

State Energy Assistance & Lifeline (SEAL) Office
Division of Housing and Community Development
Utah Department of Community and Culture
Annual Report – Federal Fiscal Year 2010 (10/01/09 - 9/30/10)
Accomplishments as of 9-30-10

SEAL Programs	Total No. of Households	Total Funds
Total FFY 2010 LIHEAP funds available		\$33,719,590
Total no. HEAT Applications	53,401	NA
Households Provided HEAT Assistance	51,100	\$26,021,156
Average HEAT Benefit per Household	-	\$509
Households Assisted w/ HEAT Crisis Intervention	3,472	\$1,026,671 \$296/hh
Households provided HEAT Case Management Total no. of Case Management Activities	52,459 149,668	N/A
Homes Weatherized via HEAT Agreement with State WX Program	1,390	\$1,088,396
Crisis Furnace/AC Repair via HEAT Agreement with State WX Program	1,663	\$1,420,005
Utah Telephone Assistance (Lifeline) Program (UTAP) \$13/month discount (USF Funds)	21,230	\$3,439,260 (annual est.)
Home Electric Lifeline Program (HELP) \$11/month discount (RMP Surcharge Funds)	35,153	\$4,640,196 (annual est.)
Utility Moratorium Protection {11/15/09-3/15/10}	38	NA
HEAT Target Groups* & Households/Families with:	No. of Households	Percent of Households
• <u>Children under 3 years of age*</u>	11,481	22.5%
• <u>Children 3 to 5 years of age*</u>	11,381	22.3%
• <u>Disabled person/s*</u>	19,170	37.5%
• <u>Elderly person/s (60+)*</u>	10,959	21.4%
• <u>Fixed incomes-SSA, SSI, GA</u>	22,540	44.1%
• <u>Food Stamps</u>	29,237	57.2%
• <u>Temporary Assist for Needy Families (TANF)</u>	2,097	4.1%
• <u>Employed persons (working poor)</u>	20,496	40.1%

HEAT Mission Statement:

Provide home energy assistance to low-income households *targeting* those who are truly vulnerable--the lowest income with the highest heating costs—particularly families with preschool-age children and disabled and elderly persons. **A warm home is as basic to health and safety as is good nutrition and medical care. HEATing assistance is a wellness strategy.**

S.E.A.L. administers the:

- Home Energy Assistance Target (HEAT) Program**
- Utah Telephone Assistance (Lifeline) Program (UTAP)**
- Home Electric Lifeline Program (HELP)**
- Utility Moratorium Protection (UMP)**

HEAT is 100% federally funded through the **Low Income Home Energy Assistance Program (LIHEAP)** block grant administered by the U.S. Department of Health & Human Services (DHHS). HEAT provides winter utility payment assistance, year-round energy crisis intervention, case management, and funding for home weatherization and for furnace/air conditioner crisis repair or replacement assistance for low-income Utah households who are at or below 150% of the federal poverty level.

In 2009, the HEAT program year experienced a 29% increase. And in 2010, it was followed up with another 18% increase over 2009 in the number of households approved for assistance--42,453 to 51,103. As indicated above, the average HEAT benefit was \$509 per family. The increase is attributed to the continued sluggishness of the national and state economies.

UTAP is administered under contractual agreement with the Utah Public Service Commission and funded through the Universal Service Fund. It provides a **\$13.00 monthly bill discount** for low-income household's landline telephone bill and a 50% discount (up to \$25.00) for first-time installation costs. *UTAP stayed steady increasing only slightly (21,197 to 21,230) over last year.*

HELP is administered under contractual agreement with Rocky Mountain Power (RMP). It provides an **\$11.00 monthly bill discount** for RMP low-income households. It is funded through a surcharge on RMP customer electric bills. *HELP increased by 32% (26,777 to 35,153).* UTAP and HELP were both approved by the Utah Public Service Commission. *The PSC approved increasing the monthly bill discount rate to \$11.00 beginning in October 2009.*

UMP protects a family's home energy utility services from being terminated, or shut-off, between November 15 and March 15 each winter. *38 families were protected against their utility service being terminated during the 2010 winter—(compared to 24 last year).*

SEAL programs are administered statewide under contract and in partnership with Bear River Association of Governments, Uintah Basin AOG, South Eastern Utah ALG, Five County AOG, Six County AOG, Community Action Services & Food Bank, Salt Lake Community Action Program, Futures Through Training, Inc., and Catholic Community Services. (CCS provides HEAT Crisis Intervention assistance only.) *With these partnerships, SEAL employs 34 full-time staff and 73 full-time seasonal workers (70.5 FTEs).*

Below are selections from Thank You letters received by the HEAT Program this year:

"I would like to thank you for providing the necessary means to be warm for the last three years. As I wouldn't have been able to use the Gas furnace if it weren't for the wonderful HEAT Program. May God bless all those responsible individuals who are the Givers of necessities (sic) to the elderly, disabled and widowed. May your efforts in righteousness serve thee well." 6-21-08

"To All involved with Helping me – Thank you so much for your Blessing of helping me with my Gas & Electric Bill. What A Wonderful Blessing in my life! Bless All of you for this. Thank you soo much!" Dec. 2008

"...I am writing in regards to HEAT...I would like to thank you for the outstanding customer service you provided during our telephone conversation on January 6, 2009, pertaining to receipt/review of my grandmother's application. You were not only extremely helpful and informative, but very courteous while answering my inquiries." Jan. 2009