 percent; Household with disabled, 47.20 percent; Household with young child (under age 6) 20.13 percent. Note: Individuals can be included in more than one vulnerability category. This data is derived from EAP administrative data for the winter season 2005-2006.

Extent to which Benefits Meet Household Need

While Virginia’s energy assistance programs provide support to low-income households, studies show that the need for energy assistance far exceeds the capacity of current funding. According to the survey conducted by VDSS in 2006, among those participating in the Fuel Assistance component of EAP, 37 percent say their benefit covered one to 25 percent of their heating bill, while 35 percent say it covered 26 to 50 percent of their bill. Only 5 percent of recipients indicated that their benefit covered the entire bill. The percentage of benefit coverage among cooling assistance recipients was much less. There was much less participation in the Cooling Assistance component than the Fuel Assistance component by many households surveyed. Thirteen percent of households that did receive cooling assistance indicated that the benefit met one to 25 percent of their needs, while seven percent said it covered between 26 and 50 percent of their needs.

Recently, drastic increases in home energy costs have made energy affordability even more elusive for low-income Virginians. According to an energy costs survey completed in December 2005, from 2004 to 2005 energy costs in Virginia increased by 13 percent for liquid propane gas, 37 percent for oil, 32 percent for natural gas and 24 percent for kerosene, with electricity costs remaining relatively stable. Relatively static federal funding combined with increases in requests for assistance and increases in energy costs have led to a significant drop in the purchasing power of energy subsidies. The National Energy Assistance Directors Association (NEADA) recently released study findings that found between the winter seasons of 2001-02 and 2005-06 the share of heating expenditures covered by the average LIHEAP grant was projected to decrease by between 19 and 29 percent depending on a household’s energy type. Additionally, the study concludes that a drop in purchasing power will occur even though federal appropriations for LIHEAP have increased by 20 percent, resulting in a 10 percent reduction in the average benefit subsidy.

The average benefit subsidy for EAP Fuel Assistance in SFY 2006 was \$311. In an attempt to offset increases in energy costs and to stabilize purchasing power, Governor Warner authorized an additional \$13.6 million for the Fuel Assistance component, \$1.3 million for the Crisis Assistance component and \$2.1 million for the Weatherization component in general funds during SFY 2006. As a result, the average fuel assistance benefit increased from \$220 in SFY 2005 to \$311 in SFY 2006. Even with this increase in the Fuel Assistance allocation, subsidies cover approximately 25 percent of a households winter energy costs. The hardships encountered when experiencing continued increases in home energy costs are even more devastating when combined with drastically lower household income. In Virginia, the annual income of 58 percent of recipient households is less than \$10,000. According to the most recent data available from the NEADA, home energy costs are expected to continue to rise. Currently home heating oil is estimated to increase 16 percent from last year. At this rate, an average family will need to spend an additional \$195 to keep warm this winter.

Even though the average benefit subsidy does not fully meet the needs of low-income households, studies show energy assistance programs significantly reduce the energy burden of recipient households. Energy burden is defined as the ratio of household energy expenditure to income. Energy burden is much higher for low-income households than for higher income households. According to the U.S. Department of Health and Human Services, the energy burden for low-income households is twice that of the average of all households and four times that of non low-income households. For the purposes of the report, severe residential energy burden is defined as energy costs exceeding 11 percent of income. According to the U.S. Department of Health and Human Services, the net effect of LIHEAP benefits is to lower recipient home heating burdens to levels closer to the levels of the average households. This is referred to as the LIHEAP burden offset.

Benefits paid with LIHEAP reduce the energy burden of households. The percentage of households with lower energy burdens increases after LIHEAP benefits have been applied. Figure 2 shows the level of energy burden nationally for recipients of LIHEAP prior to subtracting benefits from residential energy costs (pre-LIHEAP) and after subtracting benefits (post-LIHEAP), as reported by the 2005 NEA survey. The data reveals that LIHEAP programs can have a tremendous impact on recipient households. In 2005, LIHEAP benefits reduced the proportion of households with a severe residential energy burden by ten percent.

Figure 2
Total Residential Energy Burden
2005 NEA Survey

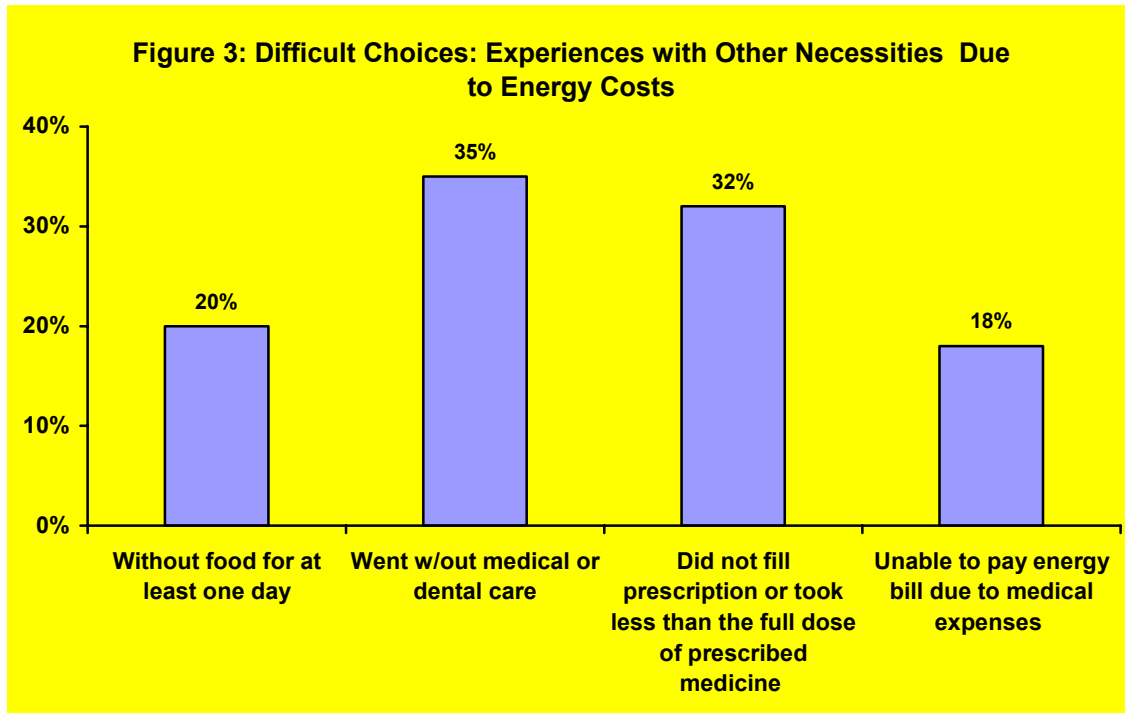
Energy Burden	Percent of Households Served	
	Pre-LIHEAP	Post-LIHEAP
0 -10%	46%	57%
11 – 20%	33%	31%
>25%	21%	2%

Figure 2 represents total residential energy costs, as that data is more accessible and apparent to recipient households than an expenditure breakdown by individual use. However, data available from the national Residential Energy Consumption Survey indicates recipient households spend 34 percent of their residential expenditures on heating and eight percent on cooling. Moreover, any reduction in home heating and cooling costs leads to a direct reduction in total residential energy costs.

When evaluating the adequacy of energy assistance benefits, it is important to consider that while energy benefits positively impact recipient households by reducing their energy burden, on average, energy subsidies still only cover approximately 25 percent of a household's energy costs. As a result, low-income Virginians are still faced with significant challenges in meeting their immediate home energy needs while maintaining other basic necessities. The 2003 NEA study, which includes state level detail for the Commonwealth of Virginia, includes a section on energy insecurity. LIHEAP recipients were asked a series of questions designed to measure energy insecurity and to examine aspects of energy affordability and experiences of households trying to meet their energy needs. What is particularly alarming are the responses to the questions posed regarding the choices low-income households are often forced to make regarding energy bills, food and prescription medicine. According to the survey, the biggest sacrifices made by Virginians were health related with 43 percent depriving themselves of medical or dental care and 34 percent choosing not to fill prescriptions or reducing the recommended dosage of their prescribed medication. Twenty-two percent stated that they went without food for at least one day and twenty percent were unable to pay their energy bills because of their medical expenses.

In 2005, NEA conducted another survey to collect information on the choices made by LIHEAP households faced with high energy bills. The intent of the survey was to update the information provided by the same recipients as part of similar survey conducted by NEADA in 2003. Although the results of the 2005 study did not include state level detail, the national findings continue to highlight the fact that low-income households face difficult choices in attempting to pay their energy bills.

Figure 3 represents the proportion of total respondents in the 2005 NEA survey where someone in their household went without food, medical care or medicine in the past five years due in part to their residential energy expenses.



Degree to which Programs are Duplicative

Another important component in assessing the effectiveness of energy assistance programs in the Commonwealth is the degree to which program duplication exists. In examining the major state and utility-based programs, it appears that there is little duplication of services among programs. Each program offers a discrete and complementary energy assistance benefit to low-income Virginians.

The major programs funded by the LIHEAP block grant include the EAP – Fuel Program, EAP – Crisis Program, EAP – Cooling Program, and the Weatherization Program. The three EA programs provide subsidies to offset the costs of heat and cooling or to avoid an energy crisis. The Weatherization Programs serve a very different purpose, by helping households make their homes more energy efficient, thus reducing future costs for energy. The Summer Cooling Program operated by VDA provides subsidies to individuals aged 60 and over to pay electric bills or purchase/repair air conditioners. This program serves relatively few individuals, less than 900 during SFY 2006; however, households up to 150 percent of the poverty level are eligible versus a 130 percent maximum requirement on other energy assistance programs

An examination of the major utility-sponsored programs indicates the possibility that a duplication of services may be provided by the EnergyShare Program operated by VDP, and the EAP. The EnergyShare Program provided subsidies to approximately 6700 households in the past fiscal year, and it is possible that those households also received energy assistance through the EAP. Duplication of services cannot be determined by VDSS due to privacy concerns with the release of DVP customer data.

The other major utility-sponsored program is Neighbor to Neighbor sponsored by AEP. This program served 1210 individuals in 33 localities last year and is administered by VDSS, preventing a duplication of services. VDSS uses the funds from Neighbor to Neighbor to supplement the EAP. Funds from the Neighbor to Neighbor are only used for households when their EAP subsidy has been exhausted.

The full extent of duplication of services and the provision of multiple assistance benefits remains unknown due to privacy and confidentiality restrictions on data sharing. However, the VDSS and the VDA engage in a data sharing process which enables tracking of households that may request assistance for summer cooling needs from multiple sources. However it should be noted that even if subsidies are provided by multiple sources and through various programs, it is unlikely that a recipient's total heat or cooling costs would be covered in full.

Results of Virginia's Low-Income Household Survey

In 2006, the VDSS conducted a biennial survey regarding the extent to which the Commonwealth's efforts in assisting low-income families in Virginia with energy assistance needs is adequate and non duplicative of similar services provided by utility companies, charitable organizations and local governments. The results of the survey showed that the majority of households received assistance from only one source, their local department of social services, for heating and cooling needs. Utility payments and fuel deliveries were the primary types of benefits received. Over one third of the households reported that their subsidized benefit covered from one to 25 percent of their residential heating expenses for the winter. Almost all households surveyed had taken one or more preventive measures to reduce their heating costs such as closing off rooms, turning down thermostats, covering windows with plastic and wearing additional layers of clothing. Nearly half of the low-income households admitted that they sometimes have to choose between purchasing groceries, medication or paying for heating and cooling expenses.

Based on the findings of this survey, duplication of assistance between VDSS and other organizations that provide similar services appears to be minimal. Despite the efforts made by low-income households to cut heating costs, in many cases, the benefits received still covered less than 25 percent of a household's total residential energy costs. The most disturbing finding, which mirrors findings of studies and surveys conducted on a national level, was that a significant number of Virginians are forced to make a decision between paying energy bills or buying goods and services to cover basic human needs such as groceries and medical care.

Survey of Other States' Uses of Additional \$1 Billion in LIHEAP Funding for FFY 2006

On March 20, 2006, Congress appropriated an additional \$1 billion in LIHEAP funding to aid states in assisting eligible households with their energy needs. The discretionary federal funding allowed states to maintain their current level of benefits as well as enhance their heating, cooling, crisis and weatherization programs. Some of the uses for the additional funding included: increasing or providing supplemental benefits to families, increasing eligibility limits, extending program eligibility dates, adding or expanding cooling assistance and increasing set-

asides for state weatherization programs. A survey of states categorized by use of funds is included in Appendix IV.

Virginia's share of the federal allotment was \$33,092,921. Prior to the announcement of the federal award, Governor Warner authorized \$17,019,953 in general funds in November 2005 to supplement the Fuel, Crisis and Weatherization components of the EAP for the 2005-2006 season. Although VDSS was not legislatively mandated to repay the general fund liability¹, the release of additional federal dollars after the heating season presented an opportunity to do so, as well as expand the SFY 2006-07 heating, cooling and weatherization programs.

Conclusion

Due to level funding and increased energy costs, Virginia's energy assistance programs are faced annually with the difficult decision on whether to serve more households with a reduced benefit or serve fewer households with a benefit that will cover a larger or stable percentage of energy costs. According to the NEA survey, the average subsidy payment covers 25 percent or less of a low-income household's residential energy costs. Many recipients who receive energy assistance are forced to choose between basic human needs such as groceries, prescription medication or heating and cooling their homes. Data collected from Virginia's individual energy assistance programs concludes that there is very little duplication among the programs in assisting low-income households with their energy needs.

The additional state funding provided through the one-time \$17,019,953 appropriation and larger contributions by utility companies allowed energy assistance programs to increase the number of households served by 13 percent in SFY 2006. Although, Virginia assisted more low-income households than the previous year, the number served represents less than half of the vulnerable citizens who are eligible to receive benefits. While outreach and enrollment strategies aimed at increasing program awareness and participation are important, their success exacerbates the challenge of static resources in an era of increasing demand.

Funding for energy assistance programs in the Commonwealth continues to be a significant challenge. Many states supplement their LIHEAP block grant with state general funds and use tax revenues. Without an increase in funding or a reduction in demand resulting from a drop in energy prices or poverty rates, the energy assistance programs available in the Commonwealth will continue to become less effective over time.

¹ Due to provisions in their respective legislatures, New York, Connecticut and Montana either did not spend or gave back state funds once the additional federal funds were awarded.

**Report on the
Effectiveness of Low-Income Energy Assistance Programs
Study Mandate**

§ 63.2-805. Home Energy Assistance Program; report; survey.

A. The General Assembly declares that it is the policy of this Commonwealth to support the efforts of public agencies, private utility service providers, and charitable and community groups seeking to assist low-income Virginians in meeting their residential energy needs. To this end, the Department is designated as the state agency responsible for coordinating state efforts in this regard.

B. There is hereby created in the state treasury a special nonreverting fund to be known as the Home Energy Assistance Fund, hereinafter the "Fund." Moneys in the Fund shall be used to:

1. Supplement the assistance provided through the Department's administration of the federal Low-Income Home Energy Assistance Program Block Grant; and
2. Assist the Commonwealth in maximizing the amount of federal funds available under the Low-Income Home Energy Assistance Program and the Weatherization Assistance Program by providing funds to comply with fund - matching requirements, and by means of leveraging in accordance with the rules set by the Home Energy Assistance Program.

The Fund shall be established on the books of the Comptroller. The Fund shall consist of donations and contributions to the Fund and such moneys as shall be appropriated by the General Assembly. Interest earned on money in the Fund shall remain in the Fund and be credited to it. Any moneys remaining in the Fund, including interest thereon, at the end of each fiscal year shall not revert to the general fund but shall remain in the Fund. Moneys in the Fund shall be used solely for the purposes set forth in this section. The State Treasurer shall make expenditures and disbursements from the Fund on warrants issued by the Comptroller upon written request signed by the Commissioner. Up to twelve percent of the Fund may be used to pay the Department's expenses in administering the Home Energy Assistance Program.

C. The Department shall establish and operate the Home Energy Assistance Program. In administering the Home Energy Assistance Program, it shall be the responsibility of the Department to:

1. Administer distributions from the Fund;
2. Lead and facilitate meetings with the Department of Housing and Community Development, the Department of Mines, Minerals and Energy, and other agencies of the Commonwealth, as well as any nonstate programs that elect to participate in the Home Energy Assistance Program, for the purpose of sharing information directed at alleviating the seasonal energy needs of low-income Virginians, including needs for weatherization assistance services;
3. Collect and analyze data regarding the amounts of energy assistance provided through the Department, categorized by fuel type in order to identify the unmet need for energy assistance in the Commonwealth;
4. Develop and maintain a statewide list of available private and governmental resources for low-income Virginians in need of energy assistance; and
5. Report annually to the Governor and the General Assembly on or before October 1 of each year on the effectiveness of low-income energy assistance programs in meeting the needs of low-income Virginians. In preparing the annual report, the Department shall:

a. Conduct a survey biennially beginning in 2002 that shall collect information regarding the extent to which the Commonwealth's efforts in assisting low-income Virginians are adequate and are not duplicative of similar services provided by utility services providers, charitable organizations and local governments;

b. Obtain information on energy programs in other states; and

c. Obtain necessary information from the Department of Housing and Community Development, the Department of Mines, Minerals and Energy, and other agencies of the Commonwealth, as well as any nonstate programs that elect to participate in the Home Energy Assistance Program, to complete the biennial survey and to compile the required annual report. The Department of Housing and Community Development, the Department of Mines, Minerals and Energy, and other agencies of the Commonwealth, as well as any nonstate programs that elect to participate in the Home Energy Assistance Program, shall provide the necessary information to the Department.

The Department's annual reporting requirement shall cease October 1, 2007.

The Department is authorized to assume responsibility for administering all or any portion of any private, voluntary low-income energy assistance program upon the application of the administrator thereof, on such terms as the Department and such administrator shall agree and in accordance with applicable law and regulations. If the Department assumes administrative responsibility for administering such a voluntary program, it is authorized to receive funds collected through such voluntary program and distribute them through the Fund.

D. Local departments may, to the extent that funds are available, promote interagency cooperation at the local level by providing technical assistance, data collection and service delivery.

E. Subject to Board regulations and to the availability of state or private funds for low-income households in need of energy assistance, the Department is authorized to:

1. Receive state and private funds for such services; and

2. Disburse funds to state agencies, and vendors of energy services, to provide energy assistance programs for low-income households.

F. Actions of the Department relating to the review, allocation and awarding of benefits and grants shall be exempt from the provisions of Article 3 (§ 2.2-4018 et seq.) and Article 4 (§ 2.2-4024 et seq.) of Chapter 40 of the Administrative Process Act (§ 2.2-4000 et seq.).

G. No employee or former employee of the Department shall divulge any information acquired by him in the performance of his duties with respect to the income or assistance eligibility of any individual or household obtained in the course of administering the Home Energy Assistance Program, except in accordance with proper judicial order. The provisions of this section shall not apply to (i) acts performed or words spoken or published in the line of duty under law; (ii) inquiries and investigations to obtain information as to the implementation of this chapter by a duly constituted committee of the General Assembly, or when such inquiry or investigation is relevant to its study, provided that any such information shall be privileged; or (iii) the publication of statistics so classified as to prevent the identification of any individual or household.

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM ELIGIBILITY GUIDANCE

ANNUAL FEDERAL POVERTY GUIDELINES*

For All States (Except Alaska and Hawaii) and for the District of Columbia

Size of Family Unit	100 Percent of Poverty	130 Percent of Poverty	150 Percent of Poverty
1	\$9,570	\$12,441	\$14,355
2	\$12,830	\$16,679	\$19,245
3	\$16,090	\$20,917	\$24,135
4	\$19,350	\$25,155	\$29,025
5	\$22,610	\$29,393	\$33,915
6	\$25,870	\$33,631	\$38,805
7	\$29,130	\$37,869	\$43,695
8	\$32,390	\$42,107	\$48,585

Federal law requires that income criteria for use of Low-income Home Energy Assistance Program funds must not exceed 150 percent of poverty. Virginia uses 130 percent of poverty.

*(Published in February, 2005. The 130 percent figure was used for EAP Cooling Assistance Program summer 2005 and Fuel/Crisis Assistance Fall/Winter 2005-06)

LIHEAP INCOME ELIGIBILITY ESTIMATES¹
FOR VIRGINIA
Federal Fiscal year (FFY) 2004

Estimates of Federal and State LIHEAP Eligible Household
by Vulnerable Group, FFY 2004

Vulnerable Group	Number of LIHEAP Eligible Households (Federal Maximum Standard)²	Number of LIHEAP Eligible Households (State Maximum Standard)
All	795,870	373,771
Elderly	307,710	146,753
Disabled	208,802	118,460
Young Child	142,869	76,287

¹ State level estimates and the number of eligible households were developed using the U.S. Census Current Population Survey (CPS) Annual Social and Economic Supplement (ASEC). To estimate the number of LIHEAP eligible households for FFY 2004 averages of 2003, 2004, and 2005 CPS ASEC were used. Estimates are subject to sampling error.

² The greater of 60 percent of state median income or 150 percent of poverty guidelines.

Data Source: US Department of Health and Human Services, Administration for Children and Families, LIHEAP Home Energy Notebook FFY 2004

Uses of Additional \$1 Billion in LIHEAP Funding

State	Use of Additional Funding
Increased Regular Benefits: AL, AK, AR, CO, CT, DC, FL, HI, IL, MA, MT, OK, SC, TN, TX, UT	
AL	• Increased the income eligibility level from 125 to 150% of the federal poverty level.
AK	• Provided a supplemental payment to previously served households of approximately \$275.
AR	• Increased the maximum benefit from \$300 to \$500.
CO	• Increased benefits by 40% from \$320 to \$533. • Raised the current maximum benefit from \$800 to \$900
CT	• Additional funds were used to provide a \$300 basic benefit.
DC	• Increased all benefit amounts by 30% in the beginning of FY 2006 to meet the increase in home energy. For the remainder of FY 2006 will maintain current benefit award amounts.
FL	• Raised regular minimum benefit from \$50 to \$100 and the maximum amount from \$150 to \$200.
HI	• Increased regular benefit amount.
IL	• Increased regular benefit amounts from \$423 to \$515.
MA	• Increase benefit levels across the board in the amount of \$205 in each category. Previous maximum benefit was \$849; current maximum benefit level is \$1,049.
MT	• Raised benefits an average of \$172 from \$459 to \$631.
OK	• Increased maximum benefit from \$150 to \$500 for all households.
SC	• Raised heating assistance maximum benefit from \$300 to \$500.
TN	• Increased benefits.
TX	• Increased household utility assistance benefit limit from \$1,000 to \$1,200 per year.
UT	• Increased regular grant from an average of \$295 with a ceiling of \$500 to an average of \$420 with a ceiling of \$625.
Increase Crisis Benefits: AR, CT, FL, KY, ID, ME, MI, NC, NJ, RI, SC, WI, WV	
AR	• Increased the maximum benefit from \$300 to \$500.
CT	• \$200 crisis benefit to households now eligible under the increased guidelines.
FL	• Increased the maximum crisis benefits from \$300 to \$400 a season (two crisis benefits are available).
KY	• Raised crisis component maximum benefit amount for gas and electric from \$125 to \$250.
ID	• Funded a more expansive crisis intervention program to include year-round crises.
ME	• Increased emergency funds and extend the program period.
MI	• Increased funding for crisis assistance to meet increased costs and crisis.
NJ	• Increased crisis benefits for deliverable fuels to \$800.
NC	• Provided additional funds for summer crisis assistance.
RI	• Expanded crisis assistance to a maximum of \$1,000 instead of a one-time assistance.
SC	• Raised crisis assistance maximum benefit from \$500 to \$1,000.
WI	• Increased crisis funding from \$8.6 million to \$16.8 million.
WV	• Increased crisis benefits from \$500 to \$750.
Provided Additional Supplemental Benefit: AK, ID, IL, IA, KS, MN, NE, NH, NJ, NY, NV, OK, UT, WY	
AK	• Provided a supplemental payment to previously served households of approximately \$275.
ID	• Provided additional funding for the supplemental benefit issued which was funded by State general funds.
IL	• Provided supplemental payment of an average of \$100.
IA	• Provided supplemental payments to previously served households of approximately \$155. This represents a 50% increase over the average LIHEAP payment of \$317.
KS	• Provided supplemental payments to previously served households of \$355.
MN	• Provided a supplemental grant of \$40 to all current recipients.
NE	• Provided supplemental payment of approximately \$215 per household, with a maximum of \$250 and a minimum of \$150.
NH	• Provided supplemental benefits to households heating with oil, kerosene, propane and natural gas, Based on the increase in the price over the previous year for each fuel type.

Appendix IV

NJ	• Provided supplemental payments to previously served households of \$100 for gas and electric, \$450 for deliverable fuels.
NY	• Provided a second crisis payment at an average \$400 per household.
NV	• Provided “once-in-a-lifetime” arrearage assistance to households that meet specific criteria including chronic illness resulting in extraordinary electricity consumption or a household crisis resulting in a significant loss of income.
OK	• Provided supplemental payments for natural gas \$80, propane \$87, electricity and \$34 for all others.
UT	• Provided a supplemental payment of \$125.
WY	• Provided supplemental benefits for FY 2007.
Increased Eligibility Ceiling: CT, KY, MA, NH, OH, SC	
CT	• Increased eligibility levels from 150% of Federal poverty guidelines for all households and 200% for households with a member that was 60 years or older, disabled or under 6 years of age, 60% of the state median income.
KY	• Raised income eligibility criteria from 110% to 130% of the Federal Poverty Level.
MA	• Increased benefit levels across-the-board in the amount of \$205 in each category. Previous maximum benefit level is \$849; current maximum benefit level is \$1,049.
NH	• Increased income guidelines from 185% FPG to 60% SMI serving 3,093 households in that income category.
OH	• Expanded summer cooling program by increasing income eligibility from 150% to 175% of the federal poverty guidelines. The program serves the elderly and persons with medical conditions requiring cooling assistance. In past years, only breathing-related disabilities qualified. This year, any documented medical conditions will qualify.
SC	Allowed agencies to use the net income at 150% vs. gross income in order to assist more households.
Extended Program Eligibility Dates: CA, CT, DC, GA, KS, MA, MD, MN, NJ, NY, OH, OK, PA, RI	
CA	• Extended the duration of the FY06 LIHEAP program by an additional 12 months to allow community based providers the ability to expend funds and to provide services to more eligible low-income households. The program was extended from December 31, 2006 to December 31, 2007.
CT	• Extended the application deadline date from April 15th to May 1st.
DC	• Extended program duration from March 24th until late May or early June.
GA	• Extended regular benefit period through May 31.
KS	• Extended the program application deadline from March 31, 2006 to April 28, 2006.
MA	• Extended program duration by two weeks from April 30 to May 12, 2006.
MD	• Started MEAP program September 1 instead of November 1.
MN	• Extended program application deadline from May 31 to July 15.
NJ	• Extended program application deadline from March 31 to May 31.
NY	• Extended the program application period from 4/15/06 to 5/15/06.
OH	• Extended eligibility for emergency assistance by 30 days from March 31 to April 30.
OK	• Extended winter heating season (from December 16, 2005) until all funds are encumbered.
PA	• Extended the program from March 23 to April 28, 2006.
RI	• Extended application period from end of February to end of May. • Extended crisis assistance through the summer months
Added Funding or Expanded Cooling Assistance: AR, DE, GA, IL, IN, VA	
AR	• Implemented a summer cooling program.
DE	• Expanded summer cooling program by providing a flat rate of \$275 to eligible households for summer electric benefits. All income eligible households (defined as at or below 200% of federal poverty level) are eligible for assistance. In the past, due to limited funds available, only households aged 60+, and/or with medical necessity (such as children in the house with asthma), were eligible for help with summer electric bills. Rationale was to encourage use of air conditioning based on need and not affordability.
GA	• Began a cooling program on June 1.
IL	• Initiated a summer cooling program with an average benefit of \$150.
IN	• Increased number of households receiving cooling assistance.
VA	• Expanded cooling program.
Expanded or Began a Summer Pre-Buy Program for Delivered Fuels: CT, MD, MN, MO	

CT	<ul style="list-style-type: none"> • Applied a portion of the funds received to support a pre-buy pilot for heating oil customers.
MD	<ul style="list-style-type: none"> • Distributed bulk fuel benefits early in August to local agencies to allow for better pricing with vendors. (\$10 million). • Provided \$2 million to start a gas arrearage pilot program to offset past due bills that will encourage the participation of budget billing for the MEAP benefit going forward. Many applicants with gas arrearages apply the lump sum to cover debt and continue a cycle of catch up each year. Maryland believes this pilot program will show that breaking this cycle will help make the gas bills more affordable and keep people on service.
MN	<ul style="list-style-type: none"> • Initiated a summer fill program for propane users (\$4 million).
MO	<ul style="list-style-type: none"> • Increased Winter ECIP by \$5.3 Million for current season (extended program through June 30). • Increased Summer ECIP by \$4.5 Million for this summer season. • Increased benefit levels for 2007 and 2008 regular heating season by 10% for natural gas, propane and electricity. • Initiated a pilot program for summer pre-purchase of propane.
Provide Additional Assurance 16 Training and Outreach Activities: AZ, DE, IL, MS, NE, NV, OH, PA, UT	
AZ	<ul style="list-style-type: none"> • Amended the state plan to include an Assurance 16 component. The state currently serves fewer than 10% of the eligible population.
DE	<ul style="list-style-type: none"> • Performed additional outreach about the summer electric benefit in conjunction with information/ education about electric rate hike.
IL	<ul style="list-style-type: none"> • Directed local agencies to reach underserved areas through targeted outreach efforts.
MS	<ul style="list-style-type: none"> • Increased outreach efforts.
NE	<ul style="list-style-type: none"> • Encouraged local offices to provide maximum flexibility in helping families.
NV	<ul style="list-style-type: none"> • Expanded Assurance 16 outreach and related activities.
OH	<ul style="list-style-type: none"> • Partnered with Second Harvest of Ohio to increase program outreach. Second Harvest is a statewide network of food banks. A LIHEAP application was placed in every box or bag of goods distributed.
PA	<ul style="list-style-type: none"> • Updated website and brochures and increased outreach efforts.
UT	<ul style="list-style-type: none"> • Initiated a pilot program providing year round sign up.
Increased Program Set-Aside for Weatherization: CO, DE, FL, GA, ID, MD, ME, MI, MN, MO, MT, NC, ND, NE, NJ, TX, UT, VA, WY	
CO	<ul style="list-style-type: none"> • Increased the weatherization set-aside by \$1 million.
DE	<ul style="list-style-type: none"> • Increased weatherization set aside by \$300,000.
FL	<ul style="list-style-type: none"> • Increased weatherization set-aside from 15 to 20%, from 4\$ million to \$4.46 million.
GA	<ul style="list-style-type: none"> • Increased weatherization by \$2.2 million.
ID	<ul style="list-style-type: none"> • Transferred 15% to weatherization.
MD	<ul style="list-style-type: none"> • Increased weatherization set-aside by \$2.75 million.
ME	<ul style="list-style-type: none"> • Increased funding for weatherization to 15% of the total grant.
MI	<ul style="list-style-type: none"> • Increased amount for weatherization.
MN	<ul style="list-style-type: none"> • Increased weatherization by \$5 million.
MO	<ul style="list-style-type: none"> • Increased funding for weatherization by \$2 million.
MT	<ul style="list-style-type: none"> • Increased weatherization set aside by \$1.9 million.
NC	<ul style="list-style-type: none"> • Increased weatherization activities which may eliminate the backlog of individuals and families identified for this service.
ND	<ul style="list-style-type: none"> • Increased weatherization set-aside (amount to be determined).
NE	<ul style="list-style-type: none"> • Increased weatherization by \$2.2 million.
NJ	<ul style="list-style-type: none"> • Increased weatherization set-aside by \$2 million.
TX	<ul style="list-style-type: none"> • Increased household weatherization benefit from DOE ceiling to \$4,000 per year. • Allowed LIHEAP regulations rather than DOE for weatherization assistance.
UT	<ul style="list-style-type: none"> • Increased weatherization set aside by \$1.2 million.
VA	<ul style="list-style-type: none"> • Provided 15% of the additional block grant funds for weatherization assistance.
WY	<ul style="list-style-type: none"> • Increased the set-aside for weatherization to 25% of the grant.

Source: National Energy Assistance Director's Association (NEADA) – June 19, 2006