

**NATIONAL ENERGY ASSISTANCE
DIRECTORS' ASSOCIATION**

**2011 NATIONAL ENERGY ASSISTANCE SURVEY
CONNECTICUT STUDY**

Final Report
November 2011

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.

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Georgia			

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Executive Summary

This report presents findings from a survey of FY 2011 LIHEAP recipients in Connecticut and compares their characteristics and problems affording energy bills to LIHEAP recipients in the Northeast, and to a nationally representative sample of LIHEAP recipients across the United States.

This study is part of a larger national study of LIHEAP recipients across the country. During the period of study, low-income households across the country continued to face a difficult economic climate and high energy costs. The national survey substantiated these issues, showing that 35 percent were unemployed at some point during the year and that 52 percent reported more difficulty paying energy bills than in the previous year. While the total LIHEAP appropriation fell from \$5.1 billion in FY 2009 to \$4.71 billion in FY 2011, it was still considerably higher than the \$2.57 billion appropriated in FY 2008. This resulted in greater average LIHEAP benefits and a greater percentage of eligible households served. Without this sustained higher funding, we expect that we would have seen a further increase in the prevalence of the problems studied in this report.

LIHEAP Recipient Households

LIHEAP recipients in CT, like those throughout the country, are likely to have vulnerable household members. Eighty-six percent of LIHEAP recipients in CT have an elderly household member, a disabled household member, or a child in the home.

By definition, these households have very low incomes – 69 percent of the recipients in CT have annual household income under \$20,000 and 47 percent have income below the poverty level.

Only 35 percent of LIHEAP recipients in CT own their homes. This compares to 46 percent in the Northeast and 46 percent in the U.S. as a whole. The lower rate of home ownership in CT probably relates to the high cost of housing in the state, as LIHEAP recipients in CT have higher annual household incomes than LIHEAP recipients in the Northeast and in the U.S. as a whole.

Financial Situation

Like LIHEAP recipients across the country, recipients in CT were likely to say that their financial situation was worse than it had been the previous year. In the state as a whole, 49 percent of recipients who said it was more difficult to pay energy bills said that their financial situation had worsened. Recipients in District 1 (Hartford) were most likely to say that their situation had worsened. Fifty-nine percent of these recipients said that their financial situation had worsened, compared to 52 percent in District 5 (Waterbury/Danbury/New Britain), and 38 percent in Districts 2 (Groton/Norwich) and 3 (New Haven).

Energy Costs

LIHEAP recipients in CT reported high energy costs. Over sixty percent of these respondents said that their annual energy costs were more than \$2,000, compared to 53 percent in the Northeast and 45 percent in the U.S. However, due to their higher incomes, their energy burdens were not as high as the country's average.

LIHEAP had a big impact on CT LIHEAP recipients' energy burden. Only 10 percent of LIHEAP recipients in CT had an energy burden of five percent or less prior to LIHEAP, but 39 percent had an energy burden of five percent or less after LIHEAP.

LIHEAP recipients in CT showed signs of unaffordable energy bills. Seventy-seven percent said that they reduced expenses for household necessities due to unaffordable energy bills.

Responses to High Energy Costs

LIHEAP recipients in CT sometimes took detrimental actions to meet their energy needs.

- 23 percent said that they kept their home at a temperature that they felt was unsafe or unhealthy during the past year, and 32 percent in District 3 (New Haven) said that they did so.
- 19 percent said they left their home for part of the day because it was too hot or too cold.
- 26 percent said that they used their kitchen oven or stove for heat.

Inability to Pay Energy Bills

LIHEAP recipients experienced instances when they could not afford to pay their energy bills and suffered loss of service.

- 50 percent said that they skipped paying or paid less than their full energy bill during the past year.
- 36 percent said that they received a notice or threat to discontinue their electricity or heating fuel.
- 12 percent said that their electric or natural gas service was shut off. 20 percent in District 3 (New Haven) said that their service was shut off compared to 6 percent in District 2 (Groton/Norwich).
- 27 percent said that they were unable to use their main source of heat due to discontinued service or broken equipment. 31 percent of those in District 3 (New Haven) reported this problem, compared to 18 percent in District 4 (Bridgeport/Stamford/Norwalk).
- 18 percent said that they were unable to use air conditioning due to discontinued service or broken equipment. 22 percent in District 1 (Hartford) and 13 percent in District 2 (Groton/Norwich) reported this problem.

Housing and Financial Problems

LIHEAP recipients in CT faced housing and financial problems as a result of unaffordable energy bills. Some of the problems faced in the past five years included the following.

- 38 percent said they did not make a full rent or mortgage payment.
- 5 percent were evicted from their home or apartment.
- 17 percent moved in with family or friends.

Medical and Health Problems

LIHEAP recipients in CT had medical and health problems during the previous five years as a result of their energy bills.

- 25 percent said that they went without food for at least one day. 33 percent in District 3 (New Haven) reported that they faced this problem.
- 29 percent said that they went without medical or dental care.
- 31 percent said that they did not take their prescription medication.
- 15 percent became sick and needed to go to the doctor or hospital because their home was too cold.

The rates of these problems were similar among LIHEAP recipients in the Northeast and in the U.S.

The Need for LIHEAP

Many of these households relied on LIHEAP to enable them to meet their most basic needs.

- 67 percent said that they would have kept their home at an unsafe or unhealthy temperature if LIHEAP had not been available. 73 percent in District 2 (Groton/Norwich) reported this.
- 64 percent said they would have had their electricity or home heating fuel discontinued if LIHEAP had not been available. 72 percent in District 2 (Groton/Norwich) reported this.

The survey provided documentation of the need for LIHEAP and the impact of LIHEAP on recipient households in CT. The survey also showed that many of these households continued to face difficulties meeting their energy needs and their other needs, due to the high cost of energy.

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 2011 NEA Survey selected a new sample of 2011 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 2011 NEA Survey for an increased CT sample and provides comparisons by district, and to the Northeast and to the U.S. as a whole. 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.”¹

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.

¹ 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.

- Income eligibility for households with incomes that do not exceed the greater of an amount equal to 150 percent of the federal poverty level², 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 percent of the poverty level. Eligibility priority may be given to households with high energy burden or need.³

B. 2011 National Energy Assistance Survey

The 2011 NEA Survey aimed to update the information about LIHEAP-recipient households that was collected in the 2003, 2005, 2008, and 2009 NEA Surveys. Stratified samples of 2011 LIHEAP recipients were selected to collect new information about the consequences of high energy bills for low-income households. The 2011 National Energy Assistance Survey collected the following information from LIHEAP-recipient households:

- Demographic, energy expenditure, and income information
- History of LIHEAP participation
- 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 2011 Survey included the 13 states that were included in the 2009 Survey, and the larger sample of CT LIHEAP recipients, as a result of additional funding that was allocated for a special study in CT. This report presents on the findings for CT and districts within the state, and compares statistics to those for the Northeast and to the U.S. as a whole.

C. Organization of the Report

This report has five sections that follow this introduction.

- *Section II: Survey Methodology* – Presents the methodology and survey response rates.
- *Section III: LIHEAP Recipients* – Presents demographic and income information for LIHEAP-recipient households that completed the 2011 NEA Survey.

² Most states use the 150 percent of federal poverty level maximum as the guideline. 150 percent of federal poverty in FY2011 is \$16,470 for a single person and \$33,660 for a family of four. The 60 percent-of-SMI limit was raised to 75 percent of SMI for Federal Fiscal Years (FFYs) 2009 and 2010.

³ 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 IV: Problems Faced Meeting 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.
- *Section VI: Conclusion* – Presents a summary of the key findings in this report.

II. Survey Methodology

This section describes the methodology for the 2011 NEA Survey.

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 would 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 Issues and Answers (I&A) to conduct the telephone survey through its call center. A researcher from APPRISE trained Issues and Answers' employees on the survey instrument and monitored survey implementation. I&A'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 English-language interviews and one for the Spanish-language interviewer. 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. I&A'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 May 2, 2011 and July 3, 2011. During this time period, 1,768 interviews were completed. Telephone interviews for Connecticut were conducted between May 20, 2011 and July 3, 2011. During this time, 495 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 congressional earmark, 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. The table presents the following information:

- **Number selected:** Initially, 220 households were selected for each district in Connecticut. Due to the high number of non-interviews and unusable telephone

numbers, an additional sample of 50 cases were selected for Districts 1, 3 and 4, and an additional 40 cases were selected for District 5. These additional respondents were not sent an advance letter. The final sample consisted of 1,290 cases.

- **Unusable:** There were 254 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 46 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 495 cases that were determined to have unknown eligibility to complete the interview, due to answering machines, no answers, and language barriers.⁴ 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, 495 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 backs⁵). In Connecticut, this survey achieved a 91 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 48 percent response rate for Connecticut.
- **Completed Interview Rate:** The completed interview rate is the percentage of households selected that completed the survey. This survey attained a 38 percent completed interview rate for Connecticut.

⁴ The telephone interview center conducted interviews with respondents with a language barrier who spoke Spanish in all but one case. However, there were 24 cases in CT in which an interview could not be completed due to a language barrier for a language other than Spanish.

⁵ 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.

Table II-1
Sample and Response Rates

	Total Sample	Connecticut
Number Selected	4,250	1,290
Unusable	1,066	254
Non-Interviews	128	46
Unknown Eligibility	1,288	495
Completed Interviews	1,768	495
Cooperation Rate	93%	91%
Response Rate	56%	48%
Completed Interview Rate	42%	38%

Table II-2 displays the number of interviews completed by state. The response rate ranged from 41 percent in New York to 69 percent in New Mexico.

Table II-2
Number of Completed Interviews by State

State	Total Selected	Completed Interviews	Response Rate
California	260	103	48%
Connecticut	1,290	495	48%
Delaware	220	100	63%
Georgia	220	105	59%
Iowa	220	102	65%
Maine	220	133	68%
Minnesota	220	105	60%
Montana	220	102	62%
New Mexico	220	102	69%
New York	450	101	41%
North Carolina	270	97	60%
Ohio	220	111	67%
Pennsylvania	220	112	62%
TOTAL	4,250	1,768	56%

Table II-3 displays the number of interviews completed by district in CT. The response rate ranged from 44 percent in District 1 to 52 percent in District 2.

Table II-3
Connecticut Number of Completed Interviews by District

Connecticut	Total Selected	Completed Interviews	Response Rate
District 1	270	95	44%
District 2	220	102	52%
District 3	270	93	45%
District 4	270	103	48%
District 5	260	102	50%

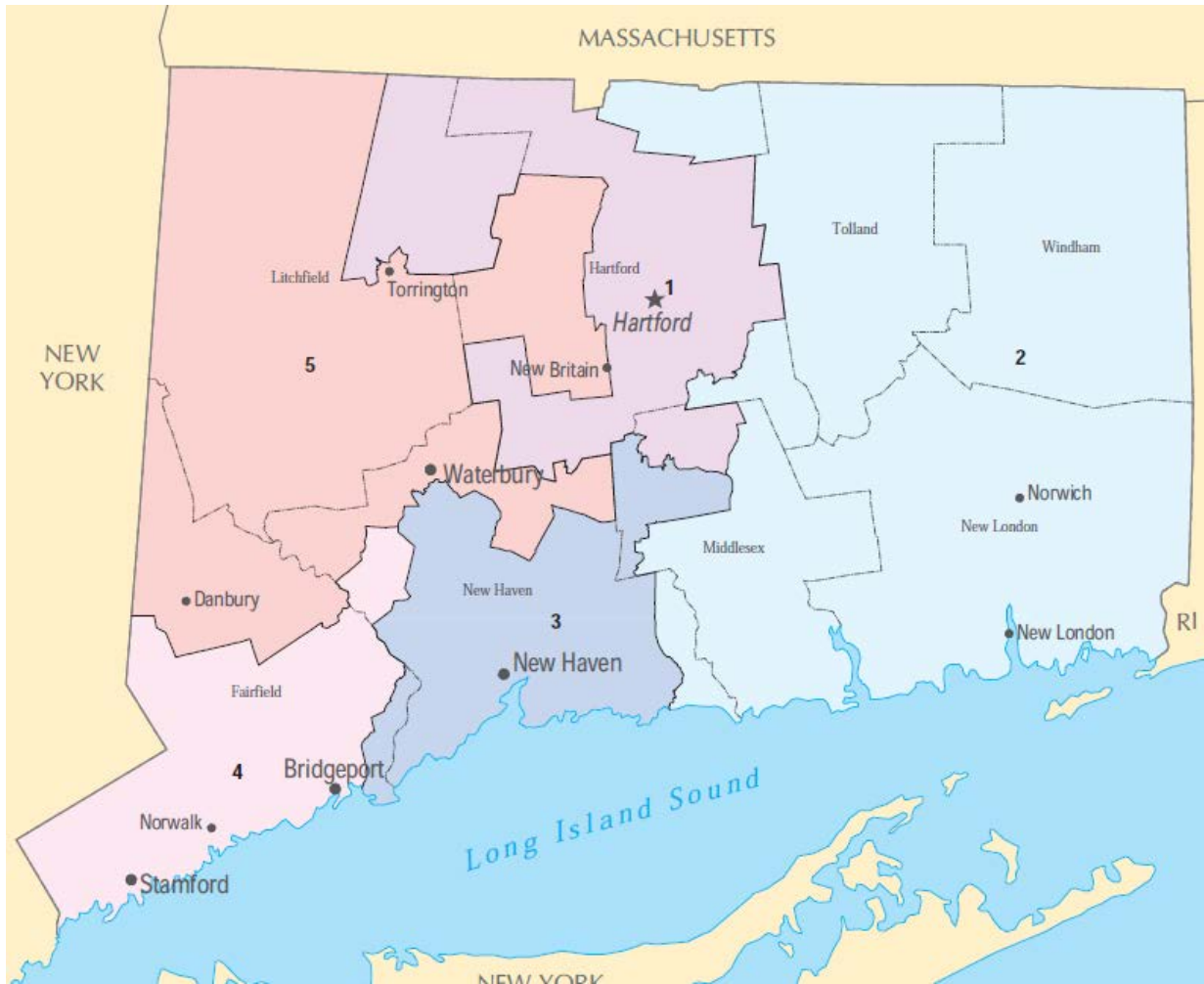
C. Districts

LIHEAP recipients in Connecticut were stratified into five districts for the sample selection and analysis. Table II-4 provides information on the major cities that are located in each of the districts. The largest cities in each district are highlighted.

Table II-4
Major Cities in Each District

District 1	District 2	District 3	District 4	District 5
Bristol	Groton	East Haven	Bridgeport	Bethel
East Hartford	New London	Middletown	Darien	Danbury
Hartford	Norwich	Milford	Norwalk	Meriden
Kensington	Southwood Acres	Naugatuck	Stamford	New Britain
Newington	Storrs	New Haven	Trumbull	Oakville
West Hartford	Thompsonville	North Haven	Westport	Torrington
Wethersfield		Shelton		Waterbury
Winsted		Stratford		
Windsor Locks		West Haven		

The map below displays the geographic divisions for the district level analysis.



III. LIHEAP Recipient Households

This section provides findings on the demographic characteristics of LIHEAP recipient households. We compare findings in the state of CT, the five CT districts, the Northeast, and the United States.

Table III-1 displays information on the number of household members. The table shows that approximately one-third of LIHEAP recipients live in one member households and less than half have more than two household members.

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

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
1	30%	30%	35%	29%	24%	31%	33%	36%
2	26%	26%	21%	22%	26%	32%	24%	22%
3	18%	20%	24%	18%	19%	12%	15%	14%
4	15%	13%	11%	20%	16%	16%	11%	12%
5	5%	3%	4%	3%	10%	7%	7%	8%
6 or more	4%	6%	4%	7%	4%	3%	7%	7%
Don't Know / Refused	2%	3%	0%	2%	2%	0%	2%	<1%

Table III-2 displays the percentage of LIHEAP households with vulnerable members. The table shows that 34 percent of LIHEAP households in CT have a senior member and 37 percent have a disabled member. Forty-six percent of households have a child aged 18 or younger.

**Table III-2
Vulnerable Groups**

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Senior	34%	34%	37%	33%	28%	35%	53%	40%
Disabled	37%	30%	35%	43%	30%	44%	40%	42%
Child ≤18	46%	44%	47%	48%	54%	41%	38%	41%
Child ≤5	20%	21%	20%	17%	22%	19%	18%	21%

Table III-3 displays the percentage of households that have at least one vulnerable member. The table shows that 86 percent of LIHEAP recipients in CT have a vulnerable household member.

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

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
At Least One Vulnerable Member	86%	84%	91%	89%	90%	83%	87%	89%
No Vulnerable Members	14%	16%	9%	11%	10%	17%	13%	11%

Table III-4 displays statistics on home ownership. The table shows that 35 percent of LIHEAP recipients in CT own their homes. This is lower than the 46 percent of recipients in both the Northeast and the United States, perhaps due to a higher cost of home ownership in CT. The table shows that the percentage ranges from 28 percent in District 1 to 48 percent in District 2.

**Table III-4
Home Ownership**

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Own	35%	28%	48%	34%	35%	37%	46%	46%
Rent	63%	67%	50%	64%	65%	63%	50%	49%
Other	1%	3%	1%	0%	0%	0%	1%	3%
Don't Know/ Refused	1%	2%	1%	2%	0%	0%	3%	2%

Table III-5 displays annual household income. The table shows that LIHEAP recipients in CT were less likely than LIHEAP recipients overall to have income below \$10,000. Mean household income was \$16,571 for LIHEAP recipients in CT, compared to \$14,910 for all LIHEAP recipients in the Northeast and \$14,427 for all LIHEAP recipients in the U.S.

**Table III-5
Annual Income**

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Less than \$ 10,000	28%	27%	26%	30%	30%	26%	32%	36%
\$ 10,001 - \$ 20,000	41%	42%	34%	39%	34%	49%	41%	41%
\$ 20,001 - \$ 30,000	19%	22%	20%	18%	17%	18%	16%	16%
\$ 30,001 - \$ 40,000	7%	6%	11%	10%	9%	5%	5%	5%
More than \$ 40,000	5%	3%	9%	4%	9%	2%	2%	2%
Mean Income	\$16,571	\$15,915	\$19,270	\$16,705	\$17,442	\$15,198	\$14,910	\$14,427

Table III-6 displays data on poverty level of LIHEAP recipients in CT. The table shows that 47 percent of LIHEAP recipients in CT had income at or below the poverty level, compared to 58 percent in the Northeast and 61 percent in the U.S. Twenty-eight percent of LIHEAP recipients in CT had income above 150 percent of poverty in CT compared to 13 percent in the Northeast and 11 percent in the U.S.

**Table III-6
Poverty Level**

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
0%-50%	20%	21%	18%	28%	22%	14%	19%	19%
51%-100%	27%	28%	21%	21%	26%	35%	39%	42%
101%-125%	13%	12%	12%	11%	10%	16%	17%	15%
126%-150%	11%	11%	14%	13%	15%	7%	12%	13%
>150%	28%	27%	35%	28%	28%	27%	13%	11%

Table III-7 displays information on income sources and benefits for LIHEAP recipients in CT. The table shows that 37 percent had income from employment, 34 percent had retirement income, 27 percent received public assistance, and 54 percent received non-cash benefits. LIHEAP recipients in CT were less likely than those in the Northeast or in the U.S. overall to receive non-cash benefits.

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

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Wages or Self-Employment Income	37%	35%	41%	38%	38%	37%	34%	33%
Retirement Income	34%	39%	36%	31%	21%	37%	42%	38%
Public Assistance	27%	23%	32%	30%	27%	25%	27%	32%
Non-cash Benefits	54%	59%	56%	54%	51%	50%	59%	63%

Table III-8 displays information on unemployment during the past year. The table shows that 38 percent of LIHEAP recipients said that someone in the household had been unemployed at some point in the past year. This varied from 32 percent in District 2 to 43 percent in District 1.

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

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Yes	38%	43%	32%	34%	41%	36%	31%	35%
No	59%	54%	65%	62%	55%	61%	64%	62%
Don't Know / Refused	3%	3%	3%	4%	4%	3%	5%	3%

Table III-9A displays the percentage of LIHEAP recipients that had various medical conditions. The table shows that 43 percent had asthma, 15 percent had bronchitis or COPD, and 45 percent had heart disease, hypertension or stroke.

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

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Asthma or Symptoms of Asthma	43%	47%	43%	43%	43%	39%	36%	40%
Chronic Bronchitis, Emphysema, COPD	15%	12%	22%	15%	18%	20%	14%	22%
Hypertension, Heart Disease, Heart Attack, or Stroke	45%	42%	45%	45%	50%	47%	53%	52%

Table III-9B displays the percentage of respondents who had any one of these conditions in their household. The table shows that 70 percent of LIHEAP recipients in CT had one of these conditions in their household.

**Table III-9B
Medical Conditions: Someone in the Household Had or Had Symptoms of
Asthma, Chronic Bronchitis, Emphysema, COPD,
High Blood Pressure, Heart Disease, a Heart Attack, or Stroke**

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Yes	70%	72%	70%	69%	72%	67%	71%	72%
No	30%	28%	30%	31%	28%	33%	28%	28%

Table III-10 displays the percentage of LIHEAP recipients who used medical equipment that requires electricity. The table shows that 23 percent of LIHEAP recipients in CT had someone

in their households with such a medical condition. This ranged from 19 percent in District 1 to 26 percent in District 3.

Table III-10
Someone in the Household Utilizes Necessary Medical Equipment that Uses Electricity

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Yes	23%	19%	24%	26%	21%	25%	22%	26%
No	74%	78%	75%	71%	75%	72%	75%	72%
Don't Know/Refused	3%	3%	2%	3%	3%	2%	3%	2%

Respondents were asked several questions about heating and cooling. Table III-11 shows that 36 percent of LIHEAP recipients in CT use natural gas as their main heating fuel, 38 percent use fuel oil or kerosene, and 21 percent use electricity.

Table III-11
Primary Fuel Used for Home Heating

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Fuel Oil or Kerosene	38%	34%	50%	39%	23%	42%	35%	23%
Natural Gas	36%	40%	13%	41%	56%	30%	41%	43%
Electricity	21%	15%	31%	16%	16%	25%	13%	16%
Bottled Gas (LPG or Propane)	3%	5%	7%	1%	0%	0%	3.5%	9%
Wood	0%	0%	0%	0%	0%	0%	3%	2%
Other Fuel	0%	0%	0%	0%	0%	0%	0%	1%
No Fuel Used	<1%	0%	0%	0%	1%	0%	0%	<1%
Don't Know/Refused	3%	6%	0%	2%	4%	2%	5%	3%

Table III-12 shows that four percent of LIHEAP recipients in CT had heat included in their rent compared with six percent in the Northeast and seven percent in the U.S.

**Table III-12
Heat included in Rent**

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	308	66	54	59	65	64	476	978
Yes	4%	1%	6%	4%	7%	6%	6%	7%
No / Own Home	93%	95%	95%	92%	92%	92%	87%	87%
Do Not Pay Rent	0%	0%	0%	0%	0%	0%	2%	3%
Don't Know / Refused	3%	4%	0%	4%	2%	2%	6%	3%

IV. Problems Meeting Energy Needs

This section examines the financial challenges and difficult choices made by the LIHEAP recipients to manage their total residential energy costs.

A. *Increased Utility Bills and Increased Need*

Respondents were asked to report their total residential energy costs for the past year. Table IV-1 shows that 61 percent said that their costs were more than \$2,000. This is higher than the 53 percent in the Northeast and 45 percent in the U.S. who said that their energy costs were more than \$2,000.

Table IV-1
Annual Total Residential Energy Costs

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Less than \$ 500	1%	1%	0%	0%	1%	0%	1%	2%
\$ 501 - \$ 1,000	4%	3%	5%	5%	3%	3%	3%	8%
\$ 1,001 - \$ 1,500	8%	11%	8%	5%	3%	7%	6%	10%
\$ 1,501 - \$ 2,000	8%	4%	4%	10%	10%	11%	8%	12%
Over \$ 2,000	61%	57%	66%	71%	64%	55%	53%	45%
Don't Know / Refused	20%	23%	17%	9%	19%	25%	29%	22%

Table IV-2A displays the percent of income that households spent on energy, prior to taking account of the LIHEAP benefits that they received. The table shows that 19 percent of LIHEAP recipients in CT had a pre-LIHEAP energy burden of more than 20 percent. This compares to 16 percent in the Northeast and 22 percent in the U.S.

Table IV-2A
Total Residential Energy Burden
Pre-LIHEAP Burden

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	372	71	81	79	73	68	543	1,275
0-5%	10%	9%	17%	8%	17%	4%	8%	9%
6%-10%	33%	33%	38%	34%	29%	28%	33%	32%
11-15%	23%	26%	16%	21%	21%	29%	26%	23%
16-20%	15%	10%	14%	14%	21%	20%	17%	13%
21-25%	7%	8%	6%	7%	6%	6%	11%	9%
>25%	12%	13%	10%	16%	6%	12%	5%	13%

Table IV-2B displays the post-LIHEAP energy burden. The table shows that only 6 percent of LIHEAP recipients in CT had a post-LIHEAP energy burden of more than 20 percent and 39 percent had a post-LIHEAP energy burden of five percent or less. This compares to 30 percent of LIHEAP recipients in the Northeast and 26 percent of LIHEAP recipients in the U.S. who had a post-LIHEAP energy burden of five percent or less.

Table IV-2B
Total Residential Energy Burden
Post-LIHEAP Burden

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	372	71	81	79	73	68	543	1,275
0-5%	39%	40%	46%	42%	33%	31%	30%	26%
6%-10%	39%	35%	37%	30%	41%	48%	39%	32%
11-15%	14%	12%	11%	15%	20%	14%	19%	20%
16-20%	4%	7%	1%	5%	0%	3%	8%	9%
21-25%	1%	2%	1%	3%	2%	0%	3%	5%
>25%	4%	3%	4%	5%	5%	5%	1%	8%

Respondents were asked to compare the difficulty of paying their energy bill to the previous year. Table IV-3 shows that 31 percent said they were the same, 51 percent said that they were more difficult to pay, and 12 percent said that they were less difficult to pay.

Table IV-3
Change in Difficulty in Paying Energy Bills

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
More Difficult	51%	47%	53%	54%	50%	54%	55%	52%
Same	31%	32%	32%	34%	29%	29%	29%	31%
Less Difficult	12%	16%	9%	9%	17%	11%	11%	12%
Don't Know / Refused	5%	5%	7%	4%	5%	6%	6%	5%

Table IV-4 shows that of those who said that their energy bills were more difficult to pay, 49 percent said it was due to a worsened financial situation, 43 percent said it was because the energy bill was higher, and four percent said it was because other bills were higher. Respondents in CT were more likely than respondents in the Northeast to say that their bills were more difficult to pay because of a worsened economic situation.

Table IV-4
Reasons for Increased Difficulty in Paying Energy Bills

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	252	45	53	48	51	55	446	940
Lower Income / Lost Job / Worse Economic Situation	49%	59%	38%	38%	49%	52%	39%	48%
Increased Energy Bill	43%	39%	46%	59%	35%	37%	51%	42%
Increased Other Bills	4%	0%	11%	0%	9%	5%	6%	6%
Increased Medical Expenses	<1%	0%	0%	0%	2%	0%	1%	2%
Cold Winter	1%	2%	0%	2%	0%	0%	1%	1%
No/Less Energy Assistance	1%	0%	2%	0%	2%	0%	2%	1%
Increased Rent	2%	0%	0%	2%	0%	6%	<1%	<1%
Other	<1%	0%	2%	0%	0%	0%	0%	<1%
Don't Know/Refused	1%	0%	2%	0%	2%	0%	1%	1%

B. Signs of the Problem

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-5 shows that 77 percent said that they reduced expenses for household necessities because they did not have enough money for their energy bills at least one month in the past year. Fifty percent did so almost every month.

Table IV-5
Reduced Expenses for Household Necessities Due to Not
Having Enough Money for the Energy Bill During the Past Year

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Almost Every Month	50%	49%	58%	40%	56%	49%	43%	37%
Some Months	20%	21%	15%	25%	22%	18%	24%	26%
1 or 2 Months	7%	7%	7%	10%	2%	8%	6%	9%
Never / No	21%	18%	19%	24%	19%	25%	25%	25%
Don't Know / Refused	2%	6%	1%	1%	1%	1%	3%	2%

C. Responses to the Problem

This section examines some of the actions that households took to meet their energy needs.

Table IV-6 shows that 27 percent said that they closed off part of their home and seven percent said that they did so almost every month. LIHEAP recipients in CT were less likely than those in the U.S. overall to say that they took this action.

Table IV-6
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

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Almost Every Month	7%	6%	7%	8%	5%	8%	7%	11%
Some Months	16%	13%	22%	14%	15%	17%	25%	22%
1 or 2 Months	4%	4%	7%	3%	4%	3%	5%	6%
Never / No	73%	77%	63%	76%	76%	70%	64%	61%
Don't Know	1%	0%	1%	0%	0%	2%	<1%	<1%

Table IV-7 shows that 23 percent said that they kept their home at a temperature that they felt was unsafe or unhealthy in the past year and six percent said that they did so almost every month.

Table IV-7
Kept Home at Temperature You Felt Was Unsafe or Unhealthy Due to Not Having Enough Money for the Energy Bill During Past Year

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Almost Every Month	6%	7%	3%	8%	3%	8%	4%	5%
Some Months	12%	14%	8%	18%	13%	10%	14%	11%
1 or 2 Months	5%	5%	2%	6%	9%	5%	7%	7%
Never / No	76%	75%	85%	67%	75%	77%	73%	77%
Don't Know / Refused	1%	0%	2%	1%	0%	0%	2%	1%

Table IV-8 shows that 19 percent 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-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 the Past Year

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Almost Every Month	1%	1%	0%	1%	3%	1%	2%	2%
Some Months	11%	13%	5%	18%	8%	10%	12%	10%
1 or 2 Months	7%	5%	8%	8%	6%	7%	8%	9%
Never / No	80%	80%	87%	73%	83%	81%	78%	78%
Don't Know	1%	1%	0%	0%	0%	1%	1%	1%

Table IV-9 shows that 26 percent said that they used their kitchen stove or oven to provide heat in the past year. This compares to 36 percent of LIHEAP recipients in the Northeast and 33 percent of LIHEAP recipients in the U.S. overall.

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

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Almost Every Month	3%	4%	2%	2%	3%	2%	2%	2%
Some Months	12%	16%	11%	14%	11%	8%	18%	15%
1 or 2 Months	11%	11%	14%	9%	11%	11%	16%	16%
Never / No	74%	70%	74%	72%	75%	79%	64%	67%
Don't Know / Refused	<1%	0%	0%	2%	0%	0%	1%	<1%

D. Inability to Pay Energy Bills

Respondents were asked several questions about inability to pay their energy bills. Table IV-10 shows that 50 percent of LIHEAP recipients said that they skipped a payment in the past year and 15 percent said that they did so almost every month.

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

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Almost Every Month	15%	14%	15%	21%	17%	11%	12%	13%
Some Months	22%	27%	16%	28%	29%	15%	21%	21%
1 or 2 Months	13%	10%	13%	13%	15%	16%	14%	15%
Never / No	47%	46%	56%	38%	38%	55%	52%	51%
Don't Know / Refused	2%	3%	1%	1%	2%	4%	1%	1%

Table IV-11 shows that 36 percent of LIHEAP recipients in CT said that they received a notice or threat to disconnect or discontinue their electricity or home heating fuel during the past year. Five percent said that they did so almost every month.

Table IV-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 the Past Year

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Almost Every Month	5%	5%	4%	4%	6%	5%	6%	4%
Some Months	13%	14%	8%	22%	18%	8%	12%	13%
1 or 2 Months	18%	15%	18%	20%	22%	16%	19%	20%
Never / No	63%	62%	69%	52%	54%	71%	62%	62%
Don't Know	2%	5%	2%	2%	0%	0%	1%	1%

Respondents were asked whether their electricity or gas was shut off due to nonpayment during the past year. Table IV-12 shows that nine percent of LIHEAP recipients in CT said that their electric service had been shut off, five percent said that their gas service had been shut off, and 12 percent had at least one of the two services shut off.

Table IV-12
Electricity or Gas Was Shut Off Due to Nonpayment During the Past Year

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Electric Service Shut Off	9%	10%	5%	16%	15%	5%	8%	9%
Gas Service Shut Off	5%	6%	2%	6%	9%	5%	5%	6%
Electric or Gas Shut Off	12%	13%	6%	20%	16%	7%	10%	11%

Table IV-13 shows that the percent of LIHEAP recipients who said that they were unable to use their heat during the past year due to loss of service or broken equipment. The table shows that nine percent of LIHEAP recipients in CT said that they were unable to use their heat because their heating equipment was broken and they could not afford to fix it, 14 percent said they could not use their heat because they were unable to pay for a fuel delivery, and nine percent said they could not use their heat because their gas or electric service had been discontinued. Twenty-seven percent went without heat at some point during the past year for one of these three reasons.

Table IV-13
Unable to Use Main Source of Heat During the Past Year

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Heating Equipment Broken	9%	7%	13%	11%	10%	8%	11%	13%
Unable to Pay for Fuel Delivery	14%	18%	17%	14%	7%	13%	14%	10%
Gas or Electric Discontinued	9%	7%	5%	15%	6%	9%	7%	7%
Any of Three Reasons	27%	27%	30%	31%	18%	24%	26%	24%

Table IV-14 shows the percent of LIHEAP recipients who said that they could not use their air conditioner because the equipment was broken or their electric service had been discontinued. The table shows that 14 percent said that they could not use their air conditioning at some point during the past year because it was broken and five percent said they could not use it because their electric service had been discontinued. Eighteen percent could not use their air conditioner during the past year for at least one of those two reasons.

Table IV-14
Unable to Use Air Conditioner During the Past Year

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Air Conditioner Broken	14%	19%	8%	14%	17%	12%	13%	14%
Electric Service Discontinued	5%	4%	5%	7%	4%	5%	4%	5%
Either Reason	18%	22%	13%	17%	18%	16%	15%	17%

Table IV-15 displays the percent of LIHEAP recipients who reported that they had to use candles or lanterns during the past year because their services were shut off for a time. The table shows that 25 percent of those whose fuel and/or electricity had been shut off had to use candles or lanterns sometime during the past year.

Table IV-15
Had to Go Without Lights During the Past Year

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	121	25	25	28	22	21	201	378
Used Candle/Lanterns	25%	28%	15%	26%	32%	24%	18%	26%

Table IV-16 displays the percentage of LIHEAP recipients who reported that their electric or gas service was shut off at the time of the survey. The table shows that one percent of the

respondents had their electricity shut off and less than one percent had their gas shut off at the time of the survey. Four percent of those in District 4 had their electricity or gas discontinued at the time of the survey.

Table IV-16
Service Shut Off at Time of Survey

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Electricity	1%	3%	2%	0%	0%	0%	1%	1%
Gas	<1%	1%	0%	0%	0%	0%	1%	1%
Electricity or Gas	1%	4%	2%	0%	0%	0%	2%	2%

E. Housing Problems

This section examines the housing problems that LIHEAP recipients faced due to unaffordable energy bills during the past five years.

Table IV-17 shows the following results.

- 38 percent said they did not make their full rent or mortgage payment. LIHEAP recipients in CT were more likely than those in the Northeast to say that they skipped a mortgage payment.
- 5 percent were evicted from their home or apartment. This ranged from one percent in District 5 to 12 percent in District 3.
- 4 percent had a foreclosure on their mortgage.
- 17 percent moved in with friends or family. This ranged from 13 percent in District 2 to 22 percent in District 3.
- 5 percent moved into a shelter or were homeless. This ranged from two percent in District 2 and District 5 to 10 percent in District 3.

Table IV-17
Housing Problems
Due to Energy Bills in the Past Five Years

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Did Not Make Rent or Mortgage Payment	38%	42%	35%	48%	38%	30%	30%	31%
Evicted From Home or Apartment	5%	5%	6%	12%	6%	1%	5%	6%
Had a Foreclosure on Mortgage	4%	3%	7%	5%	3%	3%	4%	4%
Moved in with Friends or Family	17%	16%	13%	22%	16%	16%	11%	14%
Moved into a Shelter or Was Homeless	5%	6%	2%	10%	8%	2%	2%	4%

F. Financial Problems

This section examines a particular financial problem that LIHEAP recipients faced in the past five years due to unaffordable energy bills. Table IV-18 shows that six percent said that they had to take a payday loan in the past year. This compares to eight percent of LIHEAP recipients in the Northeast and 11 percent in the U.S. who said that they got a payday loan in the past year.

Table IV-18
Got Payday Loan Due to Energy Bills

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Got Payday Loan in Past Year	6%	3%	7%	8%	8%	8%	8%	11%
Got Payday Loan in Past Five Years	7%	6%	8%	6%	8%	8%	9%	13%

G. Medical and Health Problems

Respondents were asked about medical and health problems that they faced in the past five years due to unaffordable energy bills. Some additional questions were asked about problems faced in the past year.

Table IV-19 shows that 26 percent reported that they went without food in the past year.

Table IV-19
Went Without Food Due to Energy Bills

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Went Without Food in Past Year	26%	25%	21%	31%	31%	25%	22%	25%
Went Without Food in Past Five Years	25%	24%	20%	33%	26%	24%	22%	24%

Table IV-20 shows that 34 percent reported that they went without medical or dental care in the past year and 29 percent said that they did so in the past five years. This shows that there is a recall or understanding issue for these respondents. The table also shows that 31 percent reported that they did not take a prescription.

Table IV-20
Medical and Health Problems Due to Energy Bills

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Went Without Medical or Dental Care in the Past Year	34%	37%	34%	31%	38%	31%	34%	41%
Went Without Medical or Dental Care in the Past Five Years	29%	32%	27%	23%	32%	30%	30%	37%
Did not Take Prescription in the Past Five Years	31%	34%	26%	33%	28%	29%	30%	34%

Respondents were asked if they became sick in the past five years because their home was too cold. Table IV-21 shows that 22 percent said that they became sick for this reason, and 15 percent said that they needed to go to the doctor or hospital due to this illness.

Table IV-21
**Someone in Household Became Sick Because Home was Too Cold
In the Past Five Years**

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Became Sick	22%	25%	16%	25%	19%	21%	19%	19%
Needed to Go to the Doctor or Hospital	15%	15%	9%	16%	10%	19%	12%	13%

Table IV-22 shows that five percent of LIHEAP recipients in CT said that they became sick because their home was too hot and four percent needed to go to the doctor or hospital due to the illness.

Table IV-22
Someone in Household Became Sick Because Home was Too Hot
In the Past Five Years

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Became Sick	5%	4%	4%	9%	5%	6%	5%	6%
Needed to Go to the Doctor or Hospital	4%	2%	2%	5%	4%	5%	3%	3%

V. The Need for LIHEAP

This section examines the need for LIHEAP and the impact of LIHEAP on recipient households.

A. History of LIHEAP Receipt

Table V-1 displays the percent of households who reported that they received LIHEAP in the past year. All of the households in the sample did receive LIHEAP, as they were drawn from LIHEAP recipient households in the state databases. However, households are often unaware that they received these benefits because they may receive LIHEAP automatically when they apply for other benefits, because LIHEAP was applied directly to the utility bill, or because clients confuse the program with another energy program or another type of assistance program. Table V-1 shows that 90 percent of the recipients in CT were aware that they received the benefit. This compares to 93 percent in the Northeast and in the U.S.

Table V-1
Received LIHEAP During Past Year⁶

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Yes	90%	89%	94%	88%	92%	90%	93%	93%
No	8%	9%	6%	9%	8%	8%	6%	5%
Don't Know	2%	3%	0%	3%	3%	3%	1%	2%

Respondents were asked to report the number of years in the past five years that they received LIHEAP assistance. Table V-2 shows that 21 percent said they received it in only one of the past five years and 18 percent said that they received it in all five of the past five years.

⁶ 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-2
Number of Years Received LIHEAP In the Past Five Years

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
1	21%	20%	20%	19%	26%	23%	19%	23%
2	23%	24%	29%	21%	21%	21%	19%	22%
3	18%	21%	15%	17%	21%	16%	19%	17%
4	7%	6%	5%	4%	6%	10%	7%	7%
5	18%	14%	21%	25%	14%	19%	24%	20%
Don't Know	11%	13%	9%	12%	10%	11%	12%	11%

Table V-3 examines only heating benefits. This table shows that heating benefits averaged \$715 for heating benefit recipients in CT, compared to \$614 for recipients in the Northeast and \$424 for recipients in the U.S.

Table V-3
Total LIHEAP Benefits Distribution
Heating Benefit Only⁷

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	740	1,667
≤ \$100	0%	0%	0%	0%	0%	0%	0%	7%
\$101-\$250	0%	0%	0%	0%	0%	0%	4%	21%
\$251-\$500	2%	1%	1%	1%	4%	4%	50%	43%
\$501-\$750	55%	52%	63%	56%	61%	48%	15%	16%
\$751-\$1,000	43%	46%	38%	43%	34%	48%	18%	7%
≥ \$1,000	0%	0%	0%	0%	0%	0%	11%	5%
Did Not Receive Heating Benefit	0%	0%	0%	0%	0%	0%	0%	2%
Mean Heating Benefit Received	\$715	\$728	\$701	\$718	\$693	\$718	\$614	\$424

B. Utility Payment

This section examines payment arrangements that were made and assistance that households received at the time that they needed to make payment arrangements. Table V-4 shows that 66 percent of LIHEAP recipients said that they tried to work out a payment arrangement with their utility company in the past year and 55 percent were able to do so. LIHEAP

⁷ In instances where benefit amount could not be obtained, the cases were removed from the benefit amount analysis. This is noted in the number of respondents.

recipients in CT were more likely than those in the Northeast or in the U.S. to try to work out a payment arrangement with their utility company.

Table V-4
Payment Arrangement with Gas or Electric Company
In the Past Year

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Tried to Work Out Payment Arrangement	66%	70%	50%	70%	73%	66%	53%	51%
Able to Work Out Payment Arrangement	55%	57%	45%	58%	61%	56%	43%	22%

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

This section examines problems that respondents said they would have faced if LIHEAP had not been available. Table V-5 shows that 67 percent of LIHEAP recipients in CT said that they would have kept their home at an unsafe or unhealthy temperature if LIHEAP had not been available.

Table V-5
If LIHEAP Had Not Been Available
Would Have Kept Home at an Unsafe or Unhealthy Temperature

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	350	66	84	57	72	71	588	1,250
Yes	67%	67%	73%	65%	67%	66%	69%	65%
No	28%	28%	25%	31%	29%	30%	26%	30%
Don't Know / Refused	4%	5%	3%	5%	4%	5%	5%	4%

Table V-6 shows that 64 percent of LIHEAP recipients in CT said that they would have had their electricity or home heating fuel disconnected if LIHEAP assistance had not been available.

Table V-6
If LIHEAP Had Not Been Available
Would Have Had Electricity or Home Heating Fuel Disconnected

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	336	62	71	57	73	73	576	1,267
Yes	64%	62%	72%	62%	60%	64%	64%	63%
No	32%	29%	27%	35%	36%	34%	28%	32%
Don't Know	5%	10%	1%	4%	4%	3%	8%	5%

D. LIHEAP Restored Heat

Respondents were asked whether LIHEAP helped them to restore heat due to a shutoff. Table V-7 shows that 14 percent of LIHEAP recipients in CT said that LIHEAP helped them restore heat.

Table V-7
LIHEAP Helped to Restore Heat Due to Shutoff

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Yes	14%	17%	15%	19%	4%	13%	14%	12%
No	6%	5%	6%	5%	6%	7%	3%	3%
Don't Know	1%	1%	0%	1%	1%	1%	<1%	<1%
Did Not Experience Loss of Heat or Did Not Receive LIHEAP	79%	77%	79%	75%	90%	79%	81%	84%

Table V-8 shows that four percent of LIHEAP recipients in CT said that LIHEAP helped them to restore heat due to broken equipment.

Table V-8
LIHEAP Help to Restore Heat Due to Broken Equipment

	CT	CT Districts					Northeast	U.S.
		1	2	3	4	5		
Number of Respondents	495	95	102	93	103	102	841	1,768
Yes	4%	3%	4%	6%	5%	5%	5%	7%
No	5%	4%	8%	6%	4%	3%	6%	5%
Don't Know	<1%	0%	0%	0%	1%	0%	2%	<1%
Did Not Experience Loss of Heat or Did Not Receive LIHEAP	90%	93%	87%	89%	90%	92%	89%	87%

VI. Conclusion

This report presents findings from a survey of FY 2011 LIHEAP recipients in Connecticut and compares their characteristics and energy affordability problems to LIHEAP recipients in the Northeast, and to a nationally representative sample of LIHEAP recipients across the United States.

LIHEAP Recipient Households

LIHEAP recipients in CT, like those throughout the U.S., are likely to have vulnerable household members. Eighty-six percent of LIHEAP recipients in CT have an elderly household member, a disabled household member, or a child in the home.

Twenty percent of LIHEAP recipients in CT have income below 50 percent of the poverty level, similar to the 19 percent of households in the Northeast and in the U.S. that are below 50 percent of the poverty level. Twenty-eight percent of LIHEAP recipients in CT have income above 150 percent of the poverty level, compared to 13 percent in the Northeast and 11 percent in the U.S.

Energy Costs

LIHEAP recipients in CT reported high energy costs. Over sixty percent of these respondents said that their annual energy costs were more than \$2,000, compared to 53 percent in the Northeast and 45 percent in the U.S.

LIHEAP has a big impact on CT LIHEAP recipients' energy burden. Only 10 percent of LIHEAP recipients in CT had an energy burden of five percent or less, prior to LIHEAP, but 39 percent had an energy burden of five percent or less after LIHEAP.

Responses to High Energy Costs

LIHEAP recipients in CT took detrimental actions to meet their energy needs.

- 23 percent said that they kept their home at a temperature that they felt was unsafe or unhealthy during the past year.
- 19 percent said they left their home for part of the day because it was too hot or too cold.
- 26 percent said that they used their kitchen oven or stove for heat.

Inability to Pay Energy Bills

LIHEAP recipients experienced times when they could not afford to pay their energy bills and suffered loss of service.

- 50 percent said that they skipped paying or paid less than their full energy bill during the past year.
- 36 percent said that they received a notice or threat to discontinue their electricity or heating fuel.
- 12 percent said that their electric or natural gas service was shut off.
- 27 percent said that they were unable to use their main heating fuel due to discontinued service or broken equipment.

- 18 percent said that they were unable to use air conditioning due to discontinued service or broken equipment.

Housing and Financial Problems

LIHEAP recipients in CT faced housing and financial problems as a result of unaffordable energy bills. Problems faced in the past five years included the following.

- 38 percent said they missed a full rent or mortgage payment.
- 5 percent were evicted from their home or apartment.
- 17 percent moved in with family or friends.

Medical and Health Problems

LIHEAP recipients in CT had medical and health problems during the previous five years as a result of their energy bills.

- 25 percent said that they went without food for at least one day.
- 29 percent said that they went without medical or dental care.
- 31 percent said that they did not take their prescription medication.
- 15 percent became sick and needed to go to the doctor or hospital because their home was too cold.

The Need for LIHEAP

The survey provided documentation of the need for LIHEAP among program recipients in CT.

- 67 percent said they would have kept their home at an unhealthy or unsafe temperature if LIHEAP had not been available.
- 64 percent said they would have had their electricity or home heating fuel discontinued if LIHEAP had not been available.

This survey provided evidence of the impact of LIHEAP on recipient households in CT. However, the survey also showed that many of these households continue to face difficulties meeting their energy needs and their other needs, due to the high cost of energy.