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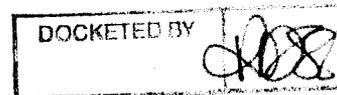
AZ CORP COMMISSION  
DOCKET CONTROL

June 10, 2011

Arizona Corporation Commission  
**DOCKETED**

JUN 10 2011

Docket Control  
Arizona Corporation Commission  
1200 W. Washington  
Phoenix, AZ 85007



RE: Docket No. G-01551A-10-0458, Application of Southwest Gas Corporation  
For the Establishment of Just and Reasonable Rates and Charges Designed  
To Realize a Reasonable Rate of Return on the Fair Value of its Properties  
Throughout Arizona

To Whom It May Concern:

Attached please find my Direct Testimony in the above-referenced case, along with 13  
copies for the Commission. Copies of the filing have also been sent to the lawyers for  
Southwest Gas and the parties in the case.

If you should have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Zwick". The signature is fluid and cursive.

Cynthia Zwick  
1940 E. Luke Avenue  
Phoenix, AZ 85016

Attachments

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BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS

Gary Pierce, Chairman  
Bob Stump  
Sandra D. Kennedy  
Paul Newman  
Brenda Burns

IN THE MATTER OF THE APPLICATION OF  
SOUTHWEST GAS CORPORATION FOR THE  
ESTABLISHMENT OF JUST AND REASONABLE  
RATES AND CHARGES DESIGNED TO  
REALIZE A REASONABLE RATE OF RETURN  
ON THE FAIR VALUE OF ITS PROPERTIES  
THROUGHOUT ARIZONA

DOCKET NO. G-01551A-10-0458

DIRECT TESTIMONY OF CYNTHIA ZWICK

JUNE 10, 2011

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AZ CORP COMMISSION  
DOCKET CONTROL

1 Q. 1 Please state your name and address.

2 A. 1 My name is Cynthia Zwick and my address is 1940 E. Luke Avenue, Phoenix, Arizona  
3 85016.

4 Q. 2 What is the purpose of your testimony?

5 A. 2 There are three reasons I am providing testimony in this case: 1) to urge the Commission  
6 to reject the rate increase proposal presented in this case as it relates to the Southwest Gas  
7 low-income customers, specifically rates G-10 and G-11, and to hold the low-income  
8 customers harmless from any rate increase at this time; 2) I am asking the Commission to  
9 require the Company to enhance its marketing of the availability of the discount rates so  
10 that more eligible families are enrolled in the discount program; and 3) I am asking the  
11 Commission to support the Low-Income Program: Smarter Greener Better Low-Income  
12 Energy Conservation.  
13

14 Q. 3 What is your experience with low-income issues?

15 A. 3 I have served as a low-income advocate in Arizona since 2003, and have participated in  
16 rate cases since that time in order to ensure that the interests and impact of rate increases  
17 on the low-income community are heard and understood, and that there is a better  
18 understanding of the condition of poverty in the State of Arizona.  
19

20 Q. 4 Would you please describe the low-income community in Arizona today?

21 A. 4 Let me start by saying that the poverty rate in Arizona is currently the second highest in  
22 the country, having increased significantly during the last two years, making the low-  
23 income community larger than ever. According to the United States Census Bureau, the  
24 Arizona poverty level is currently 21.2%. These numbers are more dramatic when  
25 considering the number of children living in poverty, which in Arizona is 1 in 5 children.  
26  
27  
28

1 The income for a person living at 100% of the federal poverty level is \$908 a month or  
2 \$10,896 a year. For a family of four, the household income is \$1,863 a month or \$22,356  
3 annually.

4 For the two Southwest Gas low-income customer programs, bill assistance and  
5 weatherization, the eligibility level is 150% of the federal poverty level, which is an  
6 income of \$16,344 for an individual and \$33,540 for a family of four.

7 Family self sufficiency has been exacerbated by the national and state economy, as high  
8 home foreclosure rates continue, and Arizona currently struggles with an unemployment  
9 rate of 9.3%, which is driving a new population into the community of low-income.

10 Families that have lost their jobs have typically gone through any savings accumulated  
11 and have lost their health care coverage before seeking help from a Community Action  
12 Agency. Asking for financial assistance is never easy, and it is particularly difficult for  
13 families who have never before needed any assistance. By the time the request is made,  
14 the family income is already below 150% of the federal poverty level.  
15

16 Governor Brewer has recognized the problems faced by unemployed families, and the  
17 slow recovery of the recession, and has called a special session of the legislature in order  
18 to extend the time within which someone seeking employment may receive  
19 unemployment benefits, in order to maintain basic expenses, such as the payment of  
20 utility bills, rent and the purchase of food. <sup>1</sup>

21 In order to qualify for the Southwest Gas discount program an individual or household  
22 income may not exceed 150% of the federal poverty level.  
23  
24  
25  
26

---

27 <sup>1</sup> "Governor Brewer calls special session on jobless benefits," [www.azcentral.com/news/election](http://www.azcentral.com/news/election); attached.  
28

1 Q. 5 Arizona has received an increase in the amount of Low Income Home Energy Assistance  
2 (LIHEAP) funding over the past two years. Has this funding taken care of the problem  
3 for families?

4 A. 5 No, it has certainly helped, but unfortunately the need for assistance far exceeds the funds  
5 available. The families eligible for and receiving LIHEAP are also eligible for the  
6 Southwest Gas bill assistance, so these survey findings are important to note. The  
7 National Energy Assistance Directors' Association conducted a survey in April of 2009 of  
8 LIHEAP recipients and report the following:  
9

- 10 • LIHEAP recipient households are likely to be vulnerable to temperature extremes;
- 11 • 39% of the homes had a senior in the household aged 60 or older
- 12 • 44% had a disabled household member
- 13 • 45% had a child 18 or younger
- 14 • 92% had a least one vulnerable household member

15  
16 The study also provided information on challenges that these households faced:

- 17 • 36% were unemployed at some point during the previous year (this is an increase  
18 from the previous year's 29%)
- 19 • 82% had a serious medical condition, and
- 20 • 25% used medical equipment that requires electricity.

21  
22 The survey also reported that many of the LIHEAP recipients faced significant medical  
23 and health problems in the past five years, partly as a result of high energy costs.

24 Respondents reported the following:

- 25 • 30% went without food for at least one day
- 26 • 41% went without medical or dental care

27  
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- 1           • 33% did not fill a prescription or took less than the full dose of a prescribed
- 2           medication, and
- 3           • 25% had someone in the home become sick because the home was too cold.
- 4           • An increase at the level being considered in this case renders these customers
- 5           even more vulnerable.<sup>2</sup>

6 Q. 6 How much utility assistance funding did Southwest Gas receive for their customers?

7 A. 6 In state fiscal year 2010, based on a survey of our agencies distributing bill assistance  
8 funding from a variety of sources, including LIHEAP, Southwest Gas received  
9 \$1,537,414.  
10

11 Q. 7 Why is this information important or relevant in this case?

12 A. 7 These issues are important in this case for a couple of reasons. First, as previously stated,  
13 the need for bill assistance far outweighs the resources available for the families in need.  
14 In February, March and April, the City of Phoenix reported receiving 9,600, 11,000 and  
15 12,400 calls for assistance respectively. These numbers are up by 2,000 calls from the  
16 previous year for the same months. They are able to serve 1 in 10 of those calling for  
17 help.  
18

19 The proposed increase for low-income customers in this case is higher than for any other  
20 rate class at 15.93% for G-10 and 14.96% for G-11. A request for this percentage  
21 increase for this group of customers at any time, but particularly during the worst  
22 economic recession to hit the state in years, and to assign a higher rate to low-income  
23 customers than any other customer is, at best, irresponsible and insensitive.  
24

25  
26  
27 <sup>2</sup> 2009 National Energy Assistance Directors' Association, 2009 National Energy Assistance Survey, Final Report,  
28 April 2009, attached.

1 Q. 8 Will an increase of this level result in more disconnections for Southwest Gas customers?

2 A. 8 I believe that without question more customers will either be disconnected from service  
3 due to an inability to pay their bills, or will simply opt to self-disconnect because their  
4 bills, already troublesome, will be impossible to pay.

5 The Company has provided information indicating that they disconnect more customers  
6 than any other major utility in the State, including APS and SRP. In 2008, they  
7 disconnected 68,423 customers (5,701/month), in 2009, 69,266 (5,772/month) and in the  
8 first eight months of 2010, 44,820 (5,602/month) customers. See the attached  
9 spreadsheet with the Southwest Gas disconnection data.<sup>3</sup>  
10

11 Q. 9 What is an energy burden, and what is the energy burden in Arizona?

12 A. 9 An energy burden is essentially the percentage of a person's income that is used to pay  
13 their energy bill. As stated in the text of the Low-Income Program: Smarter Greener  
14 Better Low-Income Conservation document at page 55, "Energy expenses represent an  
15 economic drain on low-income communities. The DOE reports that, on average, low-  
16 income households typically spend 14 percent of their total annual income on energy,  
17 compared to 3.5 percent for other households." As this statement indicates, low-income  
18 families have a much higher energy burden than other customers – the lower the income  
19 the higher the energy burden, and the greater difficulty maintaining utility service.  
20

21 Q. 10 You indicated in your response to Question 2, that you are also asking the Commission to  
22 require Southwest Gas to enhance its marketing of the availability of the discount rates so  
23 that more eligible families are enrolled in the discount program. Would you please  
24 explain this request?  
25  
26

---

27 <sup>3</sup> Southwest Gas, Disconnections, State fiscal year (June-July) for the years ending 2008, 2009 and 2010, attached.  
28

1 A. 10 Yes. Mr. Aldridge's testimony states, on page 3, that Southwest Gas has over 976,000  
2 customers in Arizona, nearly 54% of its total customer base. If we conclude that based  
3 on the Arizona poverty rate, that 20% of the Southwest Gas customers also fall into this  
4 category, 195,200 customers are likely financially challenged, if not living at the federal  
5 poverty level. The low-income rates calculated in this case by Mr. Giesecking, are based  
6 on the number of customers currently enrolled in the Company's bill assistance program,  
7 LIRA. That number is 37,729 customers. While I don't believe all 195,200 customers  
8 will ever enroll in this discount program, I do believe there are more who if properly  
9 informed, more than 19 percent of the eligible customers would take advantage of an  
10 opportunity to save money on their gas bill, on average 28% less than non low-income  
11 customers, as Mr. Giesecking states.

13 Communication about the program and increased enrollment will be a necessity if in fact  
14 this proposal for 15.93% and 14.96% increases for low-income customers is approved.  
15 Simply relying on bill stuffers and human service providers to get the word out is  
16 inadequate. Families who are struggling are still in the mainstream of our communities,  
17 and should be approached through more traditional communication and marketing  
18 vehicles, such as newspapers, magazine ads and radio.

20 Q. 11 You also state in your response to Question 2, that you support the Low-Income Program:  
21 Smarter Greener Better Low-Income Energy Conservation. Will you please explain your  
22 position?  
23

24 A. 11 This program is Southwest Gas' weatherization program which has been operating  
25 successfully in concert with the other Arizona utility weatherization programs, the federal  
26 Weatherization Assistance Program and the funding provided by those entities. These  
27  
28

1 partnerships create access for eligible households, to more energy efficient homes.

2 Without this program, low-income homes would not have a chance at becoming more  
3 efficient. Low-income families are challenged to pay utility bills, let alone have funds for  
4 weatherization and efficiency improvements or equipment replacement.

5 Q. 12 Why is energy efficiency important for and to the low-income community?

6 A. 12 Housing in which low-income families live, tends to be less efficient and of poorer  
7 quality than other homes in our community. Additionally, as previously stated, many  
8 residents of the low-income households are vulnerable, for a variety of reasons including  
9 age, disability, and overall health. This program provides funding for eligible households  
10 to weatherize their homes, making them energy efficient and safe during weather  
11 extremes, either cold or hot. Multi-family and rental properties are also eligible for  
12 weatherization with the approval of the landlord, and assuming other program criteria are  
13 met. Additionally, once weatherized, residents reduce their utility bills for many, many  
14 years, allowing them to stay current on their utility bills, and to use their income for other  
15 basic household necessities, like food, medication and rent or mortgage payments and  
16 education.  
17  
18

19 Q. 13 Who performs the weatherization work in Arizona?

20 A. 13 Most of the low-income weatherization work in Arizona is done by or through  
21 Community Action Association Weatherization programs. Each Agency employs  
22 Building Performance Institute (BPI) certified technicians, a requirement of the federal  
23 weatherization program, holds a general contractors license, and may employ local  
24 businesses to contract some of the work. The weatherization staff are highly skilled, and  
25  
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1 use the building science and technology standards required by Southwest Gas for other  
2 programs in place or being proposed in this Docket.

3 Q. 14 What is the Savings to Investment (SIR) for the weatherization program?

4 A. 14 Southwest Gas indicates in their Low-Income Program: Smarter Greener Better Low-  
5 Income Energy Conservation documentation, that the program realizes an .83 cost  
6 effectiveness ratio. It is important to note, that Southwest Gas money is not used in  
7 stand-alone weatherization jobs. Meaning every home weatherized with Southwest Gas  
8 money leverages other weatherization funding in that home. This funding may be federal  
9 Weatherization Assistance Program funding, or it may be funding provided by one of the  
10 electric utilities in their service territory, and funding provided the agencies through the  
11 Home Energy Assistance Fund managed by the Arizona Community Action Association.  
12 When the Southwest Gas funds are leveraged with other fund sources, the SIR increases  
13 to 1.16 if health and safety measures are included in the home. The SIR increases to 1.37  
14 if health and safety measures are not undertaken in the home.

15  
16  
17 Additionally, as stated in the Low-Income Program: Smarter Greener Low-Income  
18 Energy Conservation on page 55, "According to the DOE, when the energy and non-  
19 energy related benefits are combined, the cost-benefit ratio of energy reduction is \$3.71  
20 for every \$1.00 invested in the program." The utility money is well- invested.

21 Q. 15 Would you please summarize your request of the Arizona Corporation Commission?

22 A. 15 Yes. Raising the rates on a class of customer who are struggling to survive, in larger  
23 numbers than ever before, during a time when the unemployment rate is extremely high  
24 and the prospects of employment remain very low is not reasonable, humane and/or  
25 socially responsible. Furthermore, raising the rates of low-income customers at a higher  
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percentage than any other Southwest Gas rate class defies logic and does not demonstrate by any measure fairness or reasonableness. Therefore, the proposal for the G-10 and G-11 rate increase must be rejected by this Commission.

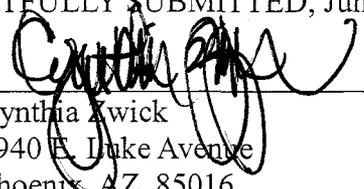
There must be a significant increase in effective outreach and education to customers throughout the Southwest Gas service territory, through conventional means to increase the percentage of families enrolled in the discount program.

Finally, I support the Low-Income Program: Smarter Greener Better Low-Income Energy Conservation, as it is essential and critical to maintaining sustainable energy efficient homes for families, and reduces the long-term energy burden for those residents.

Q. 16 Does that conclude your testimony?

A. 16 Yes it does. Thank you for considering this request.

RESPECTFULLY SUBMITTED, June 10, 2011

By   
Cynthia A. Wick  
1940 E. Luke Avenue  
Phoenix, AZ 85016

Original and 13 copies hand delivered June 10, 2011  
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## Gov. Brewer calls special session on extended jobless benefits

by Mary Jo Pitzl and Jahna Berry - Jun. 8, 2011  
09:57 PM  
*The Arizona Republic*

Gov. Jan Brewer has called the Legislature into a special session Friday to extend unemployment benefits for nearly 15,000 Arizonans.

It is an eleventh-hour bid to keep checks flowing for people who are scheduled to exhaust their unemployment payments after Friday. To help win votes from some reluctant lawmakers, Brewer late Wednesday included a provision in her proposal that would hold Arizona businesses harmless from an expected increase in job-related taxes.

The session could be a lifeline for 14,697 workers who have been on unemployment for at least 79 weeks. By making a change to state law, Arizona would qualify for federal dollars to extend those benefits to a maximum 99 weeks.

Lawmakers would need to make a change to allow the state to calculate its unemployment numbers over a three-year period instead of two years.

The unemployment benefit is \$212 a week, before taxes. Arizona's unemployment rate is 9.3 percent.

The call for a session, to begin at 10 a.m. Friday, caps several weeks of arm twisting and negotiations between the governor and reluctant Republican lawmakers.

Many lawmakers have been philosophically opposed to the idea of people receiving 99 weeks of unemployment checks, believing it's a disincentive to seeking a job. But Brewer, who said she shares the same disbelief that people could spend nearly two years on the unemployment rolls, said the recession had forced record unemployment.

"We have to acknowledge there are forces at play here larger than the inability or unwillingness of some people to find work," she wrote in a guest column published Wednesday in *The Republic*.

The state Department of Economic Security, which administers the unemployment program, said the consequences of nearly 15,000 people losing benefits at a time when the economy was still floundering would be dire.

"They are those who have had the most difficulty getting back into the workforce," said Mark Darmer, deputy assistant director of the Division of Employment and Rehabilitation Services.

Without the money, these people "will be scrambling to find ways to cover their

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minimal needs such as rent, utilities, basic needs that their families had," Darmer said.

The economic impact of the lost unemployment payments would also ripple throughout Arizona. If the extended benefits lapse, the state will lose the \$3.2 million that flowed into the local economy each week as people cashed their checks, according to DES estimates. By the end of the year, those lost unemployment benefits would total \$86.9 million.

The GOP leadership in the Legislature held out against a special session through Wednesday. Earlier in the day, House Speaker Andy Tobin, R-Paulden, said he might be able to muster enough support among the 40 Republicans he directs if the session included business tax breaks.

He suggested reviving two business-related bills Brewer had vetoed earlier this year.

Brewer rejected that. But in a bid to get as broad a consensus as possible, Brewer added a provision that would hold Arizona employers harmless from a bump-up in taxes that is expected to kick in July 1.

She also included two conditions that would be imposed on those collecting the extended benefits checks: that they actively seek work at least four days a week and that they take the first job offer they get that pays at least minimum wage.

Brewer spokesman Matthew Benson said the governor believed she has the two-thirds vote needed in both the House and Senate to pass the bill.

The governor has the support of minority Democrats, who tried to get the Legislature to extend the benefits in April, when

lawmakers were still meeting in their regular session. House Minority Leader Chad Campbell, D-Phoenix, said the brinksmanship was regrettable and could have been avoided if lawmakers had acted two months ago.

On Wednesday, the Children's Action Alliance sent letters to all 90 lawmakers urging support. The letter detailed unemployment statistics for each member's district, noting, for example, the 25.3 percent rate in Yuma County, as reported by state officials.

The benefits would come without a tax increase, the letter noted.

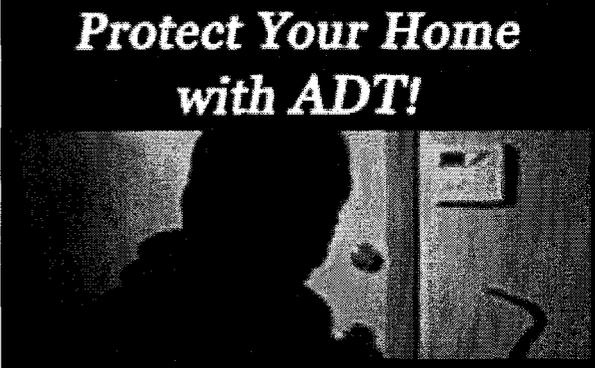
"This is about spending our own federal dollars right here in Arizona," the letter states.

*Republic reporter Ginger Rough contributed to this article.*

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**NATIONAL ENERGY ASSISTANCE  
DIRECTORS' ASSOCIATION**

**2009 NATIONAL ENERGY ASSISTANCE SURVEY**

Final Report  
April 2009

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## **The National Energy Assistance Directors' Association**

The National Energy Assistance Directors' Association (NEADA) represents the state directors of the Low Income Home Energy Assistance Program (LIHEAP). NEADA is a nonprofit educational and policy organization based in Washington, DC. Its mission is to support the delivery of LIHEAP services by state agencies and programs.

This report has been prepared by APPRISE for NEADA under Grant No. 90XP0249 through the Administration for Children and Families (ACF), U.S. Department of Health and Human Services. The statements, findings, conclusions, and recommendations do not necessarily reflect the views of ACF.

**Jo-Ann Choate**  
**Chairman**

**Mark Wolfe**  
**Executive Director**

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---

## Acknowledgements

NEADA would like to thank the many individuals and organizations that provided assistance and time in developing this study and its findings. In particular, we would like to thank Jackie Berger and Regina Yang of APPRISE for conducting the research and preparing the study report. We would like to thank Lynne Snyder of NEADA for guidance on questions related to health issues. We would like to thank the many people who took time to review and comment on the draft report. NEADA would also like to thank Rep. Rosa DeLauro for her strong support of the survey as well as her continuing commitment and dedication to the Low Income Home Energy Assistance Program.

The study would not have been possible without the participation of the directors and staff at the state LIHEAP offices in:

California	Iowa	Montana	New York
Connecticut	Maine	North Carolina	Ohio
Delaware	Minnesota	New Mexico	Pennsylvania
Georgia			

Mark Wolfe  
Executive Director  
National Energy Assistance Directors' Association

## Table of Contents

Executive Summary .....	i
I. Introduction.....	1
A. Low Income Home Energy Assistance Program (LIHEAP).....	1
B. 2009 National Energy Assistance Survey .....	2
C. Organization of the Report .....	2
II. Survey Methodology .....	4
A. Survey Implementation .....	4
B. Sample Selection and Response Rates .....	4
C. Weights.....	7
III. LIHEAP Recipient Households .....	8
IV. Problems Faced by Low-Income Households in Meeting Their Energy Needs.....	21
A. Increased Utility Bills and Increased Need.....	21
B. Signs of the Problem.....	27
C. Responses to the Problem.....	31
D. Inability to Pay Energy Bills .....	37
E. Housing Problems .....	45
F. Financial Problems .....	47
G. Medical and Health Problems .....	48
V. The Need For LIHEAP .....	55
A. History of LIHEAP Receipt .....	55
B. Utility Payment.....	58
C. Problems that Would Have Been Faced in the Absence of LIHEAP.....	60
D. LIHEAP Restored Heat .....	61
E. Importance of LIHEAP .....	62
VI. Regional Analysis.....	64
A. Demographic Characteristics.....	64
B. Energy Burden and Energy Bill Payment Problems .....	65
C. Housing, Health, and Medical Problems.....	68
D. LIHEAP Receipt.....	70
VII. Conclusion.....	72
Appendix A: Survey Instrument .....	75

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## Executive Summary

The National Energy Assistance Directors' Association (NEADA), representing the state LIHEAP directors, received a grant through the Administration for Children and Families (ACF), U.S. Department of Health and Human Services to update the information about LIHEAP-recipient households that was collected in the 2003, 2005, and 2008 NEA Surveys. This survey documented changes in the affordability of energy bills, the need for LIHEAP, and the choices that low-income households make when faced with unaffordable energy bills.

The 2009 Survey included the 12 states that were included in the 2008 Survey and an oversample in Connecticut. Stratified samples of fiscal year 2009 LIHEAP recipients were chosen from each of the state LIHEAP databases. This report presents the findings from the 2009 NEA Survey and provides comparisons to the 2003 and 2008 NEA Surveys. The survey and report were prepared for NEADA by APPRISE.

During the period of study, low-income households across the country faced an increasingly difficult economic climate and continued to deal with high energy costs. The survey substantiated these issues – showing that 36 percent were unemployed at some point during the year and that 35 percent reported higher energy bills than the previous year. However, while the survey showed that LIHEAP recipients continued to face many challenges in meeting their energy needs, the prevalence of these problems did not increase as compared to the previous year. One important factor that improved the circumstances of low-income households with respect to their energy bills was the increase in the LIHEAP appropriation from \$2.57 billion in FY 2008 to \$5.1 billion in FY 2009. This resulted in greater average LIHEAP benefits and a greater percentage of eligible households served. Without this increased funding, we expect that we would have seen an increase in the prevalence of the problems studied in this report.

### LIHEAP Recipient Households

The study confirmed that LIHEAP recipient households are likely to be vulnerable to temperature extremes.

- 39 percent had a senior in the household aged 60 or older.
- 44 percent had a disabled household member.
- 45 percent had a child 18 or younger.
- 92 percent had at least one vulnerable household member.

The study also provided information on challenges that these households faced.

- 36 percent were unemployed at some point during the previous year.
- 82 percent had a serious medical condition.
- 25 percent used medical equipment that requires electricity.

The recession had a big impact on this group in the past year. The percent who had been unemployed at some point during the year increased from 29 percent to 36 percent. LIHEAP recipients with income above 150 percent of the poverty level faced the greatest increase, from 17 percent who had been unemployed sometime in FY 2008 to 39 percent who had been unemployed sometime in FY 2009.

### Energy Costs

LIHEAP recipients reported that they face high energy costs.

- 37 percent reported that their energy bills were more than \$2,000 in the past year.
- Pre-LIHEAP energy burden averaged 16 percent and post-LIHEAP energy burden averaged 11 percent for these households, compared to 7 percent for all households in the U.S. and 4 percent for non low-income households in the U.S.<sup>1</sup>
- 35 percent said that their energy bills were higher than they had been in the previous year and 40 percent said that they were more difficult to pay than in the previous year.
- 60 percent of those who said that it was more difficult to pay their energy bills reported that the main reason was their financial situation.

LIHEAP benefits increased since the previous year due to the greater appropriation in FY 2009. Twenty-one percent had total LIHEAP benefits of more than \$750 in FY 2009, compared to 12 percent in FY 2008.

### **Responses to High Energy Costs**

Households reported that they took several actions to make ends meet.

- 36 percent closed off part of their home.
- 26 percent kept their home at a temperature that was unsafe or unhealthy.
- 20 percent left their home for part of the day.
- 33 percent used their kitchen stove or oven to provide heat.

### **Inability to Pay Energy Bills**

Many LIHEAP recipients were unable to pay their energy bills.

- 49 percent skipped paying or paid less than their entire home energy bill.
- 35 percent received a notice or threat to disconnect or discontinue their electricity or home heating fuel.
- 12 percent had their electric or natural gas service shut off in the past year due to nonpayment.
- 27 percent were unable to use their main source of heat in the past year because their fuel was shut off, they could not pay for fuel delivery, or their heating system was broken and they could not afford to fix it.
- 17 percent were unable to use their air conditioner in the past year because their electricity was shut off or their air conditioner was broken and they could not afford to fix it.

### **Housing and Financial Problems**

Many LIHEAP recipients had problems paying for housing in the past five years, due at least partly to their energy bills.

- 31 percent did not make their full mortgage or rent payment.
- 5 percent were evicted from their home or apartment.
- 4 percent had a foreclosure on their mortgage.
- 12 percent moved in with friends or family.
- 3 percent moved into a shelter or were homeless.

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<sup>1</sup> Source: 2007 LIHEAP Notebook.

They faced other significant financial problems as well.

- 17 percent got a payday loan in the past five years.
- 2 percent were forced into bankruptcy in the past year.

### **Medical and Health Problems**

Many of the LIHEAP recipients faced significant medical and health problems in the past five years, partly as a result of high energy costs. All of these problems increased significantly since the 2003 survey.

- 30 percent went without food for at least one day.
- 41 percent went without medical or dental care.
- 33 percent did not fill a prescription or took less than the full dose of a prescribed medication.
- 25 percent had someone in the home become sick because the home was too cold.

### **The Need for LIHEAP**

Households reported enormous challenges despite the fact that they received LIHEAP. However, they reported that LIHEAP was extremely important.

- 64 percent of those who did not keep their home at unsafe or unhealthy temperatures said they would have done so if LIHEAP had not been available.
- 53 percent of those who did not have their electricity or home heating fuel discontinued said that they would have if it had not been for LIHEAP.
- 98 percent said that LIHEAP was very or somewhat important in helping them to meet their needs.

It is clear that many of these households will continue to need LIHEAP to meet their energy and other essential needs. 88 percent said that they have or plan to apply for LIHEAP in the next year.

## I. Introduction

The National Energy Assistance Directors' Association (NEADA), representing the state LIHEAP directors, received a grant through the Administration for Children and Families (ACF), U.S. Department of Health and Human Services to update the information about LIHEAP-recipient households that was collected in the 2003, 2005, 2008, and 2009 NEA Surveys. This survey documented changes in the affordability of energy bills, the need for LIHEAP, and the choices that low-income households make when faced with unaffordable energy bills.

The 2009 NEA Survey selected a new sample of 2009 LIHEAP recipients to document changes in the need for LIHEAP and changes in the choices that low-income households make when faced with unaffordable energy bills. This report presents the findings from the 2009 NEA Survey and provides comparisons to the 2003 and 2008 NEA Surveys. The survey and report were prepared for NEADA by APPRISE.

### A. *Low Income Home Energy Assistance Program (LIHEAP)*

The Low Income Home Energy Assistance Program (LIHEAP) is administered by the U.S. Department of Health and Human Services (HHS). The purpose of LIHEAP is "to assist low-income households, particularly those with the lowest incomes, that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs." The LIHEAP statute defines home energy as "a source of heating or cooling in residential dwellings."<sup>2</sup>

Federal dollars for LIHEAP are allocated by the U.S. Department of Health and Human Services to the grantees (i.e., the 50 states, District of Columbia, 128 tribes and tribal organizations, and five insular areas) as a block grant. Program funds are distributed by a formula, which is weighted towards relative cold-weather conditions.

Program funds are disbursed to LIHEAP income-eligible households under programs designed by the individual grantees. Section 2605(b)(2) allows LIHEAP grantees to use two income-related standards in determining household eligibility for LIHEAP assistance:

- Categorical eligibility for households with one or more individuals receiving Temporary Assistance for Needy Families, Supplemental Security Income payments, Food Stamps, or certain needs-tested veterans' and survivors' payments, without regard for household income.
- Income eligibility for households with incomes that do not exceed the greater of an amount equal to 150 percent of the federal poverty level<sup>3</sup>, or an amount equal to 60 percent of the state median income. Grantees may target assistance to poorer households by setting lower income eligibility levels. Grantees are prohibited from setting income eligibility levels lower than 110

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<sup>2</sup> The statutory intent of LIHEAP is to reduce home heating and cooling costs for low-income households. However, information on total residential energy costs is more accessible and more apparent to LIHEAP-recipient respondents. Moreover, any reduction in home heating and cooling costs leads to a direct reduction in total residential energy costs. Therefore, this report addresses total residential energy costs.

<sup>3</sup> Most states use the 150 percent of federal poverty level maximum as the guideline. 150 percent of federal poverty in FY2008 is \$16,245 for a single person and \$33,075 for a family of four.

percent of the poverty level. Eligibility priority may be given to households with high energy burden or need.<sup>4</sup>

## ***B. 2009 National Energy Assistance Survey***

The 2009 NEA Survey aimed to update the information about LIHEAP-recipient households that was collected in the 2003, 2005, and 2008 NEA Surveys. Stratified samples of 2009 LIHEAP recipients were selected to collect new information about the consequences of high energy bills for low-income households. The 2009 National Energy Assistance Survey collected the following information from LIHEAP-recipient households:

- Demographic, energy expenditure, and income information
- Healthy home behaviors
- History of LIHEAP participation
- Constructive actions taken to meet energy expenses
- Signs of unaffordable energy bills
- Health and safety consequences of unaffordable energy bills
- Effects of unaffordable energy bills on housing
- Changes in financial situation and affordability of home energy bills
- Impact and importance of LIHEAP benefits for recipient households

The 2009 Survey included the 12 states that were included in the 2008 Survey and a larger sample of CT LIHEAP recipients, as a result of additional funding that was allocated for a special study in CT. This report presents the national and regional results. A separate report presents the results for CT compared to the Northeast and the U.S. as a whole.

## ***C. Organization of the Report***

This report has six sections that follow this introduction.

- *Section II: Survey Methodology:* Presents the methodology used for sample selection, survey implementation, weighting, and survey response rates.
- *Section III: LIHEAP Recipients:* Presents demographic and income information LIHEAP-recipient households that completed the 2009 NEA Survey.
- *Section IV: Problems Faced By Low-Income Households in Meeting Their Energy Needs:* Presents information about actions that LIHEAP-recipient households take to meet their energy needs, household necessities, and health and wellness in the face of significant financial constraints.
- *Section V: The Need For LIHEAP:* Presents information about the impact and importance of LIHEAP on recipient households.

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<sup>4</sup> Description of LIHEAP information obtained from "Low Income Home Energy Assistance Program. Report to Congress for Fiscal Year 2001." U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services, Division of Energy Assistance. Additional information regarding the LIHEAP program can be found on the World Wide Web at: <http://www.acf.hhs.gov/programs/liheap/>.

- *Section VI: Regional Analysis:* Presents analysis of the problems faced by low-income households in the Northeast, Midwest, West, and South.
- *Section VII: Conclusion:* Presents a summary of the key findings in this report.

## II. Survey Methodology

This section describes the methodology for the 2009 NEA Survey, including procedures for sample selection, survey implementation, and weighting.

### A. Survey Implementation

A survey advance letter was sent to the sample of selected LIHEAP recipients from the 13 participating states. This letter announced the survey, notified potential respondents that they might be called to participate in the survey, explained the purpose of the survey, and gave potential respondents the option to call the phone center to complete the survey at their convenience.

APPRISE retained TMR Group to conduct the telephone survey through its call center. A researcher from APPRISE trained TMR's employees on the survey instrument and monitored survey implementation. TMR's manager in charge of the survey instructed interviewers how to use the computerized version of the survey to record customer responses.

Interviewer training consisted of two hour-long sessions – one for daytime and one for evening interviewers. This training session provided interviewers with an overview of the project, purpose behind questions asked, and strategies to provide accurate clarification and elicit acceptable responses through neutral probing techniques.

Interviewer monitoring allowed APPRISE researchers to both listen to the way interviewers conducted surveys and see the answers they chose on the computerized data entry form. TMR's manager facilitated open communication between the monitors and interviewers, which allowed the monitors to instruct interviewers on how to implement the survey and accurately record customer responses.

Telephone interviews were conducted between November 16, 2009 and January 26, 2010. During this time period, 1,828 interviews were completed.

### B. Sample Selection and Response Rates

LIHEAP recipients were selected from each of the 13 states chosen to participate in the survey. Because of a special congressional earmark for Connecticut, a special study was conducted for Connecticut. Table II-1 details the number of LIHEAP recipients selected to complete the survey, number of completed interviews, cooperation rates, and response rates for the national sample. Table II-1 presents the following information:

- **Number selected:** Initially, approximately 220 households were selected in each state, or for each district in Connecticut. Due to the expected interview response rate based off of the 2008 study, an additional sample of 180 was initially selected for New York. Because client telephone numbers were not provided in the Georgia LIHEAP database, an additional sample of 380 was selected. Due to the high number of non-interviews and unusable telephone numbers, an additional sample of 150 cases were selected for California, 30 for Iowa, 80 for New Mexico, and 80 for North Carolina. In Connecticut, an additional sample of 100 was selected for Districts 1-3 and an additional sample of 150 was selected for Districts 4-5. The final sample consisted of 5,240 cases.

- **Unusable:** There were 1844 cases deemed unusable because no one was present in the home during the survey who was able to complete the survey, or because phone numbers were missing, unavailable, disconnected, or incorrect. These households are not included in the denominator of the response rate or the cooperation rate. They are included in the denominator of the completed interview rate.
- **Non-Interviews:** There were 418 cases classified as non-interviews because the qualified respondent refused to complete the interview, or because the respondent asked the interviewer to call back to complete the interview at a later time, but did not complete the interview during the field period. These households are included in the denominator of the cooperation rate, the response rate, and the completed interview rate.
- **Unknown eligibility:** There were 1150 cases that were determined to have unknown eligibility to complete the interview, due to answering machines, no answers, and language barriers.<sup>5</sup> These households are not included in the denominator of the cooperation rate. They are included in the denominator of the response rate and the completed interview rate.
- **Completed interviews:** The completed interviews are households that were reached and that answered the full set of survey questions by telephone. In total, 1,828 interviews were completed.
- **Cooperation rate:** The cooperation rate is the percent of eligible households contacted who completed the survey. This is calculated as the number of completed interviews divided by the interviews plus the number of non-interviews (refusals plus non-completed call backs<sup>6</sup>). Overall, this survey achieved a 81 percent cooperation rate.
- **Response rate:** The response rate is the number of completed interviews divided by the number of completed interviews plus the number of non-interviews (refusals plus non-completed call backs) plus all cases of unknown eligibility (due to answering machines and language barriers). This survey attained a 54 percent response rate.
- **Completed Interview Rate:** The completed interview rate is the percentage of households selected that completed the survey. This survey attained a 35 percent completed interview rate.

**Table II-1**  
**Sample and Response Rates**

	<b>Total Sample Statistics</b>
<b>Number Selected</b>	5,240
<b>Unusable</b>	1,844
<b>Non-Interviews</b>	418

<sup>5</sup> The telephone interview center conducted interviews with respondents with a language barrier who spoke Spanish. However, there were 187 cases in which an interview could not be completed due to a language barrier for a language other than Spanish. Eighty-three Spanish interviews were completed.

<sup>6</sup> Non-completed callbacks include respondents who asked the interviewer to call back at a later time to complete the interview, but did not complete the interview by the end of the field period.

	Total Sample Statistics
Unknown Eligibility	1,150
Completed Interviews	1,828
Cooperation Rate	81%
Response Rate	54%
Completed Interview Rate	35%

Table II-2 displays the number of interviews completed by state. The response rate ranged from 40 percent in California to 74 percent in North Carolina.

**Table II-2**  
Number of Completed Interviews by State

State	Total Selected	Completed Interviews	Response Rate
California	370	106	40%
Connecticut	1700	530	44%
Delaware	220	102	62%
Georgia <sup>7</sup>	600	120	65%
Iowa	250	100	57%
Maine	220	115	64%
Minnesota	220	103	62%
Montana	220	106	65%
New Mexico	300	106	57%
New York <sup>6</sup>	400	111	49%
North Carolina <sup>6</sup>	300	114	74%
Ohio	220	102	61%
Pennsylvania	220	113	69%
<b>TOTAL</b>	<b>5240</b>	<b>1828</b>	<b>54%</b>

Table II-3 displays the number of interviews completed by CT district. The response rate ranged from 41 to 50 percent.

**Table II-3**  
Connecticut Number of Completed Interviews by District

State	Total Selected	Completed Interviews	Response Rate
Connecticut D1	320	106	50%
Connecticut D2	320	111	47%

<sup>7</sup> Client telephone number was not provided in the GA LIHEAP datasets, and many numbers were missing from the NC and NY LIHEAP datasets. Manual look-ups were conducted for these households.

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State	Total Selected	Completed Interviews	Response Rate
Connecticut D3	320	103	44%
Connecticut D4	370	107	41%
Connecticut D5	370	103	41%

### *C. Weights*

Two sets of weights were used to ensure that state-level data represents each state and that the overall findings are representative of the national LIHEAP population. First, weights were applied within states. The purpose of these weights was to adjust for selection and response rate variation within poverty group and vulnerable status. A second set of weights was used so that the sum of the state weights was proportional to the strata size from which it was drawn. In the estimates presented in this report, the total weight, comprised of these two separate weights, is used. This results in a nationally representative sample of 2009 LIHEAP recipients.

### III. LIHEAP Recipient Households

The 2009 National Energy Assistance Survey included a series of questions about household demographics. Table III-1 displays information on the number of household members. The table shows that 36 percent of LIHEAP recipients live in single person households and 57 percent have two or fewer household members.

**Table III-1**  
**Number of Household Members**

Number of Household Members	Percent of Respondents
1	36%
2	21%
3	17%
4	11%
5	8%
6 or more	7%

Table III-2 displays information on the presence of vulnerable household members. The table shows that 39 percent have a senior in the home, 44 percent have a disabled household member, 45 percent have a child age 18 or younger, 23 percent have a child age five or younger, and 18 are single parent households.

**Table III-2**  
**Vulnerable Groups**

	Household With Senior (Age 60 or older)	Household With Disabled	Household With Child (Age 18 or under)	Household With Young Child (Age 5 or under)	Single Parent Household <sup>1</sup>
Yes	39%	44%	45%	23%	18%
No	61%	56%	55%	77%	82%
Don't Know/Refused	<1%	1%	<1%	<1%	0%

<sup>1</sup> Defined as households with only one adult residing with one or more children.

Table III-3 shows that 92 percent of LIHEAP recipients have at least one vulnerable household member.

**Table III-3**  
**Households With At Least One Vulnerable Member**

	Percent of Respondents
At Least One Vulnerable Member	92%
No Vulnerable Members	8%

Respondents were asked whether they own or rent their home. Table III-4 shows that 46 percent of LIHEAP recipients own their homes.

**Table III-4**  
**Home Ownership**

Home Ownership	Percent of Respondents
Own	46%
Rent	51%
Other	2%
Don't Know	<1%

Table III-5 displays the annual household income distribution for LIHEAP-recipient households. The table shows that 38 percent have income of less than or equal to \$10,000 and only one percent have income above \$40,000.

**Table III-5**  
**Annual Income**

Annual Income	Percent of Respondents
≤ \$ 10,000	38%
\$ 10,001 - \$ 20,000	41%
\$ 20,001 - \$ 30,000	16%
\$ 30,001 - \$ 40,000	4%
More than \$ 40,000	1%

Table III-6A shows that 20 percent had income at or below 50 percent of the poverty level and 62 percent had income at or below the poverty level. Only 10 percent had income above 150 percent of the poverty level.

**Table III-6A**  
**Poverty Level**

Poverty Level	Percent of Respondents
0%-50%	20%
51%-100%	42%
101%-125%	16%
126%-150%	12%
>150%	10%

Table III-6B displays the household poverty level by vulnerable group. The table shows that households with children and non-vulnerable households are more likely than households with seniors and with disabled members to have income at or below 50 percent of the poverty level.

**Table III-6B**  
**Poverty Level by Vulnerable Group**

	Senior	Disabled	Child 18 or Younger	Child 5 or Younger	Single Parent Household <sup>1</sup>	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	362	299	152
<b>0% - 50%</b>	10%	17%	29%	36%	33%	28%
<b>51% - 100%</b>	43%	50%	39%	38%	41%	29%
<b>101% - 150%</b>	37%	25%	24%	18%	19%	28%
<b>&gt; 150%</b>	10%	8%	9%	8%	8%	14%

<sup>1</sup> Defined as households with only one adult residing with one or more children.

Respondents were asked about the type of income and benefits received in the past year. Table III-7 shows that 31 percent reported that they received employment income, 37 percent said that they received retirement income, 40 percent reported that they received public assistance, and 61 percent reported that they received non-cash benefits, including food stamps or public housing.

**Table III-7**  
**Types of Income and Benefits Received**

	Wages or Self-Employment Income	Retirement Income	Public Assistance	Non-cash benefits
<b>Yes</b>	31%	37%	40%	61%
<b>No</b>	68%	62%	58%	38%
<b>Don't Know / Refused</b>	1%	1%	2%	1%

Respondents were asked whether they had been unemployed at some time during the year. Table III-8A shows that 36 percent reported that they had been unemployed at some point during the past year. This compares to 31 percent in 2003 and to 29 percent in 2008.

**Table III-8A**  
**Unemployed During the Year**

	2003	2008	2009
<b>Yes</b>	31%	29%	36%
<b>No</b>	69%	70%	63%
<b>Don't Know / Refused</b>	0%	1%	1%

Table III-8B displays the percent of respondents who were unemployed during the past year by vulnerable group. The table shows that households with children under 18 and non-vulnerable households were most likely to report that they had been unemployed. Fifty-four percent of each of these groups reported that they had been unemployed.

**Table III-8B**  
**Unemployed During the Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Yes</b>	17%	28%	54%	54%
<b>No</b>	83%	72%	46%	42%
<b>Don't Know / Refused</b>	<1%	<1%	<1%	5%

Table III-8C displays the percent of respondents who reported that they had been unemployed in the past year by poverty level. The table shows that 58 percent of respondents with income at or below 50 percent of the poverty level reported that they had been unemployed, compared to 31 percent between 51 and 100 percent of poverty, 27 percent between 101 and 150 percent of poverty, and 39 percent above 150 percent of poverty.

**Table III-8C**  
**Unemployed During the Year**  
**By Poverty Level**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Yes</b>	58%	31%	27%	39%
<b>No</b>	41%	69%	73%	60%
<b>Don't Know / Refused</b>	1%	<1%	<1%	2%

Table III-8D displays the percent of households with income above 150 percent of poverty who were unemployed during the year, in 2003, 2008, and 2009. The table shows that there was a large increase in the percentage of these households who were unemployed in 2009, from the previous year. The percent increased from 17 percent to 39 percent.

**Table III-8D**  
**Unemployed During the Year**  
**Poverty Level >150%**

	2003	2008	2009
<b>Number of Respondents</b>	130	77	312
<b>Yes</b>	29%	<u>17%</u>	<u>39%</u>
<b>No</b>	71%	<u>83%</u>	<u>60%</u>
<b>Don't Know / Refused</b>	0%	0%	2%

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

Respondents were asked several questions about different medical conditions that members of their households had. Table III-9 shows that 46 percent had asthma, 21 percent had breathing-related conditions, 51 percent had heart disease, and 54 percent had allergies.

**Table III-9A**  
**Medical Conditions: Someone in the Household Had or**  
**Had Symptoms of These Medical Conditions**

	<b>Asthma or Symptoms of Asthma</b>	<b>Chronic Bronchitis, Emphysema, COPD</b>	<b>Hypertension, Heart Disease, Heart Attack, or Stroke</b>	<b>Allergies or Symptoms of Allergies</b>
<b>Yes</b>	46%	21%	51%	54%
<b>No</b>	54%	78%	48%	45%
<b>Don't Know/Refused</b>	1%	1%	1%	1%

Table III-9B displays the percent of respondents who had each of these medical conditions, by vulnerable group. The table shows that the rates of these conditions vary by vulnerable group. Disabled households are most likely to have asthma and breathing conditions. Seniors are most likely to have heart disease. Households with disabled members and households with children are most likely to have allergies.

**Table III-9B**  
**Medical Conditions: Someone in the Household Had, or**  
**Had Symptoms of These Medical Conditions**  
**By Vulnerable Group**

	<b>Senior</b>	<b>Disabled</b>	<b>Child Under 18</b>	<b>Non-Vulnerable</b>
<b>Number of Respondents</b>	757	788	778	152
<b>Asthma or Symptoms of Asthma</b>	42%	60%	49%	29%
<b>Chronic Bronchitis, Emphysema, COPD</b>	22%	35%	17%	12%
<b>Hypertension, Heart Disease, Heart Attack, or Stroke</b>	75%	66%	32%	40%
<b>Allergies or Symptoms of Allergies</b>	48%	66%	60%	34%

Table III-9C displays the percent of respondents who had medical conditions by poverty level. The table shows that there is not a clear relationship between poverty level and these symptoms.

**Table III-9C**  
**Medical Conditions: Someone in the Household Had, or**  
**Had Symptoms of These Medical Conditions**  
**By Poverty Level**

	<b>Poverty Level</b>			
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>	<b>&gt;150%</b>
<b>Number of Respondents</b>	286	673	557	312
<b>Asthma or Symptoms of Asthma</b>	45%	49%	42%	44%
<b>Chronic Bronchitis, Emphysema, COPD</b>	18%	24%	22%	14%

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
Hypertension, Heart Disease, Heart Attack, or Stroke	39%	54%	57%	48%
Allergies or Symptoms of Allergies	59%	55%	52%	46%

Table III-10A displays the percent of respondents who reported that they had any of these conditions. The table shows that 82 percent reported that someone in the household had at least one of these conditions.

**Table III-10A**  
**Medical Conditions: Someone in the Household Had, or Had Symptoms of Allergies, Asthma, Chronic Bronchitis, Emphysema, COPD, High Blood Pressure, Heart Disease, a Heart Attack, or Stroke**

	Presence of Medical Condition
Yes	82%
No	17%
Don't Know/ Refused	<1%

Table III-10B shows the percent of respondents who reported any of these conditions by vulnerable group. The table shows that households with seniors and disabled household members were most likely to report these conditions. Ninety percent of households with a senior reported that they had one of these conditions and 94 percent with a disabled household member reported that they had one of these conditions.

**Table III-10B**  
**Medical Conditions: Someone in the Household Had, or Had Symptoms of Allergies, Asthma, Chronic Bronchitis, Emphysema, COPD, High Blood Pressure, Heart Disease, a Heart Attack, or Stroke By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
Number of Respondents	757	788	778	152
Yes	90%	94%	77%	65%
No	10%	6%	23%	31%
Don't Know/Refused	0%	0%	<1%	4%

Table III-10C displays the percent of respondents who reported any of these conditions by poverty group. The table shows that households in the middle poverty level groups are more likely to have these conditions.

**Table III-10C**  
**Medical Conditions: Someone in the Household Had, or Had Symptoms of Allergies, Asthma, Chronic Bronchitis, Emphysema, COPD, High Blood Pressure, Heart Disease, a Heart Attack, or Stroke By Poverty Level**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Yes</b>	76%	86%	84%	77%
<b>No</b>	23%	14%	15%	23%
<b>Don't Know/Refused</b>	1%	<1%	1%	1%

Table III-11 displays the percent of respondents who had a breathing condition and who needed to go to the hospital for the condition during the past year. This table shows that about one half of the households had asthma or another breathing problem, and about 19 percent had the condition and needed to go to the hospital for the condition.

**Table III-11**  
**Medical Conditions: Someone in the Household Had Asthma, Symptoms of Asthma, or had Chronic Bronchitis, Emphysema, or Chronic Obstructive Pulmonary Disease (COPD) And Needed to Go to the Hospital for This Health Problem in the Past Year**

	Had Asthma, or Bronchitis, Emphysema, or COPD	Needed to Go to Hospital
<b>Yes</b>	49%	19%
<b>No</b>	50%	30%
<b>Don't Know / Refused</b>	1%	<1%
<b>Does Not Have Condition</b>	--	50%

Respondents were asked whether they use any medical equipment that requires the use of electricity. Table III-12A shows that 25 percent of respondents reported that they use such equipment.

**Table III-12A**  
**Someone in the Household Utilizes Necessary Medical Equipment that Uses Electricity**

Someone in the Household Utilizes Necessary Medical Equipment that Uses Electricity	Percent of Respondents
<b>Yes</b>	25%
<b>No</b>	75%
<b>Don't Know/Refused</b>	<1%

Table III-12B displays the percent who reported the use of such medical equipment by vulnerable group. The table shows that 38 percent of households with a disabled member and 29 percent of households with

children reported that they use this equipment. Households that did not have vulnerable members were least likely to report the use of this equipment.

**Table III-12B**  
**Member of Household Utilizes Medical Equipment that Requires Electricity**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Yes</b>	21%	38%	29%	9%
<b>No</b>	79%	62%	71%	86%
<b>Don't Know/ Refused</b>	<1%	0%	0%	5%

Table III-13A displays the respondent's self-reported health condition. The table shows that despite the reported presence of the medical conditions displayed earlier, 37 percent said that they were very healthy, and 43 percent said that they were somewhat healthy. Only six percent said that they were very unhealthy.

**Table III-13A**  
**Respondent's Health Condition**

Respondent's Health Condition	Percent of Respondents
<b>Very Healthy</b>	37%
<b>Somewhat Healthy</b>	43%
<b>Somewhat Unhealthy</b>	12%
<b>Very Unhealthy</b>	6%
<b>Don't Know/Refused</b>	1%

Table III-13B displays the respondent's health condition by vulnerable group. The table shows that households with disabled members were mostly likely to say that they were unhealthy. One third of respondents with disabled members said that they were somewhat or very unhealthy, 22 percent of respondents with seniors in the household, 11 percent of households with no vulnerable members, and nine percent of households with children said that they were somewhat or very unhealthy.

**Table III-13B**  
**Respondent's Health Condition**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Very Healthy</b>	29%	23%	50%	39%
<b>Somewhat Healthy</b>	48%	42%	41%	46%
<b>Somewhat Unhealthy</b>	14%	20%	7%	8%
<b>Very Unhealthy</b>	8%	13%	2%	3%

	Senior	Disabled	Child Under 18	Non-Vulnerable
Don't Know/Refused	1%	2%	1%	4%

Table III-13C displays the respondent's health condition by poverty level. The table shows that there is not a significant relationship between poverty level and reported health condition.

**Table III-13C  
Respondent's Health Condition  
By Poverty Level**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
Number of Respondents	286	673	557	312
Very Healthy	41%	38%	36%	34%
Somewhat Healthy	42%	41%	45%	49%
Somewhat Unhealthy	11%	13%	13%	7%
Very Unhealthy	4%	7%	6%	9%
Don't Know/ Refused	2%	1%	<1%	1%

Respondents were asked several questions about home behaviors and home conditions that could affect their health. Table III-14A shows that 21 percent of respondents reported that they smoke in the home.

**Table III-14A  
Healthy Homes: Someone Smokes Inside the House**

Health Homes: Someone Smokes Inside the House	Percent of Respondents
Yes	21%
No	79%
Don't Know/Refused	<1%

Table III-14B displays the percent who reported that they smoke in the home by vulnerable group. Households with no vulnerable members and households with disabled members were most likely to report that they smoke in the home.

**Table III-14B  
Healthy Homes: Someone Smokes Inside the House  
By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
Number of Respondents	757	788	778	152
Yes	15%	26%	18%	31%
No	85%	74%	82%	66%
Don't Know/Refused	0%	0%	0%	4%

Table III-14C displays the percent who smoke in the home by poverty level. The table shows that the percent does not vary by poverty level.

**Table III-14C**  
**Healthy Homes: Someone Smokes Inside the House**  
**By Poverty Level**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Yes</b>	19%	22%	20%	19%
<b>No</b>	80%	78%	80%	80%
<b>Don't Know/ Refused</b>	1%	<1%	<1%	1%

Respondents were asked how often they use their bathroom exhaust when showering or bathing and how often they use their kitchen exhaust when cooking. Table III-15 shows that about half of the respondents said that they never use the bathroom exhaust or don't have one, and 39 percent said that they never use their kitchen exhaust or don't have one.

**Table III-15**  
**Healthy Homes: Members of Household Use Exhaust Fan**

<b>Members of Household Use Exhaust Fan</b>	<b>In Bathroom: When Showering or Bathing</b>	<b>In Kitchen: When Cooking</b>
<b>Always</b>	30%	22%
<b>Sometimes</b>	11%	21%
<b>Rarely</b>	8%	16%
<b>Never/Don't Have One</b>	49%	39%
<b>Don't Know/Refused</b>	2%	1%

Respondents were asked whether they have had mold or pests in their home in the past year. Table III-16A shows that 23 percent reported that they had mold and 42 percent reported that they had pests.

**Table III-16A**  
**Healthy Home Issue: Mold or Pests in Home in Past Year**

	<b>Mold</b>	<b>Pests</b>
<b>Yes</b>	23%	42%
<b>No</b>	76%	57%
<b>Don't Know/Refused</b>	1%	<1%

Table III-16B displays the percent of respondents who reported that they have mold or pests by vulnerable group. The table shows that households with children were more likely to report these problems.

**Table III-16B**  
**Healthy Homes Issue: Had Mold or Pests in Home in Past Year**  
**By Vulnerable Group**

	Senior	Disabled	Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Mold</b>	16%	24%	31%	20%
<b>Pests</b>	41%	44%	48%	40%

Table III-16C displays the percent of respondents who reported that they had mold or pests by poverty level. The table does not show a clear relationship between poverty group and these problems.

**Table III-16C**  
**Healthy Homes: Had Mold or Pests in Home in Past Year**  
**By Poverty Level**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Mold</b>	24%	22%	21%	28%
<b>Pests</b>	46%	40%	45%	38%

Table III-17 displays the presence of respiratory conditions by whether healthy home behaviors are practiced. The table shows that 57 percent of respondents who have someone smoke in the home have someone in the home with asthma, compared to 43 percent who do not and 39 percent have someone in the home with bronchitis, emphysema, or COPD compared to 16 percent who do not have someone who smokes in the home. The table also shows that respondents who use the bathroom and kitchen exhausts are somewhat less likely to have someone in the home with these medical conditions.

**Table III-17**  
**Presence of Respiratory Condition**  
**By Healthy Home Conditions**

	Asthma or Symptoms of Asthma	Chronic Bronchitis, Emphysema or COPD
	Yes	Yes
<b>Smokes in Home</b>	57%	39%
<b>Does Not Smoke in Home</b>	43%	16%
<b>Uses Bathroom Exhaust</b>	44%	20%

	Asthma or Symptoms of Asthma	Chronic Bronchitis, Emphysema or COPD
	Yes	Yes
Does Not Use Bathroom Exhaust	49%	23%
Uses Kitchen Exhaust	44%	20%
Does Not Use Kitchen Exhaust	49%	23%

Respondents were asked to report the primary fuel used to heat their home. Table III-18 shows that 43 percent use natural gas, 24 percent use electricity, 17 percent use fuel oil or kerosene, and 10 percent use LPG.

**Table III-18**  
**Primary Fuel Used for Home Heating**

Primary Fuel Used for Home Heating	Percent of Respondents
Natural Gas	43%
Electricity	24%
Fuel Oil or Kerosene	17%
Bottled Gas (LPG or Propane)	10%
Wood	2%
Coal or Coke	<1%
Other Fuel	<1%
No Fuel Used	<1%
Solar Energy	0%
Don't Know/Refused	3%

Table III-19 shows that six percent of respondents have their heat included in their rent.

**Table III-19**  
**Heat included in Rent**

Heat included in Rent	Percent of Respondents
Yes	6%
No/ Own Home	93%
Do Not Pay Rent	1%
Don't Know/Refused	<1%

Table III-20 displays the primary method of summer cooling. The table shows that 36 percent have use window or wall air conditioning, 26 percent use central air conditioning, and 24 percent use fans.

**Table III-20**  
**Primary Method of Summer Cooling**

<b>Primary Method of Summer Cooling</b>	<b>Percent of Respondents</b>
<b>Window or Wall Air Conditioning</b>	36%
<b>Central Air Conditioning</b>	26%
<b>Fans</b>	24%
<b>Evaporative or Swamp Cooling</b>	2%
<b>No Cooling Method Used</b>	11%
<b>Don't Know</b>	<1%

## IV. Problems Faced by Low-Income Households in Meeting Their Energy Needs

This section examines the financial challenges and difficult choices made the LIHEAP recipients to manage their total residential energy costs. Tables presented in this section may not total to 100 percent due to rounding.

### *A. Increased Utility Bills and Increased Need*

Respondents were asked to report their annual energy costs. Table IV-1 shows that 37 percent of the respondents reported that their bills were over \$2,000.

**Table IV-1**  
**Annual Total Residential Energy Costs**

Annual Total Residential Energy Costs	Percent of Respondents
Less than \$500	7%
\$501 - \$1,000	13%
\$1,001 - \$1,500	14%
\$1,501 - \$2,000	16%
Over \$2,000	37%
Don't Know/Refused	14%

Table IV-2A displays the distribution of total LIHEAP benefits for 2008 and 2009 LIHEAP recipients. The table shows that benefits increased in FY 2009 due to the increased program funding. While 12 percent had total benefits of greater than \$750 in 2008, 21 percent had total benefits of greater than \$750 in 2009.

**Table IV-2A**  
**Total LIHEAP Benefits Distribution**  
**Heating, Cooling, and Crisis Benefits**

	Percent Received	
	2008	2009
Number of Respondents	1,256	1,828
≤ \$100	9%	4%
\$101-\$250	27%	11%
\$251-\$500	40%	41%
\$501-\$750	13%	22%
\$751-\$1,000	7%	10%

	Percent Received	
	2008	2009
<b>Number of Respondents</b>	1,256	1,828
<b>≥ \$1,000</b>	<u>5%</u>	<u>11%</u>

Note: 2009 statistically significant differences at the 95% level from 2008 are underlined.

Table IV-2B displays the distribution of LIHEAP heating benefits in FY 2008 and FY 2009. Heating benefits also increased.

**Table IV-2B**  
**LIHEAP Heating Benefits Distribution**

Benefit Amount	Percent Received	
	2008	2009
<b>Number of Respondents</b>	<b>1,256</b>	<b>1,828</b>
<b>≤ \$100</b>	6%	5%
<b>\$101-\$250</b>	<u>25%</u>	<u>13%</u>
<b>\$251-\$500</b>	<u>39%</u>	<u>45%</u>
<b>\$501-\$750</b>	<u>11%</u>	<u>21%</u>
<b>\$751-\$1,000</b>	6%	7%
<b>≥ \$1,000</b>	<u>3%</u>	<u>6%</u>
<b>Did Not Receive Heating Benefit</b>	<u>9%</u>	<u>4%</u>

Note: 2009 statistically significant differences at the 95% level from 2008 are underlined.

Table IV-2C displays mean total LIHEAP benefits by poverty level. The table shows that households with income below 100 percent of the poverty level receive greater average benefit amounts.

**Table IV-2C**  
**Mean Total LIHEAP Benefits**  
**Heating, Cooling, and Crisis Benefits**  
**By Poverty Level**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Mean Benefit Received</b>	\$562	\$570	\$524	\$478

Table IV-2D displays mean total LIHEAP benefits by vulnerable group. The table shows that households with young children have the greatest average benefits, followed by households with children under 18 and all single parent households. Households without vulnerable members receive the lowest average benefits.

**Table IV-2D**  
**Mean Total LIHEAP Benefits**  
**Heating, Cooling, and Crisis Benefits**  
**By Vulnerability Group**

	Senior	Disabled	Under 18	Under 6	Single Parent	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	362	299	152
<b>Mean Benefit Received</b>	\$548	\$533	\$578	\$608	\$560	\$502

Table IV-2E displays the type of benefit received and the mean benefit level for 2008 and 2009. The table shows that a greater percentage of respondents received heating benefits and a greater percentage received crisis benefits in FY 2009 than in FY 2008. Mean benefits were also significantly greater in FY 2009 for all three types of benefits.

**Table IV-2E**  
**Type of LIHEAP Benefits and Mean Benefit Amounts**

Type of Benefit	2008 Survey			2009 Survey		
	# Received	% Received	Mean Benefit Received	# Received	% Received	Mean Benefit Received
<b>Heating</b>	1144	<u>91%</u>	\$388	1752	<u>96%</u>	\$483
<b>Cooling</b>	13	<u>1%</u>	\$218	37	<u>2%</u>	\$231
<b>Crisis</b>	158	<u>13%</u>	\$402	302	<u>17%</u>	\$448

Note: 2009 statistically significant differences at the 95% level from 2008 are underlined.

Pre-LIHEAP energy burden was calculated by dividing the respondents energy costs by their total household income and post-LIHEAP energy burden was calculated by subtracting LIHEAP benefits from energy costs and then dividing these net energy costs by total household income. Table IV-3A shows that LIHEAP benefits had a big impact on the households' energy burden. Prior to receiving LIHEAP, 22 percent of households had an energy burden of 20 percent or more. After receiving LIHEAP, 12 percent had an energy burden that was this high. Additionally, LIHEAP benefits increased the percentage with burdens below five percent from 13 percent of recipients to 37 percent.

**Table IV-3A**  
**Total Residential Energy Burden**

	Total Residential Energy Burden	
	Pre-LIHEAP	Post-LIHEAP
<b>Number of Respondents</b>	1533	1533
<b>0-5%</b>	13%	37%
<b>6%-10%</b>	32%	29%
<b>11-15%</b>	19%	17%
<b>16-20%</b>	15%	8%
<b>21-25%</b>	7%	4%
<b>&gt;25%</b>	14%	7%

Table IV-3B displays pre and post LIHEAP average energy burdens by vulnerable group. The table shows that single parent households have the greatest pre-LIHEAP energy burdens, averaging 20 percent. LIHEAP benefits reduces mean energy burden by between four and six percentage points for all groups of households. While the pre-LIHEAP energy burden average ranged from 14 percent to 20 percent, the post-LIHEAP energy burden average ranged from nine percent to 14 percent.

**Table IV-3B**  
**Mean Total Residential Energy Burden**  
**By Vulnerable Group**

	All	Senior	Disabled	Child Under 18	Child Under 6	Single Parent	Non-Vulnerable
<b>Number of Respondents</b>	1533	630	665	678	308	261	117
<b>Pre-LIHEAP Burden</b>	16%	14%	17%	16%	17%	20%	16%
<b>Post-LIHEAP Burden</b>	11%	9%	11%	12%	12%	14%	10%

Table IV-3C displays the energy burden distribution by vulnerable group. The table shows that nearly 40 percent of each group have energy burdens that are below five percent after receipt of LIHEAP. However, there are still seven to twelve percent of all groups who have energy burden of more than 20 percent even after receipt of LIHEAP.

**Table IV-3C**  
**Residential Energy Burden Distribution**  
**By Vulnerable Group**

	Senior		Disabled		Child Under 18		Non-Vulnerable	
	Pre-LIHEAP	Post-LIHEAP	Pre-LIHEAP	Post-LIHEAP	Pre-LIHEAP	Post-LIHEAP	Pre-LIHEAP	Post-LIHEAP
<b>Number of Respondents</b>	630	630	665	665	678	678	117	117
<b>0-5%</b>	11%	37%	15%	36%	15%	38%	14%	39%
<b>6%-10%</b>	31%	30%	28%	25%	36%	29%	32%	26%
<b>11-15%</b>	23%	18%	18%	17%	17%	14%	15%	20%
<b>16-20%</b>	17%	8%	16%	10%	11%	7%	18%	5%
<b>21-25%</b>	8%	4%	9%	4%	5%	3%	7%	3%
<b>&gt;25%</b>	10%	3%	15%	8%	16%	8%	14%	7%

Respondents were asked whether their energy bills had increased, decreased, or remained the same since the previous year. Table IV-4 shows that 35 percent said their bills had increased and 21 percent said their bills had declined.

**Table IV-4**  
**Change in Energy Bills**

Change in Energy Bills	Percent of Respondents
Same	37%
Lower	21%
Higher	35%
Don't Know/Refused	8%

Respondents who said that their energy bills were higher were asked why they thought their bills had increased. Table IV-5 shows that 63 percent said it was because energy prices were higher, five percent said it was due to increased energy usage, and four percent said it was due to a colder winter.

**Table IV-5**  
**Why Energy Bills are Higher**

Why Energy Bills are Higher	Percent of Respondents
Number of Respondents	660
Prices were Higher	63%
Increased Energy Usage	5%
Winter was Colder	4%
Summer was Warmer	2%
Energy Inefficient Home	2%
Health or Safety Reasons	2%
Bad Economy	1%
Moved to Different Home	1%
Added Members to Household	1%
Other	3%
Don't Know/Refused	16%

Respondents were also asked whether their financial situation had improved or worsened in the past year. Table IV-6A shows that 39 percent said their financial situation was worse and 12 percent said it was better than the past year.

**Table IV-6A**  
**Change in Financial Situation**

Change in Financial Situation	Percent of Respondents
Same	47%
Worse	39%
Better	12%
Don't Know/Refused	1%

Table IV-6B examines responses to the change in financial situation by vulnerable group. The table shows that households with children were most likely to say that their financial situation had worsened, and households with senior members were least likely to say that their financial situation had worsened.

**Table IV-6B**  
**Change in Financial Situation**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Same</b>	56%	47%	39%	47%
<b>Worse</b>	34%	40%	46%	39%
<b>Better</b>	9%	11%	13%	14%
<b>Don't Know/ Refused</b>	1%	1%	2%	1%

Respondents were asked whether they had a more or less difficult time paying their energy bills the past year, as compared to the previous year. Table IV-7A shows that 40 percent said they had a more difficult time and 13 percent said they had a less difficult time.

**Table IV-7A**  
**Change in Difficulty in Paying Energy Bills**

<b>Change in Difficulty in Paying Energy Bills</b>	<b>Percent of Respondents</b>
<b>Same</b>	44%
<b>More Difficult</b>	40%
<b>Less Difficult</b>	13%
<b>Don't Know/Refused</b>	3%

Table IV-7B displays the change in difficulty paying energy bills by vulnerable group. The table shows that households with children were most likely to say they had a more difficult time and households with seniors were least likely to say they had a more difficult time.

**Table IV-7B**  
**Change in Difficulty in Paying Energy Bills**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Same</b>	54%	41%	36%	40%
<b>More Difficult</b>	33%	44%	47%	43%
<b>Less Difficult</b>	10%	11%	14%	16%
<b>Don't Know/ Refused</b>	3%	4%	3%	2%

Respondents who said that they had a more difficult time paying their energy bills were asked why it was more difficult. Table IV-8A shows that 60 percent said it was due to a worse financial situation and 21 percent said it was due to an increased energy bill.

**Table IV-8A**  
**Reasons for Increased Difficulty in Paying Energy Bills**

	<b>Main Reason (Unprompted)</b>
<b>Number of Respondents</b>	747
<b>Lower Income/Lost Job/Worse Economic Situation</b>	60%
<b>Increased Energy Bill</b>	21%
<b>Increased Other Bills</b>	7%
<b>Increased Medical Expenses</b>	4%
<b>Increased Expenses/Cost of Living</b>	3%
<b>No/Less Energy Assistance</b>	2%
<b>Increased Rent</b>	1%
<b>Increased Property Taxes</b>	<1%
<b>Increased Prescription Drugs</b>	<1%
<b>Other</b>	2%
<b>Don't Know/Refused</b>	1%

Table IV-8B compares responses for 2008 and 2009 and highlights the fact that households faced a rough time in FY 2009 more due to the financial climate than to increasing energy bills. Table IV-8B shows that 37 percent said they had increased difficulty paying their energy bills due to their economic situation in FY 2008 and 60 percent said they had increased difficulty paying their energy bills due to financial reasons in FY 2009. Conversely, households were much more likely to say the cause of their difficulty was their high bills in FY 2008 than in FY 2009.

**Table IV-8B**  
**Reasons for Increased Difficulty in Paying Energy Bills**

	<b>2008</b>	<b>2009</b>
<b>Number of Respondents</b>	543	747
<b>Lower Income/Lost Job/Worse Economic Situation</b>	<u>37%</u>	<u>60%</u>
<b>Increased Energy Bill</b>	<u>50%</u>	<u>21%</u>

Note: Differences are statistically significant at the 99 percent level.

## ***B. Signs of the Problem***

Respondents were asked several questions about difficulties that they faced in meeting their energy needs during the past year. Table IV-9A shows that 73 percent of respondents said that

they worried about paying their home energy bill due to not having enough money to pay the bill during the past year.

**Table IV-9A**  
**Worried About Paying Home Energy Bill Due to Not Having Enough Money for the Energy Bill During Past Year**

	Percent of Respondents
Almost Every Month	30%
Some Months	27%
1 or 2 Months	16%
Never / No	26%
Don't Know	<1%

Table IV-9B displays responses to this question by vulnerable group. The table shows that households with children and households without vulnerable members were most likely to say that they worried about paying their energy bill.

**Table IV-9B**  
**Worried About Paying Home Energy Bill Due to Not Having Enough Money for the Energy Bill During Past Year By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
Number of Respondents	757	788	778	152
Almost Every Month	20%	33%	38%	37%
Some Months	25%	27%	32%	28%
1 or 2 Months	14%	14%	17%	26%
Never / No	41%	25%	12%	10%
Don't Know	<1%	<1%	<1%	0%

Table IV-9C displays responses to whether the household worried about paying the home energy bill by poverty group. The table shows that households with income below 50 percent of the poverty level were most likely to say that they worried about paying their energy bill. Eighty-four percent of these households said that they worried about paying their energy bill.

**Table IV-9C**  
**Worried About Paying Home Energy Bill Due to Not Having Enough Money for the Energy Bill During Past Year By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
Number of Respondents	286	673	557	312
Almost Every Month	36%	31%	26%	25%

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
Some Months	30%	24%	29%	32%
1 or 2 Months	18%	17%	14%	16%
Never / No	15%	28%	31%	27%
Don't Know	<1%	<1%	<1%	<1%

Respondents were asked whether they reduced expenses for household necessities due to not having enough money to pay their energy bill during the past year. Table IV-10A shows that 78 percent said that they took this action.

**Table IV-10A**  
**Reduced Expenses for Household Necessities Due to Not Having Enough Money for the Energy Bill During the Past Year**

	Percent of Respondents
Almost Every Month	41%
Some Months	27%
1 or 2 Months	10%
Never / No	21%
Don't Know	<1%

Table IV-10B shows that households with children and households without vulnerable members were most likely to report that they reduced expenses for household necessities. The table shows that 87 percent of households with children and 93 percent of households without vulnerable members said that they faced this problem.

**Table IV-10B**  
**Reduced Expenses for Household Necessities Due to Not Having Enough Money for the Energy Bill During the Past Year By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
Number of Respondents	757	788	778	152
Almost Every Month	32%	42%	47%	52%
Some Months	23%	28%	30%	31%
1 or 2 Months	12%	10%	10%	10%
Never / No	33%	20%	12%	7%
Don't Know	<1%	<1%	<1%	0%

Table IV-10C shows that households with income below 50 percent of poverty and households with income above 50 percent of poverty were most likely to say that they reduced expenses for household necessities. Eighty-four percent of those with income below 50 percent and 82 percent of those with income above 150 percent of poverty said that they reduced these expenses.

**Table IV-10C**  
**Reduced Expenses for Household Necessities Due to Not Having Enough**  
**Money for the Energy Bill During the Past Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Almost Every Month</b>	49%	39%	36%	49%
<b>Some Months</b>	26%	26%	28%	26%
<b>1 or 2 Months</b>	9%	10%	13%	8%
<b>Never / No</b>	16%	25%	23%	17%
<b>Don't Know / Refused</b>	<1%	<1%	<1%	<1%

Respondents were asked whether they borrowed from a friend or relative to pay their home energy bill during the past year. Table IV-11A shows that 46 percent of respondents said that they needed to take this action.

**Table IV-11A**  
**Borrowed from a Friend or Relative to Pay Home Energy Bill Due to Not**  
**Having Enough Money for the Energy Bill During the Past Year**

	Percent of Respondents
<b>Almost Every Month</b>	5%
<b>Some Months</b>	21%
<b>1 or 2 Months</b>	20%
<b>Never / No</b>	54%
<b>Don't Know</b>	<1%

Table IV-11B shows that households with no vulnerable members were most likely to report that they needed to take this action. Sixty-four percent of households without vulnerable members reported that they borrowed for a friend or relative to pay their energy bill in the past year.

**Table IV-11B**  
**Borrowed from a Friend or Relative to Pay Home Energy Bill Due to Not Having**  
**Enough Money for the Energy Bill During the Past Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Almost Every Month</b>	2%	5%	6%	6%
<b>Some Months</b>	13%	20%	27%	28%
<b>1 or 2 Months</b>	12%	18%	24%	30%
<b>Never / No</b>	73%	56%	43%	36%

	Senior	Disabled	Child Under 18	Non-Vulnerable
Don't Know	<1%	<1%	1%	0%

Table IV-11C shows that households with income below 50 percent of the poverty level were most likely to borrow from a friend or relative. The table shows that 61 percent of these households reported that they borrowed from a friend or relative, compared to about 40 percent of the other poverty groups.

**Table IV-11C**  
**Borrowed from a Friend or Relative to Pay Home Energy Bill Due to Not Having**  
**Enough Money for the Energy Bill During the Past Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
Number of Respondents	286	673	557	312
Almost Every Month	7%	4%	3%	3%
Some Months	30%	20%	15%	21%
1 or 2 Months	24%	19%	18%	20%
Never / No	39%	56%	63%	56%
Don't Know / Refused	0%	<1%	<1%	<1%

Table IV-12 compares responses to questions about signs of unaffordable energy bills for the 2003, 2008, and 2009 surveys. The table shows that approximately the same percentage of respondents faced these problems in all three years.

**Table IV-12**  
**Signs of the Problem**  
**Comparison of Survey Results**

	2003 Survey	2008 Survey	2009 Survey
Number of Respondents	2,161	1,256	1,828
Worried About Paying Home Energy Bill	72%	72%	74%
Reduced Expenses for Household Necessities	78%	80%	79%
Borrowed From a Friend or Relative	46%	43%	46%

### *C. Responses to the Problem*

This section examines how households have responded to the problem of unaffordable energy bills. Respondents were asked whether they closed off part of their home during the past year because they could not afford to heat or to cool it. Table IV-13A shows that 36 percent of respondents said that they took this action.

**Table IV-13A**  
**Closed Off Part of Home Because Could Not Afford to Heat or Cool It**  
**Due to Not Having Enough Money for the Energy Bill During the Past Year**

	Percent of Respondents
Almost Every Month	12%
Some Months	18%
1 or 2 Months	6%
Never / No	64%
Don't Know / Refused	<1%

Table IV-13B displays the percent of respondents who said that they closed off part of their home because they could not afford to heat or to cool it. The table shows that households with children were most likely to say that they took this action. Thirty-one percent of these respondents said that they closed off part of their home.

**Table IV-13B**  
**Closed Off Part of Home Because Could Not Afford to Heat or Cool It**  
**Due to Not Having Enough Money for the Energy Bill During Past Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
Number of Respondents	757	788	778	152
Almost Every Month	13%	13%	9%	19%
Some Months	21%	20%	15%	19%
1 or 2 Months	5%	7%	7%	6%
Never / No	61%	60%	69%	57%
Don't Know/Refused	<1%	<1%	1%	0%

Table IV-13C shows that the percent of respondents who closed off part of their home does not vary by poverty level.

**Table IV-13C**  
**Closed Off Part of Home Because Could Not Afford to Heat or Cool It**  
**Due to Not Having Enough Money for the Energy Bill During Past Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
Number of Respondents	286	673	557	312
Almost Every Month	11%	11%	13%	13%
Some Months	17%	18%	17%	19%
1 or 2 Months	6%	7%	5%	5%
Never / No	65%	64%	64%	63%

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
Don't Know	<1%	0%	<1%	<1%

Respondents were asked whether they kept their home at a temperature that they felt was unsafe or unhealthy due to not having enough money for the energy bill during the past year. The table shows that about one quarter of the respondents said that they took this action.

**Table IV-14A**  
**Kept Home at Temperature You Felt Was Unsafe or Unhealthy Due to Not Having Enough Money for the Energy Bill During Past Year**

	Percent of Respondents
Almost Every Month	6%
Some Months	14%
1 or 2 Months	6%
Never / No	73%
Don't Know / Refused	1%

Table IV-14B shows that about one third of households with disabled members and one third of households with no vulnerable members said that they kept their home at an unsafe or unhealthy temperature.

**Table IV-14B**  
**Kept Home at Temperature You Felt Was Unsafe or Unhealthy Due to Not Having Enough Money for the Energy Bill During Past Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
Number of Respondents	757	788	778	152
Almost Every Month	5%	8%	5%	7%
Some Months	12%	17%	13%	18%
1 or 2 Months	4%	7%	8%	7%
Never / No	78%	67%	73%	67%
Don't Know/Refused	1%	1%	1%	0%

Table IV-14C shows that there is not much variation in the percent of households who kept their home at an unsafe or unhealthy temperature by poverty group.

**Table IV-14C**  
**Kept Home at Temperature You Felt Was Unsafe or Unhealthy Due to Not**  
**Having Enough Money for the Energy Bill During Past Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Almost Every Month</b>	4%	7%	6%	6%
<b>Some Months</b>	16%	15%	11%	15%
<b>1 or 2 Months</b>	7%	7%	4%	7%
<b>Never / No</b>	71%	71%	78%	70%
<b>Don't Know/Refused</b>	<1%	<1%	1%	2%

Table IV-15A shows that twenty percent of respondents said that they left their home for part of the day because it was too hot or too cold in the past year.

**Table IV-15A**  
**Left Home for Part of the Day Because it was Too Hot or Too Cold**  
**Due to Not Having Enough Money for the Energy Bill During the Past Year**

	Left Home for Part of the Day Because Home was Too Hot or Too Cold
<b>Almost Every Month</b>	1%
<b>Some Months</b>	9%
<b>1 or 2 Months</b>	10%
<b>Never / No</b>	79%
<b>Don't Know / Refused</b>	0%

Table IV-15B shows that there is not much variability by vulnerable group in this action.

**Table IV-15B**  
**Left Home for Part of the Day Because it was Too Hot or Too Cold**  
**Due to Not Having Enough Money for the Energy Bill During the Past Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Almost Every Month</b>	1%	2%	1%	1%
<b>Some Months</b>	7%	11%	10%	12%
<b>1 or 2 Months</b>	6%	10%	14%	14%
<b>Never / No</b>	86%	76%	75%	73%
<b>Don't Know</b>	0%	0%	0%	0%

Households with income below the poverty level are more likely to say that they left their home because it was too hot or too cold. Table IV-15C shows that 26 percent of those with income below 50 percent of the poverty level and 23 percent of those with income between 51 and 100 percent of the poverty level said that they took this action.

**Table IV-15C**  
**Left Home for Part of the Day Because it was Too Hot or Too Cold**  
**Due to Not Having Enough Money for the Energy Bill During Past Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Almost Every Month</b>	0%	2%	1%	2%
<b>Some Months</b>	12%	10%	6%	6%
<b>1 or 2 Months</b>	14%	11%	9%	6%
<b>Never / No</b>	74%	77%	84%	86%
<b>Don't Know</b>	0%	<1%	<1%	<1%

Households sometimes take the dangerous action of using their kitchen oven or stove to provide heat when they cannot afford their energy bill. Table IV-16A shows that one third of respondents said that they took this action during the past year.

**Table IV-16A**  
**Used Kitchen Stove or Oven to Provide Heat Due to Not**  
**Having Enough Money for the Energy Bill During Past Year**

	Percent of Respondents
<b>Almost Every Month</b>	2%
<b>Some Months</b>	15%
<b>1 or 2 Months</b>	16%
<b>Never / No</b>	67%
<b>Don't Know</b>	<1%

Table IV-16B shows that households without vulnerable members were most likely to report that they took this action. Forty-six percent of these households said that they used their kitchen stove or oven for heat in the past year.

**Table IV-16B**  
**Used Kitchen Stove or Oven to Provide Heat Due to Not**  
**Having Enough Money for the Energy Bill During the Past Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Almost Every Month</b>	2%	2%	3%	3%
<b>Some Months</b>	10%	19%	17%	20%
<b>1 or 2 Months</b>	13%	17%	18%	23%
<b>Never / No</b>	75%	61%	62%	53%
<b>Don't Know/Refused</b>	<1%	<1%	<1%	2%

Table IV-16C shows that households with income below 50 percent of poverty were most likely to report that they used their kitchen stove or oven to provide heat during the past year. Thirty-nine percent of these households said that they used their kitchen stove or oven for heat in the past year.

**Table IV-16C**  
**Used Kitchen Stove or Oven to Provide Heat Due to Not**  
**Having Enough Money for the Energy Bill During the Past Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Almost Every Month</b>	5%	2%	1%	1%
<b>Some Months</b>	18%	16%	12%	13%
<b>1 or 2 Months</b>	16%	16%	16%	13%
<b>Never / No</b>	61%	66%	70%	73%
<b>Don't Know</b>	0%	1%	<1%	<1%

Table IV-17 compares responses to these questions between the 2003, 2008, and 2009 surveys. The table shows that in FY 2009, respondents were less likely to close off their homes and they were less likely to leave their home for part of the day because they could not afford their energy bill.

**Table IV-17**  
**Responses to the Problem**  
**Comparison of Survey Results**

	2003 Survey	2008 Survey	2009 Survey
<b>Number of Respondents</b>	2,161	1,256	1,828
<b>Closed Off Part of Home</b>	<u>39%</u>	<u>44%</u>	<u>36%</u>
<b>Kept Home at Temperature You Felt was Unsafe or Unhealthy</b>	25%	28%	26%
<b>Left Home for Part of the Day</b>	<u>24%</u>	<u>23%</u>	<u>20%</u>
<b>Used Kitchen Stove or Oven to Provide Heat</b>	31%	33%	33%

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

### ***D. Inability to Pay Energy Bills***

Respondents were asked several questions about the inability to pay their home energy bill. Table IV-18A shows that 49 percent of respondents said that they skipped paying or paid less than their entire home energy bill during the past year due to not having enough money to pay the bill.

**Table IV-18A  
Skipped Paying or Paid Less than Entire Home Energy Bill  
Due to Not Having Enough Money for the Energy Bill During Past Year**

	Percent of Respondents
Almost Every Month	11%
Some Months	21%
1 or 2 Months	17%
Never / No	50%
Don't Know	<1%

Table IV-18B shows that households with children were most likely to say that they skipped paying their home energy bill. Sixty-five percent of households with children said that they skipped paying their home energy bill.

**Table IV-18B  
Skipped Paying or Paid Less than Entire Home Energy Bill  
Due to Not Having Enough Money for the Energy Bill During Past Year  
By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
Number of Respondents	757	788	778	152
Almost Every Month	6%	12%	15%	9%
Some Months	13%	19%	30%	27%
1 or 2 Months	12%	18%	20%	21%
Never / No	68%	51%	34%	43%
Don't Know/Refused	<1%	1%	1%	0%

Table IV-18C shows that households with income below 50 percent of the poverty level were most likely to say that they skipped paying the home energy bill. Sixty-two percent of these households said that they skipped paying their bill.

**Table IV-18C**  
**Skipped Paying or Paid Less than Entire Home Energy Bill**  
**Due to Not Having Enough Money for the Energy Bill During the Past Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Almost Every Month</b>	12%	12%	7%	13%
<b>Some Months</b>	29%	21%	17%	17%
<b>1 or 2 Months</b>	21%	16%	18%	14%
<b>Never / No</b>	37%	51%	57%	55%
<b>Don't Know / Refused</b>	<1%	<1%	<1%	<1%

Respondents were asked whether they received a notice or threat to disconnect or discontinue their electricity or home heating fuel due to not having enough money for the energy bill during the past year. The table shows that 35 percent said that they received a notice or threat.

**Table IV-19A**  
**Received Notice or Threat to Disconnect or Discontinue Electricity or Home**  
**Heating Fuel Due to Not Having Enough Money for the Energy Bill During the Past Year**

	Percent of Respondents
<b>Almost Every Month</b>	5%
<b>Some Months</b>	12%
<b>1 or 2 Months</b>	18%
<b>Never / No</b>	64%
<b>Don't Know</b>	<1%

Table IV-19B shows the percent who received a threat of service termination by vulnerable group. The table shows that households with children were most likely to face this problem. Nearly half of these households received a notice or threat to disconnect or discontinue their service in the past year.

**Table IV-19B**  
**Received Notice or Threat to Disconnect or Discontinue Electricity or Home**  
**Heating Fuel Due to Not Having Enough Money for the Energy Bill During Past Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Almost Every Month</b>	2%	5%	8%	6%
<b>Some Months</b>	6%	14%	16%	14%
<b>1 or 2 Months</b>	10%	19%	25%	16%
<b>Never / No</b>	81%	62%	50%	64%

	Senior	Disabled	Child Under 18	Non-Vulnerable
Don't Know	0%	<1%	<1%	0%

Table IV-19C shows that households with income below 50 percent of poverty were most likely to report that they received a notice or threat to disconnect or discontinue their electricity or home heating fuel. The table shows that 44 percent of these households said that they faced this problem in the past year.

**Table IV-19C**  
**Received Notice or Threat to Disconnect or Discontinue Electricity or Home Heating Fuel Due to Not Having Enough Money for the Energy Bill During the Past Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
Number of Respondents	286	673	557	312
Almost Every Month	8%	6%	3%	6%
Some Months	14%	13%	9%	12%
1 or 2 Months	22%	19%	15%	14%
Never / No	56%	62%	73%	68%
Don't Know / Refused	<1%	0%	<1%	1%

Table IV-20A shows that nine percent of respondents had their electricity shut off due to nonpayment, seven percent had their gas service shut off, and 12 percent had one of the two shut off during the past year.

**Table IV-20A**  
**Utility Service Was Shut Off Due to Nonpayment During the Past Year**

	Percent of Respondents
Electricity	9%
Gas	7%
Electricity or Gas	12%

Table IV-20B displays the percent that had their utility service shut off by vulnerable group. The table shows that households with children were most likely to face these problems. Eighteen percent of households with children had their electricity or gas shut off due to nonpayment in the past year.

**Table IV-20B**  
**Utility Service Was Shut Off Due to Nonpayment During the Past Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Electricity</b>	2%	9%	13%	9%
<b>Gas</b>	3%	8%	10%	9%
<b>Electricity or Gas</b>	5%	15%	18%	12%

Table IV-20C displays the percent of households who had utility service terminated by poverty group. The table shows that the lower poverty level households were most likely to have had their service terminated. Eighteen percent of households with income below 50 percent of the poverty level had their service terminated in the past year.

**Table IV-20C**  
**Utility Service Was Shut Off Due to Nonpayment During the Past Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Electricity</b>	14%	9%	6%	3%
<b>Gas</b>	9%	8%	3%	4%
<b>Electricity or Gas</b>	18%	14%	8%	6%

Table IV-21A shows the percent of households who were unable to use their main source of heat during the past year. The table shows that 13 percent were unable to use their main source of heat due to the system being broken, 11 percent due to an inability to pay for a fuel delivery, and 11 percent due to an electric or gas service termination.

**Table IV-21A**  
**Unable to Use Main Source of Heat During the Past Year**

	Percent of Respondents
<b>Heating System Broken</b>	13%
<b>Unable to Pay for Fuel Delivery</b>	11%
<b>Gas or Electric Service Discontinued</b>	11%
<b>Any of the Three Reasons</b>	27%

Table IV-21B displays the percent of respondents who said that they were unable to use their main source of heat during the past year by vulnerable group. The table shows that households with children were most likely to face this problem. Thirty-six percent of households with children could not use their main source of heat during the past year because their heating system was broken, they were unable to pay for a fuel delivery, or their gas or electric service was discontinued due to nonpayment.

**Table IV-21B**  
**Unable to Use Main Source of Heat During the Past Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Heating System Broken</b>	11%	14%	16%	11%
<b>Unable to Pay for Fuel Delivery</b>	7%	13%	13%	15%
<b>Gas or Electric Service Discontinued</b>	5%	13%	17%	9%
<b>Any of the Three Reasons</b>	19%	31%	36%	27%

Table IV-21C displays the percent of respondents who were unable to use their main source of heat during the past year by poverty group. The table shows that households with income below the poverty level were most likely to face this problem. Thirty percent of households with income below the poverty level were unable to use their main source of heat at some point during the past year.

**Table IV-21C**  
**Unable to Use Main Source of Heat During the Past Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Heating System Broken</b>	13%	13%	12%	11%
<b>Unable to Pay for Fuel Delivery</b>	11%	11%	9%	14%
<b>Gas or Electric Service Discontinued</b>	15%	13%	7%	7%
<b>Any of the Three Reasons</b>	30%	30%	21%	25%

Table IV-22A displays the percent of respondents who were unable to use their air conditioner during the past year because it was broken or they had their electric service discontinued for nonpayment. The table shows that 12 percent could not use their air conditioner because it was broken and eight percent could not use it because their electric service was discontinued. Seventeen percent could not use their air conditioner for one of those two reasons.

**Table IV-22A**  
**Unable to Use Air Conditioner During the Past Year**

	Percent of Respondents
<b>Air Conditioner Broken</b>	12%
<b>Electric Service Discontinued</b>	8%
<b>Either Reason</b>	17%

Table IV-22B displays the percent of respondents who were unable to use their air conditioner in the past year by vulnerable group. The table shows that households with disabled members and households with

children were most likely to face this problem. Twenty-one percent of both of these groups were unable to use their air conditioner at some point during the past year because it was broken or their electric service was discontinued for nonpayment.

**Table IV-22B**  
**Unable to Use Air Conditioner During the Past Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Air Conditioner Broken</b>	8%	15%	13%	11%
<b>Electric Service Discontinued</b>	4%	11%	11%	7%
<b>Either Reason</b>	11%	21%	21%	15%

Table IV-22C displays the percent of households who were unable to use their air conditioner during the past year by poverty group. The table shows that households in the lower poverty groups were most likely to face this problem. Twenty-five percent of households with income below 50 percent of poverty were unable to use their air conditioner at some point during the past year.

**Table IV-22C**  
**Unable to Use Air Conditioner During the Past Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Air Conditioner Broken</b>	18%	11%	10%	9%
<b>Electric Service Discontinued</b>	12%	8%	5%	3%
<b>Either Reason</b>	25%	16%	13%	11%

Table IV-23A displays the percent of respondents who had to go without showers due to lack of hot water, had to go without hot meals due to lack of cooking fuel, or had to use candles or lanterns due to lack of lights. The table shows that seven to ten percent of respondents faced these problems.

**Table IV-23A**  
**Had to Go Without Showers, Hot Meals, or Lights During the Past Year**

	Percent of Respondents
<b>Had to Go Without Showers or Baths Due to Lack of Hot Water</b>	10%
<b>Had to Go Without Hot Meals Due to Lack of Cooking Fuel</b>	7%
<b>Had to Use Candles or Lanterns Due to Lack of Lights</b>	8%

Table IV-23B displays the percent of respondents who had to go without showers, hot meals, or lights during the past year by vulnerable group. The table shows that households with children and households without vulnerable members were most likely to face these problems.

**Table IV-23B**  
**Had to Go Without Showers, Hot Meals, or Lights During the Past Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
Number of Respondents	757	788	778	152
Had to Go Without Showers or Baths Due to Lack of Hot Water	5%	12%	13%	14%
Had to Go Without Hot Meals Due to Lack of Cooking Fuel	3%	8%	10%	10%
Had to Use Candles or Lanterns Due to Lack of Lights	4%	9%	12%	13%

Table IV-23C displays the percent of households who had these problems by poverty group. The table shows that households in the lower poverty groups are most likely to face these problems.

**Table IV-23C**  
**Had to Go Without Showers, Hot Meals, or Lights During the Past Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
Number of Respondents	286	673	557	312
Had to Go Without Showers or Baths Due to Lack of Hot Water	14%	11%	5%	10%
Had to Go Without Hot Meals Due to Lack of Cooking Fuel	12%	8%	3%	6%
Had to Use Candles or Lanterns Due to Lack of Lights	14%	9%	5%	5%

Table IV-24A displays the percent of respondents who had their utility service shut off at the time of the survey. The table shows that two percent of respondents had their electricity or gas shut off.

**Table IV-24A**  
**Utility Service Shut Off at Time of Survey**

	Percent of Respondents
Electricity	<1%
Gas	1%
Electricity or Gas	2%

Table IV-24B shows that three percent of households without vulnerable members had their electricity or gas service shut off at the time of the survey.

**Table IV-24B**  
**Utility Service Shut Off at Time of Survey**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Electricity</b>	<1%	1%	1%	0%
<b>Gas</b>	1%	1%	2%	3%
<b>Electricity or Gas</b>	1%	2%	2%	3%

Table IV-24C shows that lower poverty group households are not significantly more likely to have their utility service shut off at the time of the survey.

**Table IV-24C**  
**Utility Service Shut Off at Time of Survey**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Electricity</b>	<1%	1%	<1%	0%
<b>Gas</b>	2%	1%	1%	<1%
<b>Electricity or Gas</b>	2%	2%	1%	<1%

Table IV-25 compares the responses about service disruptions across the 2003, 2008, and 2009 surveys. The table shows that some of the rates are higher in 2009 than in 2003, but there has not been an increase in these problems in the past year.

**Table IV-25**  
**Inability to Pay Energy Bills During Past Year**  
**Comparison of Survey Results**

	2003 Survey	2008 Survey	2009 Survey
<b>Number of Respondents</b>	2,161	1,256	1,828
<b>Skipped Paying or Paid Less than Entire Home Energy Bill</b>	52%	47%	50%
<b>Received Notice or Threat to Disconnect or Discontinue Electricity or Home Heating Fuel</b>	38%	37%	36%
<b>Electricity Shut off Due to Nonpayment</b>	8%	9%	9%
<b>Heating System Broken and Unable to Pay for Repair or Replacement</b>	10%	13%	13%
<b>Unable to Use Main Source of Heat Because Unable to Pay for a Fuel Delivery</b>	10%	13%	11%
<b>Unable to Use Main Source of Heat Because Utility Company Discontinued Gas or Electric Service Due to Nonpayment</b>	11%	13%	11%

	2003 Survey	2008 Survey	2009 Survey
Unable to Use Air Conditioner Because it was Broken and Unable to Pay for Repair or Replacement	12%	12%	12%
Unable to Use Air Conditioner Because Utility Company Discontinued Electric Service Due to Nonpayment	<u>6%</u>	7%	<u>8%</u>
Had to Go Without Showers or Baths Due to Lack of Hot Water	9%	10%	10%
Had to Go Without Hot Meals Due to Lack of Cooking Fuel	<u>5%</u>	7%	<u>7%</u>
Had to Use Candles or Lanterns Due to Lack of Lights	8%	7%	8%

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

### E. Housing Problems

This section examines housing problems that respondents have faced in the past five years due to unaffordable energy bills. Table IV-26A shows that 31 percent skipped a mortgage payment, five percent were evicted, four percent had a mortgage foreclosure, twelve percent moved in with friends or family, and three percent moved into a shelter or were homeless.

**Table IV-26A**  
Housing Problems Due to Energy Bills in the Past Five Years

	Percent of Respondents
Did not Make Full Rent or Mortgage Payment	31%
Evicted from Home or Apartment	5%
Had Mortgage Foreclosure	4%
Moved in With Friends or Family	12%
Moved into Shelter or Was Homeless	3%

Table IV-26B displays the results by vulnerable group. The table shows that households with children were most likely to face these problems. Forty-five percent of these households skipped a mortgage payment, eight percent were evicted, and 17 percent moved in with friends or family.

**Table IV-26B**  
Housing Problems Due to Energy Bills in the Past Five Years  
By Vulnerable Group

	Senior	Disabled	Child Under 18	Non-Vulnerable
Number of Respondents	757	788	778	152
Did not Make Full Rent or Mortgage Payment	16%	32%	45%	39%
Evicted from Home or Apartment	3%	5%	8%	3%
Had Mortgage Foreclosure	2%	4%	6%	2%
Moved in With Friends or Family	6%	12%	17%	15%
Moved into Shelter or Was Homeless	1%	4%	5%	3%

Table IV-26C displays the results by poverty group. The table shows that the lowest poverty group was most likely to face these problems.

**Table IV-26C**  
**Housing Problems Due to Energy Bills in the Past Five Years**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Did not Make Full Rent or Mortgage Payment</b>	38%	35%	23%	28%
<b>Evicted from Home or Apartment</b>	8%	5%	3%	6%
<b>Had Mortgage Foreclosure</b>	6%	3%	3%	4%
<b>Moved in With Friends or Family</b>	20%	13%	6%	10%
<b>Moved into Shelter or Was Homeless</b>	5%	3%	3%	2%

Table IV-26D displays the percent of respondents with housing problems by whether or not they own their home. The table shows that respondents who do not own their homes were more likely to face these problems.

**Table IV-26D**  
**Housing Problems Due to Energy Bills in the Past Five Years**  
**By Home Ownership**

	Own Home	Does Not Own Home
<b>Number of Respondents</b>	826	990
<b>Did not Make Full Rent or Mortgage Payment</b>	27%	36%
<b>Evicted from Home or Apartment</b>	3%	7%
<b>Had Mortgage Foreclosure</b>	4%	3%
<b>Moved in With Friends or Family</b>	7%	16%
<b>Moved into Shelter or Was Homeless</b>	1%	6%

Table IV-27 compares results with respect to housing problems from the 2003, 2008, and 2009 surveys. The table shows that some of the housing problems have become somewhat more prevalent since the 2003 survey.

**Table IV-27**  
**Housing Problems During Past Five Years**  
**Comparison of Survey Results**

	2003 Survey	2008 Survey	2009 Survey
<b>Number of Respondents</b>	2,161	1,256	1,828
<b>Did Not Make Full Rent or Mortgage Payment</b>	28%	28%	31%

	2003 Survey	2008 Survey	2009 Survey
Evicted from Home or Apartment	4%	4%	5%
Moved in with Friends or Family	<u>9%</u>	11%	<u>12%</u>
Moved into Shelter or Was Homeless	4%	3%	3%

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

### F. Financial Problems

This section examines financial problems that respondents faced in the past five years due to their energy bills. Table IV-28A shows that 17 percent reported that they took out a payday loan and two percent reported that they filed for bankruptcy.

**Table IV-28A**  
**Financial Problems Due to Energy Bills**  
**In the Past Five Years**

	Percent of Respondents
Payday Loan	17%
Bankruptcy	2%

Table IV-28B displays the percent of respondents who had financial problems in the past five years due to unaffordable energy bills by vulnerable group. The table shows that households without vulnerable members were most likely to report that they obtained a payday loan.

**Table IV-28B**  
**Financial Problems Due to Energy Bills**  
**In the Past Five Years**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
Number of Respondents	757	788	778	152
Payday Loan	9%	17%	23%	27%
Bankruptcy	1%	3%	4%	1%

Table IV-28C displays the percent of respondents who had financial problems in the past five years due to unaffordable energy bills by poverty level. The table shows that households with income below 50 percent of the poverty level were most likely to report that they obtained a payday loan.

**Table IV-28C**  
**Financial Problems Due to Energy Bills**  
**In the Past Five Years**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
Number of Respondents	286	673	557	312
Payday Loan	21%	17%	16%	16%
Bankruptcy	3%	2%	2%	4%

### **G. Medical and Health Problems**

This section examines the medical and health problems that respondents faced in the past five years due to unaffordable energy bills. Table IV-29A shows that 30 percent went without food for at least one day, 41 percent went without medical or dental care, 33 percent did not fill a prescription or took less than their full dose of prescribed medication, and 22 percent were unable to pay their energy bill due to medical expenses.

**Table IV-29A**  
**Medical and Health Problems Due to Energy Bills**  
**In the Past Five Years**

	Percent of Respondents
Went Without Food for at Least One Day	30%
Went Without Medical or Dental Care	41%
Didn't Fill Prescription or Took Less Than Full Dose	33%
Unable to Pay Energy Bill Due to Medical Expenses	22%

Table IV-29B examines medical and health problems by vulnerable group. The table shows that households without vulnerable members are most likely to go without food and to go without medical or dental care. Almost three quarters of this group said that they went without medical or dental care in the past five years.

**Table IV-29B**  
**Medical and Health Problems Due to Energy Bills**  
**In the Past Five Years**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
Number of Respondents	757	788	778	152
Went Without Food for at Least One Day	20%	36%	33%	49%

	Senior	Disabled	Child Under 18	Non-Vulnerable
Went Without Medical or Dental Care	29%	41%	45%	72%
Didn't Fill Prescription or Took Less Than Full Dose	26%	40%	37%	40%
Unable to Pay Energy Bill Due to Medical Expenses	16%	28%	26%	24%

Table IV-29C displays responses to questions about medical and health problems by poverty group. The table shows that there is not a strong relationship between poverty level and the presence of these problems.

**Table IV-29C  
Medical and Health Problems Due to Energy Bills  
In the Past Five Years  
By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
Number of Respondents	286	673	557	312
Went Without Food for at Least One Day	33%	33%	23%	30%
Went Without Medical or Dental Care	43%	40%	40%	42%
Didn't Fill Prescription or Took Less Than Full Dose	33%	33%	32%	35%
Unable to Pay Energy Bill Due to Medical Expenses	23%	23%	20%	25%

Table IV-30A displays the percent of respondents who didn't take prescribed medication by the presence of a serious medical condition. The table shows that 37 percent of households with a serious medical condition skipped taking their prescription medication, compared to 16 percent without a serious medical condition.

**Table IV-30A  
Didn't Fill Prescription or Took Less Than the Full Dose of  
Prescribed Medicine Due to Energy Bills  
In the Past Five Years  
By Presence of Serious Medical Conditions**

	Didn't Fill Prescription or Took Less Than the Full Dose of Prescribed Medicine	
	Household Member with Serious Medical Condition	No Household Member With Serious Medical Condition
Number of Respondents	1,509	307
Yes	37%	16%
No	63%	84%
Don't Know/ No Answer	<1%	0%

Table IV-30B displays the percent of respondents who skipped taking prescription medication by the presence of necessary medical equipment that uses electricity. The table shows that 45 percent of those with medical equipment skipped taking their medication, compared to 29 percent without the equipment.

**Table IV-30B**  
**Didn't Fill Prescription or Took Less Than the Full Dose of**  
**Prescribed Medicine due to Energy Bills**  
**In the Past Five Years**  
**By Presence of Necessary Medical Equipment the Uses Electricity**

	Didn't Fill Prescription or Took Less Than the Full Dose of Prescribed Medicine	
	Necessary Medical Equipment That Uses Electricity	No Necessary Medical Equipment That Uses Electricity
<b>Number of Respondents</b>	448	1,364
<b>Yes</b>	45%	29%
<b>No</b>	55%	70%
<b>Don't Know/ No Answer</b>	<1%	<1%

Table IV-31A displays the percent of respondents who said that they were unable to pay their energy bill due to medical expenses by the presence of a serious medical condition. The table shows that 25 percent of those with a serious medical condition were unable to pay their energy bill and nine percent without a serious medical condition were unable to pay their energy bill due to medical expenses.

**Table IV-31A**  
**Unable to Pay Energy Bill Due to Medical Expenses**  
**In the Past Five Years**  
**By Presence of Serious Medical Conditions**

	Unable to Pay Energy Bill Due to Medical Expenses	
	Household Member with Serious Medical Condition	No Household Member With Serious Medical Condition
<b>Number of Respondents</b>	1,509	307
<b>Yes</b>	25%	9%
<b>No</b>	74%	89%
<b>Don't Know/ No Answer</b>	1%	2%

Table IV-31B displays the percent of respondents who reported that they were unable to pay their energy bill due to medical expenses by the presence of medical equipment that uses electricity. The table shows that 34 percent of those with medical equipment said they were unable to pay their energy bill and 19 percent without medical equipment said they were unable to pay their energy bill due to medical expenses.

**Table IV-31B**  
**Unable to Pay Energy Bill due to Medical Expenses**  
**In the Past Five Years**  
**By Presence of Necessary Medical Equipment the Uses Electricity**

	Unable to Pay Energy Bill due to Medical Expenses	
	Necessary Medical Equipment That Uses Electricity	No Necessary Medical Equipment That Uses Electricity
<b>Number of Respondents</b>	448	1,364
<b>Yes</b>	34%	19%
<b>No</b>	65%	81%
<b>Don't Know/ No Answer</b>	2%	<1%

Table IV-32A displays the percent of respondents who became sick and needed to go to the doctor or hospital because the home was too cold. The table shows that 17 percent became sick and needed to go to the doctor or hospital because the home was too cold, and three percent became sick and needed to go to the doctor or hospital because the home was too hot.

**Table IV-32A**  
**Someone in Household Became Sick Because Home was Too Cold or Too Hot**  
**In the Past Five Years**

	Became Sick	Became Sick and Needed to Go to the Doctor or Hospital
<b>Home Was Too Cold</b>	25%	17%
<b>Home Was Too Hot</b>	4%	3%

Table IV-32B displays the percent who became sick and needed to go to the doctor or hospital because the home was too cold by vulnerable group. The table shows that households without vulnerable members were most likely to become sick, but that households with disabled members, households with children and households with no vulnerable members were most likely to become sick and need to go to the doctor or hospital because the home was too cold.

**Table IV-32B**  
**Someone in Household Became Sick Because Home was Too Cold**  
**In the Past Five Years**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Became Sick</b>	15%	28%	31%	38%
<b>Became Sick and Needed to Go to the Doctor or Hospital</b>	10%	22%	22%	21%

Table IV-32C displays the percent of respondents with a serious medical condition who got sick because the home was too hot or too cold and need to go to the doctor or hospital. The table shows that 26 percent

of respondents with a serious medical condition became sick because their home was too hot or too cold and 18 percent needed to go to a doctor or to the hospital due to this illness.

**Table IV-51**  
**Household Member With Allergies, Asthma, Emphysema, or COPD,**  
**High Blood Pressure, Heart Disease, or Stroke**  
**Got Sick Because the Household was Too Hot or Too Cold**  
**and Needed to Go to the Doctor or Hospital**  
**In the Past Year**

	Became Sick	Needed to Go to the Doctor or Hospital
<b>Number of Respondents</b>	1,509	1,509
<b>Yes</b>	26%	18%
<b>No</b>	74%	8%
<b>Don't Know</b>	<1%	0%
<b>Did not Become Sick</b>	--	74%

Table IV-33 displays the percent of respondents who became sick and needed to go to the doctor or hospital because the home was too hot or too cold in the 2003, 2008, and 2009 surveys. The table shows that the percentage who faced these problems was approximately the same in all three surveys.

**Table IV-33**  
**Someone in Household Became Sick Because Home was Too Hot or Too Cold**  
**And Had to Go to the Hospital in the Past Five Years**  
**Comparison of Survey Results**

	2003		2008		2009	
	Became Sick	Needed to Go to the Doctor or Hospital	Became Sick	Needed to Go to the Doctor or Hospital	Became Sick	Needed to Go to the Doctor or Hospital
<b>Number of Respondents</b>	2,161		1,256		1,828	
<b>Yes</b>	24%	17%	26%	18%	26%	18%
<b>No</b>	75%	7%	74%	8%	74%	8%
<b>Don't Know</b>	1%	0%	<1%	0%	<1%	0%
<b>Did not Become Sick</b>	--	76%	--	74%	--	74%

Table IV-34A compares the percent of respondents with seniors in the household who had medical and health problems in the 2003 survey, the 2008 survey, and the 2009 survey. The table shows that a few of the indicators were higher than in the 2003 survey.

**Table IV-34A**  
**Medical and Health Problems During the Past Five Years**  
**Comparison of Survey Results**  
**By Vulnerable Group – Senior Member in Household**

	2003 Survey	2008 Survey	2009 Survey
Number of Respondents	888	542	757
Went Without Food for At Least One Day	11%	24%	<u>20%</u>
Went Without Medical or Dental Care	29%	32%	29%
Did Not Fill Prescription or Took Less Than Full Dose	<u>23%</u>	<u>31%</u>	26%
Unable to pay Energy Bill Due to Medical Expenses	16%	15%	16%
Became Sick Because Home was Too Cold	<u>11%</u>	15%	<u>15%</u>
Became Sick Because Home was Too Hot	6%	5%	4%

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

Table IV-34B compares the percent of respondents with disabled household members who had medical and health problems in the 2003 survey, the 2008 survey, and the 2009 survey. The table shows that a few of the indicators were higher than in the 2003 survey.

**Table IV-34B**  
**Medical and Health Problems During the Past Five Years**  
**Comparison of Survey Results**  
**By Vulnerable Group – Disabled Member in Household**

	2003 Survey	2008 Survey	2009 Survey
Number of Respondents	1,013	627	788
Went Without Food for At Least One Day	<u>25%</u>	39%	<u>36%</u>
Went Without Medical or Dental Care	39%	44%	41%
Did Not Fill Prescription or Took Less Than Full Dose	<u>32%</u>	42%	<u>40%</u>
Unable to pay Energy Bill Due to Medical Expenses	<u>19%</u>	26%	<u>28%</u>
Became Sick Because Home was Too Cold	29%	26%	28%
Became Sick Because Home was Too Hot	7%	9%	7%

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

Table IV-34C compares the percent of respondents with children who had medical and health problems in the 2003 survey, the 2008 survey, and the 2009 survey. The table shows that a few of the indicators were higher than in the 2003 survey.

**Table IV-34C**  
**Medical and Health Problems During the Past Five Years**  
**Comparison of Survey Results**  
**By Vulnerable Group – Child Under 18 in Household**

	2003 Survey	2008 Survey	2009 Survey
Number of Respondents	919	503	778
Went Without Food for At Least One Day	<u>28%</u>	36%	<u>33%</u>
Went Without Medical or Dental Care	<u>40%</u>	48%	<u>45%</u>
Did Not Fill Prescription or Took Less Than Full Dose	34%	42%	37%
Unable to pay Energy Bill Due to Medical Expenses	24%	28%	26%
Became Sick Because Home was Too Cold	<u>24%</u>	28%	<u>31%</u>
Became Sick Because Home was Too Hot	<u>9%</u>	<u>8%</u>	<u>4%</u>

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

Table IV-34D compares the percent of respondents with no vulnerable household members who had medical and health problems in the 2003 survey, the 2008 survey, and the 2009 survey. The table shows that a few of the indicators were higher than in the 2003 and 2008 surveys. Households with no vulnerable members appear to have had the greatest increase in these problems since last year.

**Table IV-34D**  
**Medical and Health Problems During the Past Five Years**  
**Comparison of Survey Results**  
**By Vulnerable Group – No Vulnerable Members in Household**

	2003 Survey	2008 Survey	2009 Survey
Number of Respondents	476	87	152
Went Without Food for At Least One Day	<u>24%</u>	<u>32%</u>	<u>49%</u>
Went Without Medical or Dental Care	<u>49%</u>	65%	<u>72%</u>
Did Not Fill Prescription or Took Less Than Full Dose	38%	47%	40%
Unable to pay Energy Bill Due to Medical Expenses	18%	<u>13%</u>	<u>24%</u>
Became Sick Because Home was Too Cold	<u>21%</u>	<u>13%</u>	<u>38%</u>
Became Sick Because Home was Too Hot	4%	3%	1%

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

## V. The Need For LIHEAP

This section examines the history of LIHEAP receipt, utility bill payment problems and payment arrangements, and the importance of LIHEAP in helping recipients meet their needs.

### A. History of LIHEAP Receipt

Respondents were asked whether they had received LIHEAP benefits in the year prior to the survey. Since the survey sample was drawn from state LIHEAP databases of past year LIHEAP recipients, all respondents received LIHEAP in the past year. However, because LIHEAP is often paid directly on the household's utility bill, respondents are often not aware that they received these benefits. Table V-1A shows that only 86 percent of the respondents reported that they had received LIHEAP in the past year.

**Table V-1A**  
**Received LIHEAP During Past Year<sup>8</sup>**

	Percent of Respondents
<b>Yes</b>	86%
<b>No</b>	12%
<b>Don't Know</b>	3%

Table V-1B displays the percent of respondents who reported that they received LIHEAP during the past year by vulnerable group. Households with no vulnerable members were more likely than some of the other groups to report that they received LIHEAP, perhaps because they are less likely to have received these benefits automatically through participation in another program.

**Table V-1B**  
**Received LIHEAP During Past Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Yes</b>	83%	85%	87%	89%
<b>No</b>	13%	12%	10%	8%
<b>Don't Know / Refused</b>	4%	3%	2%	3%

Table V-1C displays the percent of respondents who reported that they received LIHEAP in the past year by poverty level. The table shows that all poverty groups have the same likelihood of being aware of benefit receipt.

<sup>8</sup> Interviewers used the name for the LIHEAP program particular to the state of the recipient interviewed. If the respondent was initially confused or did not recall the program based on the state-designated name, interviewers were trained to assist their memory by describing energy assistance benefits, and using the term energy assistance throughout the survey instead of the state-designated LIHEAP name.

**Table V-1C**  
**Received LIHEAP During Past Year**  
**By Poverty Level**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Yes</b>	86%	86%	86%	85%
<b>No</b>	12%	12%	11%	12%
<b>Don't Know / Refused</b>	2%	2%	4%	3%

Respondents were asked to report the number of times in the past five years that they received LIHEAP. Table V-2A shows that about one quarter said they only received benefits in one of the past five years, and about one quarter said that they received benefits in each of the past five years.

**Table V-2A**  
**Number of Years Received LIHEAP in the Past Five Years**

Number of Years Received LIHEAP	Percent of Respondents
<b>1</b>	26%
<b>2</b>	18%
<b>3</b>	15%
<b>4</b>	8%
<b>5</b>	25%
<b>Don't Know / Refused</b>	8%

Table V-2B displays the number of years that respondents reported they received LIHEAP by vulnerable group. The table shows that households without vulnerable members are most likely to report that they only received benefits in one of the past five years and are least likely to report that they received LIHEAP in each of the past five years. These households appear to be more likely to be facing temporary financial problems.

**Table V-2B**  
**Number of Years Received LIHEAP**  
**In the Past Five Years**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>1</b>	22%	21%	30%	44%
<b>2</b>	13%	18%	22%	20%
<b>3</b>	16%	16%	15%	11%
<b>4</b>	8%	8%	8%	6%
<b>5</b>	31%	29%	19%	16%

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Don't Know / Refused</b>	10%	8%	7%	3%

Table V-2C displays the number of years that respondents reported they received LIHEAP by poverty group. The table shows that households with income below 50 percent of poverty and households with income above 150 percent of poverty were most likely to report that they received LIHEAP in only one of the past five years.

**Table V-2C**  
**Number of Years Received LIHEAP In the Past Five Years**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>1</b>	34%	20%	28%	34%
<b>2</b>	21%	16%	17%	23%
<b>3</b>	10%	16%	18%	12%
<b>4</b>	7%	8%	9%	6%
<b>5</b>	20%	30%	25%	18%
<b>Don't Know / Refused</b>	8%	10%	5%	6%

Respondents were asked whether they applied or planned to apply for LIHEAP in the current year. The table shows that 88 percent reported that they did so.

**Table V-3A**  
**Applied or Plans to Apply for LIHEAP This Year**

	Percent of Respondents
<b>Yes</b>	88%
<b>No</b>	9%
<b>Don't Know</b>	3%

Table V-3B shows that households with disabled members are most likely to report that they applied or plan to apply for LIHEAP in the current year.

**Table V-3B**  
**Applied or Plans to Apply for LIHEAP This Year**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	757	788	778	152
<b>Yes</b>	89%	91%	86%	86%
<b>No</b>	7%	7%	10%	14%
<b>Don't Know</b>	4%	3%	4%	1%

Table V-3C shows that households between 50 and 150 percent of the poverty level are most likely to report that they applied or plan to apply for LIHEAP this year.

**Table V-3C**  
**Applied or Plans to Apply for LIHEAP This Year**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	286	673	557	312
<b>Yes</b>	84%	90%	90%	83%
<b>No</b>	12%	7%	7%	13%
<b>Don't Know</b>	3%	3%	3%	4%

Table V-4 compares information about LIHEAP receipt in the 2003, 2008 and 2009 surveys. The table shows that respondents in 2009 were somewhat more likely than in 2003 to report that they received LIHEAP in each of the past five years and to report that they applied or plan to apply for LIHEAP this year.

**Table V-4**  
**LIHEAP Receipt**  
**Comparison of Survey Results**

	2003 Survey	2008 Survey	2009 Survey
<b>Number of Respondents</b>	2,161	1,256	1,828
<b>Recalled Receipt of LIHEAP</b>	84%	86%	86%
<b>Percent That Reported They Received LIHEAP in Each of the Past Five Years</b>	<u>21%</u>	26%	<u>25%</u>
<b>Plans to Apply for LIHEAP This Year</b>	83%	88%	<u>88%</u>

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

## ***B. Utility Payment***

This section examines respondents' need for utility payment arrangements and resources available to assist them in preventing service termination. Table V-5 shows that 51 percent of

respondents tried to work out a payment arrangement in the past year, and 86 percent of those who tried to work out a payment arrangement were able to do so.

**Table V-5**  
**Payment Arrangement with Gas or Electric Company**  
**In the Past Year**

	2008 Survey		2009 Survey	
	Tried to Work Out Payment Arrangement	Was Able to Work Out Payment Arrangement	Tried to Work Out Payment Arrangement	Was Able to Work Out Payment Arrangement
<b>Number of Respondents</b>	1,256	682	1,828	976
<b>Yes</b>	54%	84%	51%	86%
<b>No</b>	45%	15%	48%	14%
<b>Don't Know</b>	1%	1%	1%	1%

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

Table V-6 shows that 56 percent of respondents who tried to make a payment arrangement contacted a fuel fund or social services agency for assistance, and 79 percent of those who applied for assistance received some form of assistance. Respondents were more likely to apply and received assistance in FY 2009 than in the previous year.

**Table V-6**  
**Contacted a Fuel Fund or Social Services Agency for Assistance**  
**When Tried to Work Out a Payment Arrangement with Gas or Electric Company**

	2008 Survey		2009 Survey	
	Contacted Fuel Fund or Social Services Agency	Fuel Fund or Social Services Agency Was Able to Help	Contacted Fuel Fund or Social Services Agency	Fuel Fund or Social Services Agency Was Able to Help
<b>Number of Respondents</b>	682	340	976	551
<b>Yes</b>	<u>50%</u>	<u>72%</u>	<u>56%</u>	<u>79%</u>
<b>No</b>	<u>49%</u>	<u>25%</u>	<u>43%</u>	<u>18%</u>
<b>Don't Know</b>	2%	4%	1%	3%

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

Table V-7 shows that 70 percent who tried to work out a payment arrangement with their utility applied for assistance from LIHEAP and 82 percent of those who applied for LIHEAP assistance received LIHEAP assistance. This is an increase from the previous year when only 75 percent of those who tried to work out a payment arrangement and applied for LIHEAP assistance received that assistance.

**Table V-7**  
**Applied for Assistance from LIHEAP**  
**When Tried to Work Out a Payment Arrangement with Gas or Electric Company**

	2008 Survey		2009 Survey	
	Applied for Assistance from LIHEAP	Received Assistance from LIHEAP	Applied for Assistance from LIHEAP	Received Assistance from LIHEAP
<b>Number of Respondents</b>	682	458	976	670
<b>Yes</b>	67%	<u>75%</u>	70%	<u>82%</u>
<b>No</b>	29%	<u>22%</u>	27%	<u>16%</u>
<b>Don't Know</b>	4%	2%	3%	2%

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

Table V-8 shows that 61 percent of those who tried to work out a payment arrangement received assistance that was sufficient to prevent service termination, 73 percent of those who applied for assistance received assistance that was sufficient to prevent service termination, and 86 percent of those who received assistance obtained assistance that was sufficient to prevent service termination.

**Table V-8**  
**Assistance from LIHEAP or Social Services Was**  
**Sufficient to Prevent Termination of Gas or Electric Service**

	2008 Survey	2009 Survey
<b>Tried to Work Out Payment Arrangement</b>		
<b>Number of Respondents</b>	682	976
<b>LIHEAP Was Sufficient</b>	54%	61%
<b>Applied for Assistance</b>		
<b>Number of Respondents</b>	541	794
<b>LIHEAP Was Sufficient</b>	69%	73%
<b>Received LIHEAP or Social Services Assistance</b>		
<b>Number of Respondents</b>	431	688
<b>LIHEAP Was Sufficient</b>	87%	86%

### ***C. Problems that Would Have Been Faced in the Absence of LIHEAP***

Respondents who said that they did not face some problems with their energy bills were asked whether they felt they would have faced such problems if LIHEAP assistance had not been available. Table V-9 shows that 76 percent said they would have worried about their energy bill if LIHEAP had not been available, 64 percent said they would have had to keep their home at an unsafe or unhealthy temperature if LIHEAP assistance had not been available, and 53 percent said they would have had their electricity or home heating fuel discontinued if LIHEAP assistance had not been available.

**Table V-9**  
**If LIHEAP Had Not Been Available, Problems that May Have Been Faced**

	Worried About Paying Home Energy Bill	Kept Home at Unsafe or Unhealthy Temperature	Had Electricity or Home Heating Fuel Discontinued
Number of Respondents	389	1,134	1,175
Yes	76%	64%	53%
No	23%	32%	41%
Don't Know/ Refused	1%	4%	6%

Table V-10 compares responses about problems that would have been faced in the absence of LIHEAP between 2003, 2008, and 2009. The table shows that respondents were more than in 2009 than in 2003 to say that they would have faced these problems.

**Table V-10**  
**If LIHEAP Had Not Been Available, Problems that May Have Been Faced**  
**Comparison of Survey Results**

	2003 Survey		2008 Survey		2009 Survey	
	Respondents	Percent of Respondents	Respondents	Percent of Respondents	Respondents	Percent of Respondents
Worried About Paying Home Energy Bill	511	<u>66%</u>	294	77%	389	<u>76%</u>
Kept Home at Unsafe or Unhealthy Levels	1,392	<u>54%</u>	761	63%	1,134	<u>64%</u>
Had Electricity or Home Heating Fuel Discontinued	1,555	<u>48%</u>	845	<u>59%</u>	1,175	<u>53%</u>

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

#### ***D. LIHEAP Restored Heat***

Respondents were asked whether LIHEAP helped to restore heat due to shutoff or broken equipment. The table shows that 12 percent said that LIHEAP restored heat due to a shutoff and seven percent said that LIHEAP restored heat due to broken equipment.

**Table V-11**  
**LIHEAP Helped to Restore Heat Due to Shutoff or Broken Equipment**

	Restored Heat Due to Shutoff		Restored Heat Due to Broken Equipment	
	2008	2009	2008	2009
Yes	12%	12%	<u>9%</u>	<u>7%</u>
No	<u>8%</u>	<u>6%</u>	5%	5%
Don't Know	<1%	<1%	<1%	<1%
Did Not Experience Loss of Heat/or Did Not Receive LIHEAP	81%	81%	86%	87%

Note: 2009 statistically significant differences at the 95% level from 2008 are underlined.

### E. Importance of LIHEAP

Respondents were asked to report how important LIHEAP was in helping them to meet their needs. Table V-12A shows that 93 percent of respondents said that LIHEAP was very important, an increase over the previous surveys.

**Table V-12A**  
**Importance of LIHEAP**

	2003 Survey	2008 Survey	2009 Survey
<b>Number of Respondents</b>	957	1,082	1,537
<b>Very Important</b>	<u>74%</u>	<u>90%</u>	<u>93%</u>
<b>Somewhat Important</b>	6%	<u>8%</u>	<u>5%</u>
<b>Of Little Importance</b>	<u>3%</u>	1%	<u>1%</u>
<b>Not At All Important</b>	1%	1%	<1%
<b>Don't Know / Refused</b>	<1%	<1%	1%

Note: 2009 statistically significant differences at the 95% level from 2003 and 2008 are underlined.

Table V-12B shows that households with disabled members were most likely to say that LIHEAP was very important in helping them meet their needs.

**Table V-12B**  
**Importance of LIHEAP**  
**By Vulnerable Group**

	Senior	Disabled	Child Under 18	Non-Vulnerable
<b>Number of Respondents</b>	617	650	673	135
<b>Very Important</b>	91%	96%	93%	91%
<b>Somewhat Important</b>	6%	3%	5%	4%
<b>Of Little Importance</b>	1%	<1%	1%	4%
<b>Not At All Important</b>	<1%	<1%	0%	0%
<b>Don't Know</b>	1%	1%	<1%	0%

Table V-12C shows that households with income below 100 percent of the poverty level were most likely to say that LIHEAP was very important in helping them meet their needs.

**Table V-12C**  
**Importance of LIHEAP**  
**By Poverty Group**

	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Number of Respondents</b>	240	574	464	259
<b>Very Important</b>	95%	95%	92%	83%

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	Poverty Level			
	0-50%	51-100%	101-150%	>150%
<b>Somewhat Important</b>	3%	4%	7%	9%
<b>Of Little Importance</b>	1%	1%	1%	6%
<b>Not At All Important</b>	0%	<1%	<1%	<1%
<b>Don't Know</b>	1%	1%	<1%	2%

## VI. Regional Analysis

This section provides a regional analysis of some of the information that was presented in this report.

### A. Demographic Characteristics

Table VI-1 displays the percent of respondents with children and the percent in single family households. The table shows that households in the northeast are most likely to include children.

**Table VI-1**  
**Presence of Children Under 18 and Single-Parent Households**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>Percent with Children</b>	49%	43%	39%	46%
<b>Percent in Single-Parent Households</b>	18%	19%	15%	16%

Table VI-2 displays the poverty level of LIHEAP recipients by region. The table shows that households in the Northeast are most likely to have income above 150 percent of the poverty level.

**Table VI-2**  
**Poverty Level**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>0%-50%</b>	21%	18%	21%	23%
<b>51%-100%</b>	42%	39%	51%	40%
<b>101%-150%</b>	24%	34%	22%	31%
<b>&gt;150%</b>	13%	9%	6%	6%

Table VI-3 shows that recipients in the West are most likely to have employment income, recipients in the South and West are most likely to have retirement income, recipients in the West are most likely to receive public assistance, and recipients in the South are most likely to receive non-cash benefits.

**Table VI-3**  
**Types of Income and Benefits Received**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318

	Northeast	Midwest	South	West
Wages or Self-Employment Income	32%	30%	27%	37%
Retirement Income	33%	41%	39%	35%
Public Assistance	40%	39%	36%	46%
Non-Cash Benefits	61%	55%	71%	62%

Table VI-4 displays the percent of respondents who were unemployed during the year. The table shows that LIHEAP recipients in the West were most likely to be unemployed.

**Table VI-4**  
**Unemployed During the Year**  
**By Region**

	Northeast	Midwest	South	West
Number of Respondents	869	305	336	318
Yes	33%	36%	37%	42%
No	65%	64%	63%	57%
Don't Know / Refused	2%	0%	<1%	1%

### ***B. Energy Burden and Energy Bill Payment Problems***

Table VI-5 displays mean pre and post-LIHEAP energy burden by region. The table shows that recipients in the West have lower energy burdens on average than those in the other regions.

**Table VI-5**  
**Mean Energy Burden**  
**By Region**

	Northeast	Midwest	South	West
Number of Respondents	715	255	299	264
Pre-LIHEAP	16%	16%	16%	14%
Post-LIHEAP	10%	12%	13%	8%

Table VI-6 shows that recipients in the Northeast and in the South were most likely to report that they worried about paying their home energy bill during the past year.

**Table VI-6**  
**Worried About Paying Home Energy Bill Due to**  
**Not Having Enough Money for the Energy Bill**  
**During Past Year**  
**By Region**

	Northeast	Midwest	South	West
Number of Respondents	869	305	336	318

	Northeast	Midwest	South	West
<b>Almost Every Month</b>	31%	28%	33%	31%
<b>Some Months</b>	31%	25%	28%	25%
<b>1 or 2 Months</b>	15%	15%	19%	17%
<b>Never / No</b>	23%	32%	20%	27%
<b>Don't Know / Refused</b>	<1%	0%	0%	<1%

Table VI-7 shows that recipients in the South were most likely to report that they borrowed from a friend or relative to pay their home energy bill during the past year. Fifty-six percent of LIHEAP recipients in the South reported that they did so.

**Table VI-7**  
**Borrowed from a Friend or Relative to Pay Home Energy Bill Due to**  
**Not Having Enough Money for the Energy Bill**  
**During Past Year**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>Almost Every Month</b>	4%	3%	8%	5%
<b>Some Months</b>	22%	17%	26%	21%
<b>1 or 2 Months</b>	21%	16%	22%	23%
<b>Never / No</b>	53%	63%	44%	51%
<b>Don't Know / Refused</b>	<1%	<1%	<1%	0%

Table VI-8 shows that LIHEAP recipients in the West and South were most likely to report that they left their home for part of the day because it was too hot or too cold.

**Table VI-8**  
**Left Home for Part of the Day Because it was Too Hot or Too Cold**  
**Due to Not Having Enough Money for the Energy Bill**  
**During Past Year**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>Almost Every Month</b>	1%	1%	1%	2%
<b>Some Months</b>	7%	7%	13%	13%
<b>1 or 2 Months</b>	12%	9%	10%	12%
<b>Never / No</b>	80%	83%	75%	73%
<b>Don't Know / Refused</b>	<1%	0%	0%	<1%

Table VI-9 shows that the percentage of respondents who reported that they used their kitchen oven or stove to provide heat in the past year ranged from 30 percent in the Midwest to 37 percent in the West.

**Table VI-9**  
**Used Kitchen Stove or Oven to Provide Heat**  
**Due to Not Having Enough Money for the Energy Bill**  
**During Past Year**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>Almost Every Month</b>	3%	2%	2%	4%
<b>Some Months</b>	15%	13%	19%	13%
<b>1 or 2 Months</b>	16%	15%	14%	20%
<b>Never / No</b>	66%	70%	65%	62%
<b>Don't Know / Refused</b>	1%	<1%	0%	<1%

Table VI-10 shows that respondents in the West were most likely to report that they skipped paying or paid less than their entire home energy bill during the past year.

**Table VI-10**  
**Skipped Paying or Paid Less than Entire Home Energy Bill**  
**Due to Not Having Enough Money for the Energy Bill**  
**During Past Year**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>Almost Every Month</b>	9%	9%	13%	16%
<b>Some Months</b>	24%	18%	22%	22%
<b>1 or 2 Months</b>	16%	19%	15%	19%
<b>Never / No</b>	50%	54%	50%	42%
<b>Don't Know / Refused</b>	<1%	<1%	<1%	0%

Table VI-11 shows that respondents in the Northeast, South, and West were more likely than those in the Midwest to report that they received a notice or threat to disconnect their electricity or home heating fuel in the past year.

**Table VI-11**  
**Received Notice or Threat to Disconnect or Discontinue Electricity or Home Heating Fuel**  
**Due to Not Having Enough Money for the Energy Bill**  
**During Past Year**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>Almost Every Month</b>	5%	5%	8%	4%
<b>Some Months</b>	14%	8%	16%	13%
<b>1 or 2 Months</b>	20%	18%	15%	19%
<b>Never / No</b>	61%	70%	62%	63%
<b>Don't Know / Refused</b>	<1%	0%	0%	<1%

Table VI-12 displays the percent of respondents who had their electricity and gas utility service terminated during the past year. The table shows that there is not much variation in service terminations by region.

**Table VI-12**  
**Utility Service Terminations**  
**During Past Year**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>Electricity</b>	10%	7%	9%	8%
<b>Gas</b>	7%	8%	6%	5%
<b>Electricity or Gas</b>	13%	11%	13%	11%

### ***C. Housing, Health, and Medical Problems***

Table VI-13 displays the percent who did not make their full rent or mortgage payment in the past five years. The table shows that respondents in the South were most likely to report this problem, and respondents in the Midwest were least likely to report this problem.

**Table VI-13**  
**Did Not Make Full Rent or Mortgage Payment Due to Energy Bills**  
**In the Past Five Years**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>Yes</b>	33%	25%	37%	34%
<b>No</b>	66%	75%	62%	65%
<b>Don't Know/Refused</b>	1%	<1%	1%	1%

Table VI-14 displays the percent of respondents who reported that they went without food for at least one day in the past five years. The table shows that respondents in the West were most likely to report this problem.

**Table VI-14**  
**Went Without Food for at Least One Day Due to Energy Bills**  
**In the Past Five Years**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>Yes</b>	29%	27%	30%	39%
<b>No</b>	71%	73%	70%	60%
<b>Don't Know/ Refused</b>	<1%	0%	0%	<1%

Table VI-15 shows that respondents in the South and in the West were most likely to report that they went without medical or dental care due to their energy bills in the past five years.

**Table VI-15**  
**Went Without Medical or Dental Care Due to Energy Bills**  
**In the Past Five Years**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>Yes</b>	37%	36%	51%	48%
<b>No</b>	63%	64%	48%	52%
<b>Don't Know/ Refused</b>	<1%	<1%	<1%	0%

Table VI-16 shows that respondents in the South were most likely to report that they did not fill their prescription or took less than the full dose of a prescribed medication due to their energy bills in the past five years.

**Table VI-16**  
**Didn't Fill Prescription or Took Less Than the Full Dose of**  
**Prescribed Medicine Due to Energy Bills**  
**In the Past Five Years**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>Yes</b>	33%	27%	43%	33%
<b>No</b>	66%	73%	56%	67%
<b>Don't Know / Refused</b>	1%	0%	<1%	<1%

Table VI-17 shows that respondents in the West were most likely to report that someone in the home became sick because the home was too cold and respondents in the Midwest were least likely to report this problem.

**Table VI-17**  
**Someone in Household Became Sick Because Home was Too Cold**  
**In the Past Five Years**  
**By Region**

	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>Yes</b>	26%	18%	27%	35%
<b>No</b>	73%	81%	73%	64%
<b>Don't Know / Refused</b>	1%	1%	1%	1%

#### ***D. LIHEAP Receipt***

Table VI-18 displays the number of years that respondents reported they received LIHEAP in the past five years. The table shows that respondents in the West were most likely to report that they received LIHEAP in only one of the past five years and respondents in the Midwest were most likely to report that they received LIHEAP in each of the past five years.

**Table VI-18**  
**Number of Years Received LIHEAP**  
**In the Past Five Years**  
**By Region**

	2009 Survey			
	Northeast	Midwest	South	West
<b>Number of Respondents</b>	869	305	336	318
<b>1</b>	27%	19%	30%	36%
<b>2</b>	20%	16%	16%	18%

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	2009 Survey			
	Northeast	Midwest	South	West
<b>3</b>	16%	15%	12%	16%
<b>4</b>	7%	10%	7%	5%
<b>5</b>	21%	35%	17%	20%
<b>Don't Know / Refused</b>	7%	5%	17%	4%

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## VII. Conclusion

The 2009 NEADA study confirmed that LIHEAP recipient households are likely to be vulnerable to temperature extremes. They are likely to have seniors, disabled members, or children in the home. Over 90 percent of LIHEAP recipients had at least one of these vulnerable household members. The study also showed that these households face many challenges in addition to their energy bills, including unemployment, unhealthy home conditions, and medical issues.

### Energy Costs

LIHEAP recipients reported that they faced high energy costs. Over one third of the respondents reported energy costs over \$2,000 in the past year and 35 percent said that their energy bills had increased over the previous year. The majority of those who said that their energy bills were more difficult to pay, said that the increased difficulty was due to a worsened financial situation.

### Responses to High Energy Costs

Households reported that they took several actions to make ends meet, including closing off part of the home and leaving the home for part of the day. Some of the actions were unsafe and could lead to injury or illness, such as keeping the home at a temperature that was unsafe or unhealthy or using the kitchen stove or oven to provide heat.

### Inability to Pay Energy Bills

Despite the assistance that they received, many LIHEAP recipients were unable to pay their energy bills. Almost half of the respondents reported that they had skipped paying or paid less than their entire home energy bill in the past year and more than one third said that they received a notice or threat to disconnect or discontinue their electricity or home heating fuel.

Households went without utility service and sacrificed heating and cooling their home. Over ten percent had their electric or natural gas service shut off in the past year due to nonpayment. More than one quarter reported that they were unable to use their main source of heat in the past year because their fuel was shut off, they could not pay for fuel delivery, or their heating system was broken and they could not afford to fix it. Almost one fifth reported that they were unable to use their air conditioner in the past year because their electricity was shut off or their air conditioner was broken and they could not afford to fix it.

### Housing and Financial Problems

Many LIHEAP recipients had problems paying for housing in the past five years, due at least partly to their energy bills. Over one quarter did not make their full mortgage or rent payment. Five percent were evicted from their home or apartment and four percent had a foreclosure on their mortgage.

They faced other significant financial problems as well, including taking out payday loans and going into bankruptcy.

### Medical and Health Problems

Many of the LIHEAP recipients faced significant medical and health problems in the past five years, partly as a result of high energy costs. Nearly one third reported that they went without food, over 40

percent sacrificed medical care, and one quarter had someone in the home become sick because the home was too cold.

### **The Need for LIHEAP**

Households reported enormous challenges despite the fact that they received LIHEAP. However, they reported that LIHEAP was extremely important. Many reported that they would have kept their home at unsafe or unhealthy temperatures and/or had their electricity or home heating fuel discontinued if it had not been for LIHEAP. Ninety-eight percent said that LIHEAP was very or somewhat important in helping them to meet their needs.

It is clear that many of these households will continue to need LIHEAP to meet their energy and other essential needs. Almost ninety percent said that they have or plan to apply for LIHEAP in the next year.

# Southwest Gas

## Disconnections

State fiscal year (June - July) for the years ending 2008, 2009 and 2010

DATE	AZ Total Comp						
<b>2007</b>							
Jan		Jan	3039	Jan	1909	Jan	1951
Feb		Feb	2919	Feb	3820	Feb	3280
Mar		Mar	4126	Mar	5825	Mar	4525
Apr		Apr	4857	Apr	4744	Apr	4172
May		May	3325	May	3146	May	3195
Jun	2326	Jun	2792	Jun	2685	Jun	2744
Jul	2043	Jul	2543	Jul	2804	Jul	2933
Aug	1947	Aug	2184	Aug	3603	Aug	2844
Sept	1535	Sept	2175	Sept	3167	Sept	
Oct	2332	Oct	2449	Oct	2806	Oct	
Nov	2232	Nov	1576	Nov	1957	Nov	
Dec	1524	Dec	2272	Dec	2040	Dec	
<b>2007 Total</b>	<b>38962</b>	<b>2008 Total</b>	<b>68423</b>	<b>2009 Total</b>	<b>69266</b>	<b>2010 Total</b>	<b>44820</b>

**Grand Total**

**221,471**