



REQUESTS FOR UTILITY ASSISTANCE

August 1, 2000-July 31, 2006

Heating Season extends from August 1 to July 31



2-1-1 is a partnership between the State of Connecticut and Connecticut United Ways

DEFINING TERMS:

Throughout this report the reader will see references to **transactions** and **service requests**. At 2-1-1 all calls are documented in a database using software that tracks calls by transactions and service request with relevant **referrals**.

TRANSACTION: A transaction may consist of one phone call or several, depending on the nature of the caller's needs. For example, the call may involve a simple request for the phone number and hours of service for an agency; or the call may require helping the caller sort through a number of options and resources that require additional research and follow-up calls.

SERVICE REQUEST: Because callers frequently have multiple needs a transaction can include multiple service requests. As an example, a caller may need utility assistance and also consumer credit counseling. A national taxonomy is used to categorize service terms. Relevant terms include:

- **UTILITY ASSISTANCE:** Programs that provide financial assistance for people who are who are at risk for having their utilities shut off and who meet age, income, disability, need or other requirements; or which offer special services which support people's ability to make their payments.
- **SEASONAL/YEAR ROUND UTILITY DISCONNECTION PROTECTION:** Programs, generally funded through utility rates, that prohibit utility disconnections during severe weather for households with vulnerable members including people who are ill or elderly or have disabilities or other hardships. In some jurisdictions, low income individuals and families may qualify. Regulations vary from state to state (or province to province), but generally specify high and/or low temperatures that trigger a disconnection ban (though some jurisdictions require a special order by the Public Utility Commission) and explicit eligibility criteria. In some areas, the regulations apply year-round to people with serious illnesses.
- **DISCOUNTED UTILITY SERVICES:** Utility companies that offer their services at below normal rates for people who have disabilities, who are elderly or who meet low-income guidelines.

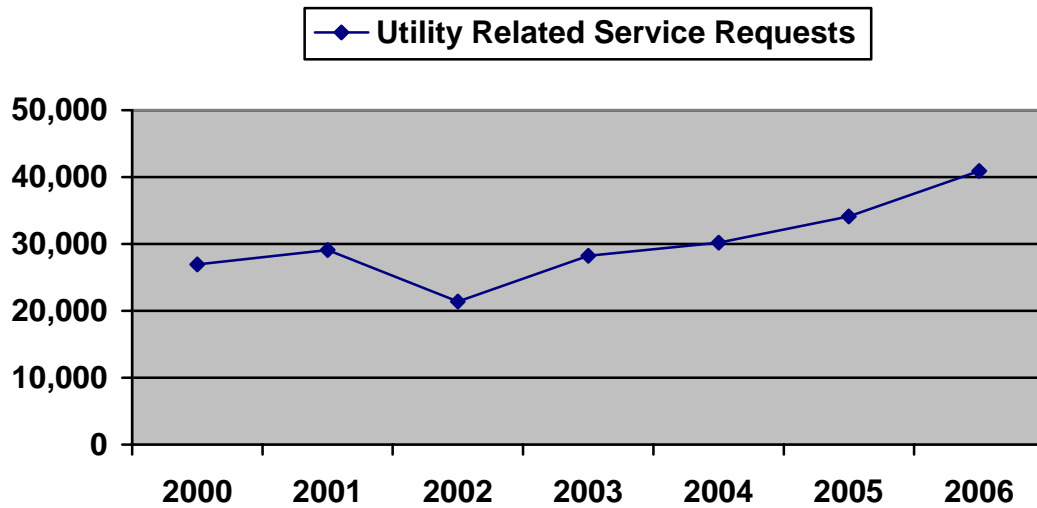
REFERRAL: Where options for referrals exist, a caller can be referred to more than one program or agency. However, reports do not include duplicated referrals. The multiple referral is especially relevant in cases of homelessness where shelters are most often full, and referrals for subsidized housing units which typically have long waiting lists.

Utility Related Service Requests

Heating Season extends from August 1 to July 31

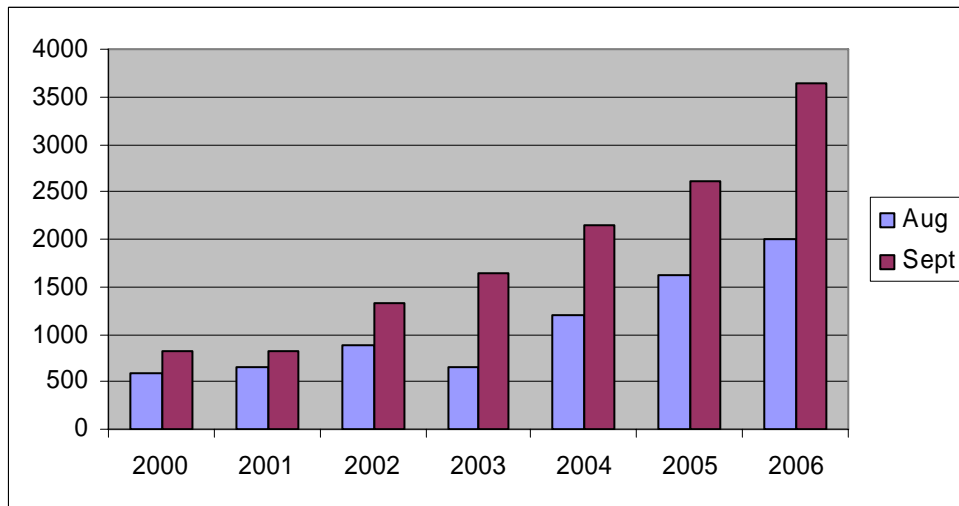
	2000*	2001	2002	2003	2004	2005	2006
Utility Related Service Requests	26,993	29,113	21,370	28,206	30,209	34,127	40,898
(Percentage of Total)	(9.86%)	(10.27%)	(6.09%)	(7.28%)	(7.34%)	(7.71%)	(8.72%)

***Note:** In 2000, the Connecticut Department of Social Services launched an aggressive media campaign to inform the public about available assistance using 2-1-1 as the number to call to find winter heating programs.

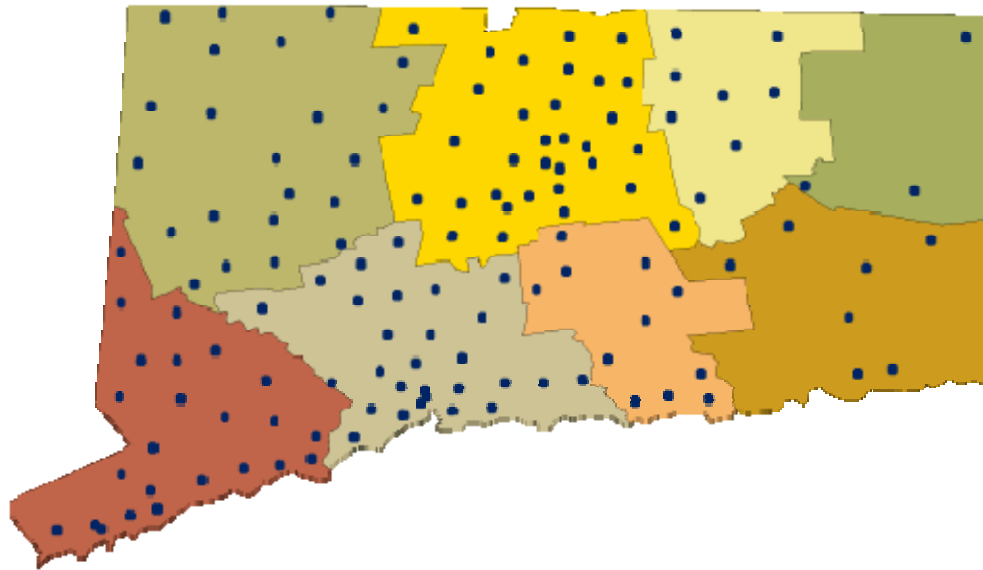


Utility Assistance Call Data Comparison

Heating Season extends from August 1 to July 31



CEAP and Operation Fuel Application Sites



Utility Assistance Services Requests by Largest Town

Heating Season extends from August 1 to July 31

Town	2003 Population	2000	2001	2002	2003	2004	2005	2006
Bridgeport	139,664	1,112	1,258	1,259	1,683	1,941	2,159	2,324
Hartford	124,387	4,063	3,970	3,816	4,798	4,955	6,103	6,305
New Haven	124,662	2,074	2,046	1,813	2,228	2,328	3,030	3,194
Stamford	120,107	239	631	342	531	584	600	728
Waterbury	108,130	1,766	1,637	1,490	1,813	1,987	2,187	2,458

Utility Assistance Services Requests by Town

Heating Season extends from August 1 to July 31 of each year

Town	2003 Population	2000	2001	2002	2003	2004	2005	2006
Andover	3165	26	18	11	7	12	10	22
Ansonia	18818	129	169	129	179	227	234	233
Ashford	4294	28	48	20	29	38	34	37
Avon	16709	44	36	19	32	38	32	44
Barkhamsted	3656	14	16	7	12	9	8	9
Beacon Falls	5524	45	17	21	29	32	25	37
Berlin	19322	73	68	36	61	66	68	110
Bethany	5331	11	25	6	18	9	17	22
Bethel	18566	34	63	36	54	58	55	60
Bethlehem	3579	7	13	7	8	9	10	4
Bloomfield	19803	307	327	163	213	266	237	382
Bolton	5199	34	16	5	15	15	18	23
Bozrah	2423	13	30	1	7	9	14	16
Branford	29136	201	295	221	290	343	273	351
Bridgeport	139664	1112	1258	1259	1683	1941	2159	2324
Bridgewater	1882	2	3	1	2	3	4	10
Bristol	60722	554	519	342	437	556	589	682
Brookfield	16037	20	21	11	21	16	15	23
Brooklyn	7487	57	48	28	30	44	34	68
Burlington	8808	28	31	11	18	11	13	20
Canaan	1099	22	17	9	15	9	18	22
Canterbury	4918	46	41	14	19	28	33	61
Canton	9413	33	40	17	30	31	24	40
Chaplin	2372	16	28	11	8	16	13	18
Cheshire	29187	42	60	40	41	57	38	70
Chester	3839	20	15	3	7	10	11	15
Clinton	13645	86	92	42	78	71	71	81
Colchester	15158	125	102	65	76	73	114	105
Colebrook	1522	9	12	4	8	6	1	4
Columbia	5228	31	23	7	10	8	16	21
Cornwall	1464	11	3	2	2	1	2	4
Coventry	12108	69	66	27	52	40	29	83
Cromwell	13471	60	52	35	37	38	45	92
Danbury	77353	220	259	193	267	325	284	363
Darien	19921	6	14	8	6	13	16	5
Deep River	4746	39	29	24	18	22	20	28
Derby	12593	67	92	76	95	119	103	130
Durham	7134	18	23	7	17	17	31	30
East Granby	4977	18	26	7	17	28	20	21
East Haddam	8711	53	55	29	47	47	40	41
East Hampton	11660	79	55	23	37	61	47	121
East Hartford	49596	918	1169	775	1035	1131	1549	1722

Town	2003 Population	2000	2001	2002	2003	2004	2005	2006
East Haven	28710	215	325	176	238	251	318	283
East Lyme	18537	66	85	52	72	73	77	145
East Windsor	10185	79	70	52	92	81	65	120
Eastford	1676	9	11	5	3	3	19	10
Easton	7482	4	2	5	1	2	9	1
Ellington	13952	71	63	42	58	47	46	97
Enfield	45539	414	382	277	370	439	449	596
Essex	6800	24	17	11	20	20	13	29
Fairfield	58407	76	100	87	107	101	132	125
Farmington	24507	64	81	42	63	69	102	112
Franklin	1906	12	9	9	5	4	7	8
Glastonbury	32789	85	55	58	72	96	75	153
Goshen	2928	9	10	8	5	15	14	16
Granby	10869	39	15	10	21	16	14	15
Greenwich	61972	16	68	58	92	103	78	77
Griswold	11087	98	82	44	82	86	121	118
Groton	40020	188	237	119	134	160	133	249
Guilford	22082	43	45	35	42	38	51	60
Haddam	7459	21	30	19	16	20	23	49
Hamden	58476	404	505	357	438	405	455	558
Hampton	1912	18	13	3	6	5	9	13
Hartford	124387	4063	3970	3816	4798	4955	6103	6305
Hartland	2068	10	4	3	1	3		9
Harwinton	5495	28	26	3	8	17	12	32
Hebron	9047	33	24	14	16	17	34	35
Kent	2920	14	14	6	13	11	19	12
Killingly	16940	289	279	184	258	288	326	332
Killingworth	6373	16	14	6	14	9	19	18
Lebanon	7145	48	26	21	18	34	24	51
Ledyard	15003	73	106	38	52	80	58	76
Lisbon	4204	32	32	20	19	20	27	29
Litchfield	8531	56	48	19	24	37	26	42
Lyme	2094	4	6		6	5	11	1
Madison	18698	38	31	24	32	29	32	53
Manchester	55390	658	704	535	813	855	1096	1299
Mansfield	23324	68	85	40	42	60	38	79
Marlborough	6094	23	24	7	12	15	7	26
Meriden	58962	548	609	427	563	660	762	912
Middlebury	6745	28	27	15	7	11	11	16
Middlefield	4301	20	17	11	5	25	10	24
Middletown	46918	463	437	359	493	502	624	761
Milford	53869	190	323	234	276	298	314	329
Monroe	19614	41	48	24	27	20	13	18
Montville	19718	130	141	74	134	113	125	176
Morris	2388	12	9	10	7	9	8	12
Naugatuck	31700	350	334	282	376	413	396	483

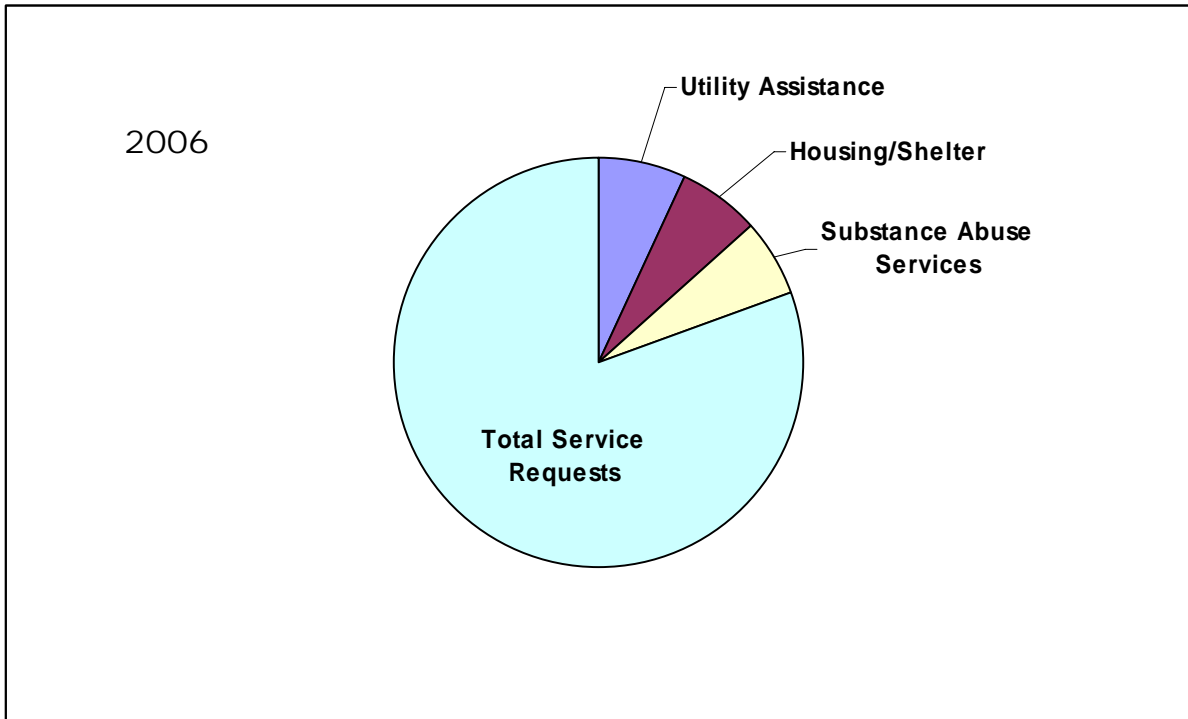
Town	2003 Population	2000	2001	2002	2003	2004	2005	2006
New Britain	71572	980	977	871	1475	1599	1551	1926
New Canaan	19839	6	6	15	10	13	11	22
New Fairfield	14179	24	28	13	19	20	13	27
New Hartford	6548	33	23	17	23	23	15	35
New Haven	124662	2074	2046	1813	2228	2328	3030	3194
New London	26201	450	593	447	514	581	650	839
New Milford	28211	81	70	56	74	92	75	90
Newington	29695	182	214	76	125	94	109	193
Newtown	26299	41	40	27	22	24	15	43
Norfolk	1670	6	12	5	15	8	8	8
North Branford	14228	48	64	24	57	47	49	49
North Canaan	3375	6	8	4	2	5	3	15
North Haven	23628	97	163	83	95	78	87	125
North Stonington	5165	13	31	7	7	10	21	39
Norwalk	84170	219	386	286	446	471	477	565
Norwich	36227	428	481	327	352	402	405	629
Old Lyme	7483	38	24	18	27	29	19	39
Old Saybrook	10535	39	34	25	44	39	36	47
Orange	13572	21	37	24	18	19	22	19
Oxford	10729	38	38	17	14	20	24	32
Plainfield	15174	175	213	137	169	215	230	307
Plainville	17461	123	143	81	94	89	127	158
Plymouth	12067	56	66	39	38	58	56	92
Pomfret	3996	30	26	14	9	13	12	21
Portland	9264	57	55	32	47	48	62	78
Preston	4801	18	19	9	12	17	8	17
Prospect	9161	41	33	19	23	30	21	39
Putnam	9079	186	253	149	149	157	140	210
Redding	8572	7	1	1	6	7	6	5
Ridgefield	24131	22	8	9	21	21	12	17
Rocky Hill	18528	56	64	45	71	49	51	130
Roxbury	2279	3	3	2	2	9	5	4
Salem	4008	18	14	10	14	13	11	26
Salisbury	4033	11	14	1	1	3	4	15
Scotland	1640	9	15	2	3	7	15	16
Seymour	16045	113	108	62	69	87	83	114
Sharon	3011	9	10	4	6	8	10	15
Shelton	39121	140	182	103	119	107	118	155
Sherman	4055	9	8	1	2	5	2	7
Simsbury	23496	47	42	31	52	46	46	86
Somers	10870	62	50	27	50	48	35	45
South Windsor	25270	93	112	51	90	67	79	128
Southbury	19279	28	65	21	23	38	32	55
Southington	41397	227	271	134	158	175	179	271
Sprague	2989	25	29	19	12	18	49	52
Stafford	11743	93	106	54	79	76	82	96

Town	2003 Population	2000	2001	2002	2003	2004	2005	2006
Stamford	120107	239	631	342	531	584	600	728
Sterling	3278	21	20	14	25	14	37	54
Stonington	18206	83	113	62	72	92	82	117
Stratford	50182	221	281	250	307	361	393	417
Suffield	14217	49	56	12	37	30	31	38
Thomaston	7857	56	49	21	37	33	38	45
Thompson	9157	72	90	51	78	85	70	102
Tolland	14264	65	44	25	20	27	23	44
Torrington	35756	474	519	331	399	453	477	724
Trumbull	35013	58	75	41	44	60	92	74
Union	735	6	1			1	1	1
Vernon	29206	277	292	234	288	318	343	461
Voluntown	2598	18	17	21	16	12	14	23
Wallingford	44331	148	239	103	135	143	188	251
Warren	1317	5		1	2	1	7	7
Washington	3697	7	8	11	6	14	7	13
Waterbury	108130	1766	1637	1490	1813	1987	2187	2458
Waterford	19034	124	123	61	83	89	98	247
Watertown	22178	139	123	74	96	99	104	148
West Hartford	61424	297	321	248	284	245	326	440
West Haven	53004	710	808	587	892	795	1008	1046
Westbrook	6583	37	47	36	57	65	41	54
Weston	10239	5	2	3	5	5	5	6
Westport	26320	22	26	14	32	29	24	39
Wethersfield	26398	149	170	93	140	140	154	175
Willington	6198	29	27	16	14	14	18	22
Wilton	17909	9	6	7	10	7	8	25
Winchester	10781	98	152	69	136	115	158	215
Windham	23014	333	330	162	190	176	230	314
Windsor	28565	344	378	175	286	314	353	516
Windsor Locks	12256	159	126	82	80	85	85	180
Wolcott	16024	90	65	30	55	53	62	73
Woodbridge	9249	16	12	12	8	10	8	17
Woodbury	9557	24	31	9	28	26	30	34
Woodstock	7685	62	82	28	43	23	31	59

2-1-1 Top Categories

Heating Season is reflected from August 1 to July 31

Category	2000	2001	2002	2003	2004	2005	2006
Utility Assistance	26,933	29,113	21,370	28,206	30,209	34,127	40,898
Housing/Shelter	17,933	21,794	31,706	35,166	38,570	41,703	36,474
Substance Abuse Services	17,419	19,299	25,677	27,595	31,179	34,103	34,838
Legal Services	10,386	11,721	16,539	19,623	21,260	23,368	24,586
Outpatient Mental Health Care/Counseling	8,718	9,134	11,854	11,829	12,054	13,475	12,652
Food	7,789	7,865	10,154	11,051	13,052	13,996	13,534
Temporary Financial Aid	7,019	6,493	7,369	6,699	7,338	9,954	14,542



Caller Profile

Heating Season extends from August 1 to July 31

What are characteristics of callers associated with each request?

Persons needing utility assistance services must feel free to seek information in an environment of confidentiality. Therefore, 2-1-1 call specialists do not require callers seeking utility assistance to reveal information about their income, ethnicity, or other characteristics. Some information is collected if it pertains to the request and/or if the caller self-identifies information.

Among the 40,898 utility assistance related service requests in 2005/2006, the following characteristics emerged:

August 1, 2005 – July 31, 2006 – Utility Assistance Related Service Requests

Age or Family Status:	
Family/Child Under Age of 18 in Household:	23,137
19 to 34	4,227
35 to 59	8,162
60 to 74	2,724
75 +	1,840
Unknown	808

Caller Gender:	
Male	5,490
Female	16,806
Unknown/NA	18,602

Caller Profile:	
Crisis	2,963
Disabled	5,026
Homeless	94
Non-English Speaking	1,415
Pregnant	554
Substance Abuse	128
TFA Recipients	1,459
Unemployed	1,856

Utility Assistance Services Referrals

Heating Season extends from August 1 to July 31

Where options for referrals exist, a caller can be referred to more than one program or agency.

Top Agencies Receiving Referrals

August 1, 2005- July 31, 2006

51,575 referrals made to 181 agencies

List below represents 83% of all referrals made.

Community Renewal Team Energy Assistance Program	7,818
Northeast Utilities/Conn.. Light And Power	5,853
Operation Fuel	5,171
New Opportunities Energy Assistance Program	3,563
Community Action Agency Of New Haven Energy Assistance Program	3,110
Conn. Natural Gas	1,862
Action For Bridgeport Community Development Energy Assistance Program	1,649
Thames Valley Council For Community Action Energy Assistance Program	1,632
Access Agency Energy Assistance Program	1,597
Southern Conn. Gas Company	1,549
Salvation Army	1,485
United Illuminating	1,402
Yankee Gas	1,232
Human Resources Agency Of New Britain Energy Assistance Program	969
Training, Education, And Manpower Energy Assistance Program	663
Bristol Community Organization Energy Assistance Program	589
Friendship Service Center Of New Britain	582
Cte Energy Assistance Program	447
East Hartford Interfaith Ministries	446
Community Action Committee Of Danbury Energy Assistance Program	423
East Hartford, Town Of	347
Norwalk Economic Opportunity Now Energy Assistance Program	341

APPENDIX

2-1-1 Resource Database and Training Materials

2-1-1 maintains a resource database containing information on more than 50,000 services available to Connecticut residents. Included in the online database is detailed information on almost 300 utility assistance related services. The database is available at:

<http://www.infoline.org/referweb/>

The following are “Energy Assistance/Utility Issues” service terms in the database:

- [Discounted Heating Fuel](#)
- [Discounted Utility Services](#)
- [Energy Conservation Improvements](#)
- [Furnace Repair/Replacement](#)
- [Seasonal/Year Round Utility Disconnection Protection](#)
- [Utility Assistance](#)
- [Utility Assistance for AIDS/HIV](#)
- [Utility Complaints](#)
- [Utility Connection/Repair](#)
- [Utility Disconnection Notification](#)

2-1-1 also posts its training materials on the website. One page fact sheets are available on several Energy Assistance/Utility Issues. The following is a summary of the related topics.

Energy Assistance/Utilities Summary Chart	
CEAP (Conn. Energy Assistance Program)	Financial assistance for payment of primary heat bill for households at or below 200% FPL. Benefit amount depends upon household income, heat source, and whether heat is included in rent. There are asset limits. More Info...
CHAP (Contingency Heating Assistance Program)	Financial assistance for payment of primary heat bill for households over the CEAP income limit, up to 60% of the State Median Income. There are asset limits. CHAP is not funded as regularly as CEAP; also, the program start date varies each year. More Info...
CT Connection Assistance Program	Offers a 50% reduction on telephone installation charges for people receiving SSI, CEAP, TFA, selected Medicaid benefits, or State Supplement to the Aged, Blind, or Disabled. Eligible customers are also entitled to installment billing for the connection charges, for up to six months. More Info...
Dept. of Public Utilities (DPUC)	State agency oversees regulated utilities in CT. DPUC also helps resolve billing disputes between customers and regulated utilities, but customers must attempt problem resolution with their utility company before DPUC will become involved. More Info...
Citizen’s Oil Co-op	Heating oil discount program uses group buying to enable members to buy oil at discounted prices. The co-op has arrangements with oil dealers in all parts of Connecticut except parts of Litchfield County and parts of Fairfield County. More Info...

Heating System Repair/Replacement	Programs for very low income homeowners help pay for repair or replacement of inoperable heating systems. More Info...
Legal Aid	Legal Services Network provides legal information and legal representation to low-income persons, including utility service related legal issues. More Info...
Lifeline Credit	For telephone customers on state or federal assistance, Lifeline program reduces monthly local service charges by \$7.00, gives a credit of \$.85 for part of the Federal Subscriber Line Charge, and an exemption from charges for Local Number Portability and Universal Service Fund. More Info...
Matching Payment Plans	Payment incentive programs to help income-eligible customers pay down a delinquent balance by awarding credits toward the delinquent balance when customer agrees to payment plan and makes the scheduled payments. Offered only by state-regulated gas and electric utilities. More Info...
No Heat Complaints	65°F is legal minimum temp. in rentals w/heat included. Contact local code enforcement (or police afterhours) if landlord fails to maintain temp. More Info...
Operation Fuel	Financial assistance for payment of heat bill OR non-heat utility bills for households between 151%-200% FPL. HEATING SEASON: Household must be "in crisis". Amount of assistance is up to the discretion of the local fuel bank EXCEPTIONS PROGRAM: Operation Fuel sets up an exceptions policy (exceptions to its usual guidelines) each year. Exceptions rules differ from one year to another, depending upon funding. More Info...
Private Fuel Banks; Charitable Funds	Private and Municipal funds may be a resource for people who need help with energy expenses. Limited benefits, often one-time-only. Eligibility varies. This is usually not an option for people with very large arrearages since the assistance is usually limited and not sufficient to avoid a shutoff. More Info...
Shutoffs: Telephone	Residential land-line phone service cannot be shut-off for non-payment while any resident is seriously ill. Illness must be certified by a doctor. Customer must agree to a payment arrangement AND keep the account current while paying off the unpaid balance. More Info.
Shutoffs: Gas/Electric	Gas and electric utilities CANNOT EVER BE SHUT OFF (summer or winter) if lack of the utility creates a life-threatening situation. More Info.
Shutoffs: Water	Households with a person who is "seriously ill" are protected from water shut-off during the winter moratorium period (Nov. 1-April 15). Households with a person who has a "life threatening illness" are protected from water shut-off year round. Written verification from a doctor required in both cases. More Info.
Third Party Notification	Copy of a shut-off notice can be sent to a third person who can remind the customer that the bill is past due. Intended to help people who are elderly or ill, or who have reading difficulties or language barriers. Customer must give written consent. More Info...
Weatherization	Programs offer help to low-income or moderate income homeowners or renters in making residence more energy efficient. More Info...
Winter Protection/ Winter Moratorium	Eligible households ("hardship cases") can be protected against heat source shut-offs between 11/1 and 4/15. Must apply EVERY YEAR. More Info...