

**NATIONAL ENERGY ASSISTANCE  
DIRECTORS' ASSOCIATION**

**2005 WASHINGTON STATE  
ENERGY ASSISTANCE SURVEY**

FINAL REPORT  
December 2005

**Acknowledgements**

The Washington State Department of Community, Trade, and Economic Development would like to thank the many individuals and organizations that provided assistance and time in developing this study and its findings. We would like to thank NEADA for assisting in the development and implementation of this research project. We would also like to thank APPRISE for conducting the research and preparing the study report.

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## Executive Summary

The Low Income Home Energy Assistance Program (LIHEAP) provided \$41.6 million in heating and cooling assistance in FY 2005 to more than 72,000 low-income households in Washington. The Washington State Department of Community, Trade, and Economic Development contracted with APPRISE to conduct a survey of LIHEAP recipients in Washington on the choices they made when faced with high energy bills. Research showed that LIHEAP plays a significant role in alleviating some of the problems caused by high energy bills. Seventy-one percent of LIHEAP-recipient households said that they would have had to keep their home at an unsafe or unhealthy temperature if LIHEAP had not been available, and 95 percent said that LIHEAP had been very important in helping them to meet their needs. However, a large share of LIHEAP-recipient households in Washington still face difficult choices due to unaffordable energy bills.

Among the key findings of the study:

### **Who Receives LIHEAP?**

- All respondent households have at least one member who is elderly, disabled, a child under 18, or has a single parent.
- 32 percent own their homes.
- 86 percent reported an annual income at or below \$15,000.
- The average household spent 16 percent of its annual income on residential energy prior to receiving LIHEAP. In comparison, the average energy burden for all households in the West is four percent.
- LIHEAP benefits reduced the average residential energy burden for LIHEAP-recipient households from 16 percent to 11 percent.

### **Medical and Health Problems**

- 49 percent said that someone in their household had asthma, emphysema, heart disease, or stroke.
- 18 percent reported that a household member uses medical equipment that requires electricity, most commonly nebulizers and oxygen machines.
- 46 percent reported that they went without medical care due to unaffordable energy bills in the past five years.
- 35 percent reported that they did not fill their prescription or took less than their full dose of a prescribed medicine due to energy bills in the past five years.

### **Signs of Unaffordable Energy Bills**

- 81 percent reported that they reduced expenses for household necessities because they did not have enough money to pay their energy bills.
- 49 percent reported that they closed off part of their home because they could not afford to heat or cool it.
- 33 percent reported that they kept their home at a temperature they felt was unsafe or unhealthy.
- 32 percent left their home for at least part of the day because it was too cold or too hot.
- 27 percent used their stove or oven to provide heat.
- 38 percent reported that they went without food for at least one day in the past five years.

**Inability to Pay Energy Bills**

Many households were not able to pay their energy bills and some suffered the consequences of service terminations in the past year.

- 64 percent said that they skipped paying or paid less than their entire home energy bill in the past year. Households with children (76 percent) were more likely to do so.
- 47 percent reported that they received a notice or threat to disconnect their electricity or home heating fuel. Again, households with children (59 percent) and those with income below 50 percent of the federal poverty level (67 percent) were more likely to experience this problem.
- 16 percent reported that their electricity or gas service was shut off in the past year due to nonpayment of utility bills. In addition, 21 percent of households with children and 25 percent of with income below 50 percent of the poverty level reported a service termination in the past year.
- 37 percent said that they were unable to use their main source of heat in the past year because their heating system was broken and they were unable to pay for its repair, because they ran out of their bulk fuel and could not afford to pay for more, or because their utility used for heat was disconnected. Households with children (44 percent) and households with income below 50 percent of the poverty level (46 percent) were more likely to face this problem.

**Change In Financial Situation and Affordability of Home Energy Bills**

- 31 percent reported that their energy bills were higher than they were the previous year.
- 39 percent said that it was more difficult to pay their energy bills than in the previous year.

**Constructive Actions Taken To Meet Energy Expenses**

Nearly all respondents reported that they took constructive actions to reduce their home energy bills, including putting plastic on windows, turning down the heat at night, keeping shades and curtains closed in the daytime, using fans, washing clothes in cold water, and using compact fluorescent light bulbs.

**Effects of Unaffordable Energy Bills of Housing**

- 38 percent reported that they made a partial payment or missed a whole rent or mortgage payment in the past five years due to their energy bills.
- 6 percent reported that they were evicted from their home.
- 12 percent reported that they moved in with friends or family.
- 5 percent reported that they moved into a shelter or were homeless in the past five years.

**Impact and Importance of LIHEAP Benefits for Recipient Households**

- 71 percent said that they would have had to keep their home at an unsafe or unhealthy temperature if LIHEAP had not been available.
- 65 percent said that they would have had their electric or gas service disconnected if LIHEAP benefits had not been available.
- 95 percent said that LIHEAP had been very important in helping them to meet their needs.

## I. Introduction

The National Energy Assistance Directors' Association (NEADA), representing the state LIHEAP directors, contracted with APPRISE to conduct the 2003 National Energy Assistance (NEA) Survey, a national survey of more than 2,000 LIHEAP-recipient households. The 2003 NEA Survey aimed to develop information about the consequences of unaffordable energy bills for low-income households. The following year, APPRISE conducted a second survey on behalf of NEADA to update the information about LIHEAP recipients.

Washington State was interested in developing more specific information about LIHEAP-recipient households in their state. To that end, the Washington State Department of Community, Trade, and Economic Development contracted with APPRISE to conduct a survey of LIHEAP-recipient households in Washington State. The Washington State Energy Assistance Survey documented the need for LIHEAP and the choices that low-income households make when faced with unaffordable energy bills. This report presents the findings from the survey.

### 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.”

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>1</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>1</sup> Most states use the 150 percent of federal poverty level maximum as the guideline. 150 percent of federal poverty in FY2005 is \$14,355 for a single person and \$29,025 for a family of four. Washington sets its eligibility guideline at 125 percent of the federal poverty level. 125 percent of federal poverty in FY2005 is \$11,963 for a single person and \$24,188 for a family of four.

percent of the poverty level. Eligibility priority may be given to households with high energy burden or need.<sup>2</sup>

## ***B. Washington State Energy Assistance Survey***

The Washington State Energy Assistance Survey aimed to collect information from LIHEAP-recipient households on the consequences of high energy bills.

The Washington State Energy Assistance Survey collected the following information from 188 LIHEAP-recipient households:

- Demographic, energy expenditure, and income information
- 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
- Budget payment plans and LIHEAP grant crediting arrangements
- Impact and importance of LIHEAP benefits for recipient households

This report presents findings from all respondents to the survey.

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

This report has five 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 data for survey respondents.
- *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.
- *Section VII: Conclusion* – Presents a summary of the key findings in this report.

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<sup>2</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/>.



## II. Survey Methodology

This section describes the methodology for the Washington State Energy Assistance Survey, including procedures for sample selection, survey implementation, and weighting.

### A. Survey Implementation

An advance letter was sent to 400 households that received LIHEAP benefits in FY 2005. This letter notified the recipients that they would be called to participate in the survey, explained the purpose of the survey, and gave them the option to call the phone center to complete the survey at their convenience. Included with each letter was a 60-minute pre-paid phone card, as an incentive for respondents to complete the survey. The letter explained that participation in the survey was voluntary and that the phone card was enclosed to thank respondents for completing the survey.

APPRISE retained Braun Research to conduct the telephone survey through its call center. A researcher from APPRISE trained Braun's employees on the survey instrument and monitored survey implementation. Braun'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. Braun'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 September 12, 2005 and October 1, 2005. During this time period, 177 interviews were completed. A phone-only survey may bias findings on LIHEAP recipients, as some recipients do not have phones, and some recipients move frequently and could not be contacted with their original program information. This bias would result if clients who moved or did not have adequate contact information were different from those who could be contacted by phone. To address this concern, the survey design included a follow-up mail component. All respondents with unusable phone numbers were sent a written version of the survey on October 3, 2005.<sup>3</sup> This mail follow-up survey yielded an additional 11 responses, for a total of 188 completed interviews.

### B. Sample Selection and Response Rates

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:

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<sup>3</sup> 112 mail surveys were sent out. Mail surveys were not sent to respondents who had the survey advance letters returned due to incorrect addresses.

- **Number selected:** The sample consisted of 400 LIHEAP recipients.
- **Unusable:** There were 129 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 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 55 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 28 cases that were determined to have unknown eligibility to complete the interview, due to answering machines, no answers, and language barriers.<sup>4</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 – telephone:** The completed telephone interviews are households that were reached and that answered the full set of survey questions by telephone. In total, 177 interviews were completed by telephone.
- **Completed interviews – mail:** Mail surveys were sent to all cases that were deemed unusable for the telephone survey. In total, 11 completed surveys were received by mail.
- **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>5</sup>). Overall, this survey achieved a 77 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 69 percent response rate.
- **Completed Interview Rate:** The completed interview rate is the percentage of households selected that completed the survey. This survey attained a 47 percent completed interview rate.

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<sup>4</sup> The telephone interview center conducted interviews with respondents with a language barrier who spoke Spanish. However, there were 19 cases in which an interview could not be completed due to a language barrier for a language other than Spanish. Fourteen Spanish interviews were completed.

<sup>5</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.

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

	<b>Total Sample</b>
<b>Number Selected</b>	400
<b>Unusable</b>	129
<b>Non-Interviews</b>	55
<b>Unknown Eligibility</b>	28
<b>Completed Interviews: Telephone</b>	177
<b>Completed Interviews: Mail</b>	11
<b>Total Completed Interviews</b>	188
<b>Cooperation Rate</b>	77%
<b>Response Rate</b>	69%
<b>Completed Interview Rate</b>	47%

### ***C. Weights***

Weights were used to ensure that the completed survey sample represented the LIHEAP recipient population in Washington. One set of weights adjusted for both sampling and response rate variation within poverty group strata. This results in a representative sample of Washington LIHEAP recipients.

### ***D. Notes About the Findings***

The data in this report are based on sample surveys. As with all sample surveys, the data may differ from actual population values because of sampling variation and non-sampling errors associated with the surveys. All differences that are discussed in the text are statistically significant, however other comparisons between groups shown in the tables may not be statistically significant if the number of observations is not large enough or the differences are not of a large enough magnitude.

### III. LIHEAP Recipient Households

This section describes the demographic and income characteristics for 2005 Washington LIHEAP-recipient households. Tables presented in this section may not total to 100 percent due to rounding. Unless otherwise noted, the tables include all 188 respondents to the survey.

Table III-1 presents the percentage of households by number of total household members. Sixty-nine percent have two or more household members.

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

Number of Household Members	Percent
1	32%
2	18%
3	19%
4	15%
5	10%
6 or more	7%

Table III-2 displays the percentage of households that have one or more household members particularly vulnerable to unaffordable energy bills. Twenty-five percent reported that they have one or more household members age 60 or older, 49 percent have one or more disabled members, 66 percent have one or more children age 18 or younger, 24 percent have one or more young children age 5 or younger, and 36 percent are in single parent households.

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

	Household With Elderly (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>
<b>Yes</b>	25%	49%	66%	24%	36%
<b>No</b>	75%	51%	44%	75%	62%
<b>Don't Know / No Answer</b>	0%	0%	0%	1%	2%

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

Table III-3 shows that all of the households have at least one vulnerable member or a single parent.<sup>6</sup>

<sup>6</sup> This study uses the term "vulnerable group" more expansively than as defined by the LIHEAP statute, which does not include families with children over 6 and single parent households as vulnerable.

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

	<b>Percent</b>
<b>At Least One Vulnerable Member</b>	100%
<b>No Vulnerable Members</b>	0%

Table III-4 shows that 26 percent of respondents reported that they are married.

**Table III-4  
Marital Status**

	<b>Percent</b>
<b>Married</b>	26%
<b>Divorced</b>	31%
<b>Never Married</b>	20%
<b>Widowed</b>	12%
<b>Separated</b>	8%
<b>Single, Not Specified</b>	2%
<b>Other / Don't Know / No Answer</b>	2%

Table III-5 shows that the 32 percent of households reported that they own their home. Sixty-five percent reported that they rent their home.

**Table III-5  
Home Ownership**

	<b>Percent</b>
<b>Own</b>	32%
<b>Rent</b>	65%
<b>Other</b>	4%

Each respondent's income was reported in files obtained from the community action agencies across the state that administer LIHEAP. Table III-6 shows that the majority of respondents, 86 percent, have annual income at or below \$15,000.

**Table III-6**  
**Annual Income**

	<b>Percent</b>
<b>Less than \$ 5,000</b>	12%
<b>\$ 5,001 - \$ 10,000</b>	49%
<b>\$ 10,001 - \$ 15,000</b>	25%
<b>\$ 15,001 - \$ 20,000</b>	9%
<b>\$ 20,001 - \$ 25,000</b>	5%
<b>More than \$ 25,000</b>	1%

Table III-7A displays respondents' incomes as a percentage of the federal poverty level. Eighty-six percent of respondents have annual household income at or below the poverty level. All respondents have annual household income at or below 125 percent of the poverty level, per Washington LIHEAP eligibility criteria.

**Table III-7A**  
**Poverty Level**

	<b>Percent</b>
<b>0%-50%</b>	30%
<b>51%-100%</b>	56%
<b>101%-125%</b>	14%

Table III-7B displays poverty level by the presence of vulnerable groups. Households with children and single parent households are most likely to have income below 50 percent of the poverty level.

**Table III-7B**  
**Poverty Level by Vulnerable Group**

	<b>Elderly</b>	<b>Disabled</b>	<b>Child 18 or Younger</b>	<b>Child 5 or Younger</b>	<b>Single Parent Household<sup>1</sup></b>
<b>Number of Respondents</b>	48	92	106	44	67
<b>0% - 50%</b>	13%	15%	40%	46%	44%
<b>51% - 100%</b>	68%	69%	49%	46%	47%
<b>101% - 150%</b>	19%	15%	11%	8%	10%
<b>&gt; 150%</b>	0%	0%	0%	0%	0%

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

Respondents were asked whether in the 12 months preceding the survey their household received:

- Income from employment
- Any form of retirement income including Social Security, pensions, and other funds
- Public assistance benefits from Temporary Assistance For Needy Families, Social Security Insurance, or general or public assistance
- Non-cash benefits, including food stamps and public or subsidized housing.

Table III-8 shows that 28 percent of respondents reported that they received wages or self-employment income, 28 percent said they received retirement income, 50 percent received public assistance, and 70 percent received non-cash benefits.

**Table III-8**  
**Types of Income and Benefits Received**

	<b>Wages or Self-Employment Income</b>	<b>Retirement Income</b>	<b>Public Assistance</b>	<b>Non-cash benefits</b>
<b>Yes</b>	28%	28%	50%	70%
<b>No</b>	71%	71%	48%	29%
<b>Don't Know / No Answer</b>	1%	1%	2%	1%

Table III-9A shows that 40 percent of respondents reported that at least one member of their household was unemployed and looking for work in the 12 months preceding the survey.

**Table III-9A**  
**Unemployed During the Year**

	<b>Percent</b>
<b>Yes</b>	40%
<b>No</b>	59%
<b>Don't Know / No Answer</b>	1%

Table III-9B shows that 12 percent of respondents interviewed reported that a member of their household became unemployed in the three months preceding the survey.

**Table III-9B**  
**Became Newly Unemployed During Three Months Prior to Survey**

	<b>Percent</b>
<b>Yes</b>	12%
<b>No</b>	28%
<b>Not Unemployed During Past Year</b>	60%

Respondents were asked whether the adults and children in their household have health insurance. Table III-10 shows that about half of the respondents reported that the entire household has some type of health insurance. Nine percent reported that they have insurance for the children and not the adults in the household. Two percent reported that they have insurance only for the adults and not the children in the household. Twenty-two percent of respondents said some, but not all, members of the household have insurance. Seventeen percent reported that no one in the household has health insurance.

**Table III-10  
Health Insurance**

<b>Household Members With Health Insurance:</b>	<b>Percent</b>
<b>Entire Household</b>	49%
<b>Adults Only</b>	2%
<b>Children Only</b>	9%
<b>Some, but not all family members</b>	22%
<b>None</b>	17%
<b>Don't Know / No Answer</b>	1%

Respondents were asked whether any member of their household ever suffered from asthma, emphysema, heart disease, or stroke. As shown in Table III-11A, 49 percent of respondents reported that a member of their household had suffered from at least one of these serious medical conditions.

**Table III-11A  
Medical Conditions: Someone in the Household Had Asthma, Emphysema, Heart Disease or Stroke**

	<b>Percent</b>
<b>Yes</b>	49%
<b>No</b>	51%
<b>Don't Know/No Answer</b>	1%

Table III-11B shows that households with a disabled member were most likely to report that a member of their household has had at least one serious medical condition. Sixty percent of households with a disabled member reported that they had one of these conditions, compared to 50 percent of households with an elderly member, and 48 percent of households with a child under 18.

**Table III-11B  
Medical Conditions: Someone in the Household Had Asthma, Emphysema, Heart Disease or Stroke  
By Vulnerable Group**

	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	50%	60%	48%
<b>No</b>	50%	40%	51%
<b>Don't Know/No Answer</b>	0%	0%	1%

Table III-11C shows that households with health insurance for some or all members were more likely than those with health insurance for none of the household members to report one of these medical conditions. Sixty percent of households in which all household members have health insurance, and 49 percent of households in which some, but not all, household members have health insurance reported one



of these medical conditions, compared to 16 percent of households in which none of the household members have health insurance.

**Table III-11C**  
**Medical Conditions: Someone in the Household Had Asthma, Emphysema, Heart Disease or Stroke**  
**By Health Insurance Coverage**

	Members of Household with Health Insurance		
	Entire Household	Some, but not all family members	None
<b>Number of Respondents</b>	93	61	32
<b>Yes</b>	60%	49%	16%
<b>No</b>	39%	51%	84%
<b>Don't Know/ No Answer</b>	1%	0%	0%

Respondents were asked whether any member of their household utilized necessary medical equipment that uses electricity in the 12 months prior to the survey. Table III-12A shows that 18 percent of respondents reported that someone in their household used this type of medical equipment.

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

	Percent
<b>Yes</b>	18%
<b>No</b>	82%
<b>Don't Know/No Answer</b>	1%

Table III-12B shows that households with a disabled member were more likely than households with an elderly member to say that someone in the household utilized necessary medical equipment that uses electricity. Twenty-five percent of households with a disabled member said that someone in their household used this type of equipment, compared to 10 percent of households with an elderly member.

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

	Elderly	Disabled	Child Under 18
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	10%	25%	18%
<b>No</b>	90%	75%	81%
<b>Don't Know / Refused</b>	0%	0%	1%

Table III-12C shows that households with health insurance for some or all members were more likely than those with health insurance for none of the household members to report that someone utilized this type of equipment.

**Table III-12C**  
**Member of Household Utilizes Medical Equipment that Requires Electricity**  
**By Health Insurance Coverage**

	Members of Household with Health Insurance		
	Entire Household	Some, but not all family members	None
<b>Number of Respondents</b>	93	61	32
<b>Yes</b>	22%	20%	3%
<b>No</b>	78%	80%	97%
<b>Don't Know / Refused</b>	0%	0%	0%

Respondents who reported that someone in the household utilized necessary medical equipment that uses electricity were asked whether that person was living in the household at the time of the survey. Table III-13 shows that all respondents who were asked this question said that the person who used the equipment was currently living in the household.

**Table III-13**  
**Person who Uses Necessary Medical Equipment**  
**Currently Lives in Household**

	Percent of Respondents Who Use Necessary Medical Equipment	Percent of All Respondents
<b>Number of Respondents</b>	33	188
<b>Yes</b>	100%	18%
<b>No</b>	0%	0%
<b>Does Not Use Medical Equipment</b>	--	82%

Respondents who reported that someone in the household utilized necessary medical equipment that uses electricity were asked whether that person still used that equipment at the time of the survey. Table III-14 shows that 91 percent of respondents who were asked this question said that the person currently used the equipment at the time of the survey.

**Table III-14**  
**Person Currently Uses Necessary Medical Equipment**

	<b>Percent of Respondents Who Use Necessary Medical Equipment</b>	<b>Percent of All Respondents</b>
<b>Number of Respondents</b>	33	188
<b>Yes</b>	91%	16%
<b>No</b>	9%	2%
<b>Does Not Use Medical Equipment</b>	--	82%

Table III-15 displays the types of necessary medical equipment that use electricity that were reported by respondents. Ten percent of respondents said that someone in the household used a nebulizer, two percent said someone in the household used an oxygen machine, and two percent said that someone used a Continuous Positive Airway Pressure (CPAP) machine. A CPAP machine is commonly used by individuals who suffer from sleep apnea. Other medical equipment mentioned included a rechargeable apparatus such as a wheelchair, a humidifier, a miscellaneous breathing assistance machine or monitor, and an air conditioner. The sum of the responses may be greater than 100 percent because respondents could provide more than one answer.

**Table III-15**  
**Type of Necessary Medical Equipment**

	<b>Percent of Respondents Who Use Necessary Medical Equipment</b>	<b>Percent of All Respondents</b>
<b>Number of Respondents</b>	33	188
<b>Nebulizer</b>	58%	10%
<b>Oxygen Machine</b>	9%	2%
<b>Continuous Positive Airway Pressure (CPAP) Machine</b>	9%	2%
<b>Rechargeable Apparatus (i.e. wheelchair)</b>	6%	1%
<b>Humidifier</b>	6%	1%
<b>Other Breathing Assistance or Monitor</b>	3%	1%
<b>Air Conditioner</b>	3%	1%
<b>Other</b>	21%	4%
<b>No Equipment Specified</b>	3%	1%
<b>Does Not Use Medical Equipment</b>	--	82%

Table III-16 presents the medical conditions that the reported necessary medical equipment was used to treat. Eleven percent said that the equipment was used to treat asthma, three percent said it was used to treat a physical disability, and two percent said that it was used to treat emphysema. Other medical conditions mentioned were heart disease, bronchitis or pneumonia, sleep apnea, and general breathing problems. The sum of the responses may be greater than 100 percent because respondents could provide more than one answer.

**Table III-16**  
**Medical Condition that the Equipment is Used to Treat**

	<b>Percent of Respondents Who Use Necessary Medical Equipment</b>	<b>Percent of All Respondents</b>
<b>Number of Respondents</b>	33	188
<b>Asthma</b>	61%	11%
<b>Physical Disability</b>	15%	3%
<b>Emphysema</b>	12%	2%
<b>Heart Disease</b>	6%	1%
<b>Bronchitis/Pneumonia</b>	3%	1%
<b>Sleep Apnea</b>	3%	1%
<b>General Breathing Problems</b>	3%	1%
<b>Other</b>	15%	3%
<b>Does Not Use Medical Equipment</b>	--	82%

Respondents were asked whether someone in the household takes medication that requires refrigeration. Table III-17 shows that 13 percent of respondents reported that a member of the household takes medication that requires refrigeration.

**Table III-17**  
**Someone in Household Take Medication that Requires Refrigeration**

	<b>Percent</b>
<b>Yes</b>	13%
<b>No</b>	85%
<b>Don't Know / No Answer</b>	2%

Table III-18 displays the medications that require refrigeration that were reported by respondents. Five percent of respondents said that someone took insulin and four percent said that someone took antibiotics that require refrigeration. Other medications mentioned were nebulizer medications, eye drops, and arthritis medications. The sum of the responses may be greater than 100 percent because respondents could provide more than one answer.

**Table III-18**  
**Medications that Require Refrigeration**

	<b>Percent of Respondents Who Take Medications that Require Refrigeration</b>	<b>Percent of All Respondents</b>
<b>Number of Respondents</b>	25	188
<b>Insulin</b>	36%	5%
<b>Antibiotics</b>	28%	4%
<b>Nebulizer Medication</b>	4%	1%
<b>Eye Drops</b>	4%	1%
<b>Arthritis Medication</b>	4%	1%
<b>Other</b>	16%	2%
<b>Don't Know</b>	12%	2%
<b>Does Not Take Medications that Require Refrigeration</b>	--	87%

Respondents were asked which medical conditions the medication that requires refrigeration is used to treat. As shown in Table III-19, five percent of respondents said that the medication is used to treat diabetes, and two percent said it is used to treat infections. Other medical conditions mentioned were asthma, glaucoma, and general breathing problems. The sum of the responses may be greater than 100 percent because respondents could provide more than one answer.

**Table III-19**  
**Medical Conditions that the Medication is Used to Treat**

	<b>Percent of Respondents Who Take Medications that Require Refrigeration</b>	<b>Percent of All Respondents</b>
<b>Number of Respondents</b>	25	188
<b>Diabetes</b>	36%	5%
<b>Infections</b>	16%	2%
<b>Asthma</b>	8%	1%
<b>Glaucoma</b>	4%	1%
<b>General Breathing Problems</b>	4%	1%
<b>Other</b>	24%	3%
<b>Don't Know / No Answer</b>	8%	1%
<b>Does Not Take Medications that Require Refrigeration</b>	--	87%

Respondents were asked which fuel is used most to heat their home. Table III-20 shows that the majority of respondents, 69 percent, use electricity as their primary heating fuel. Sixteen percent reported natural gas, six percent reported bottled gas (which included LPG and propane), four percent reported wood, three percent reported fuel oil or kerosene, and one percent reported some other fuel.

**Table III-20  
Primary Fuel Used for Home Heating**

	<b>Percent</b>
<b>Electricity</b>	69%
<b>Natural Gas</b>	16%
<b>Bottled Gas (LPG or Propane)</b>	6%
<b>Wood</b>	4%
<b>Fuel Oil or Kerosene</b>	3%
<b>Other Fuel</b>	1%
<b>Don't Know</b>	1%

Table III-21 shows that heating costs are included in the rent for five percent of respondents.

**Table III-21  
Heat included in Rent**

	<b>Percent</b>
<b>Yes</b>	5%
<b>No</b>	62%
<b>Don't Know / No Answer</b>	1%
<b>Own Home</b>	33%

Respondents were asked, “What is the main way that you cool your home on the hottest days of the summer?” As seen in Table III-22, almost half of respondents, 46 percent reported that they use fans to cool their home, 15 percent said that they use a window or wall air conditioner, 14 percent said that they use central air conditioning, and three percent said evaporative or swamp cooling. Twenty-one percent of respondents reported that they do not use any method that uses electricity to cool their home on the hottest days of the summer.

**Table III-22  
Primary Method of Summer Cooling**

	<b>Percent</b>
<b>Fans</b>	46%
<b>Window or Wall Air Conditioning</b>	15%
<b>Central Air Conditioning</b>	14%
<b>Evaporative or Swamp Cooling</b>	3%
<b>No Cooling Method Used</b>	21%
<b>Don't Know / No Answer</b>	1%

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

This section uses the Washington State Energy Assistance Survey to examine the financial challenges and difficult choices made by 2005 LIHEAP recipients to manage their total residential energy costs. Tables presented in this section may not total to 100 percent due to rounding. Unless otherwise noted, tables include all respondents to the survey.

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

Respondents were asked to report the total annual cost of electricity, gas, and other fuels for their home. Table IV-1 shows that 34 percent said that they spend more than \$1,000, and 21 percent of respondents reported that they spend more than \$1,500 each year for residential energy.

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

	<b>Percent</b>
<b>Less than \$ 500</b>	15%
<b>\$ 500 - \$ 1,000</b>	33%
<b>\$ 1,001 - \$ 1,500</b>	13%
<b>\$ 1,501 - \$ 2,000</b>	12%
<b>Over \$ 2,000</b>	9%
<b>Don't Know / No Answer</b>	18%

Pre-LIHEAP total residential energy burden is calculated as the proportion of income spent on total residential energy costs. Post-LIHEAP total residential energy burden is the proportion of income spent on total residential energy costs less LIHEAP benefit dollars received. Using annual income data and LIHEAP benefit amounts provided by community action agencies that administer LIHEAP, and self-reported annual total residential energy cost from the survey, Table IV-2 displays the pre-LIHEAP and post-LIHEAP total residential energy burdens for survey respondents.

The average energy burden for all households in the West is four percent.<sup>7</sup> Seventy-eight percent of LIHEAP recipients have total residential energy burdens above five percent, and 32 percent spend more than 15 percent of their annual income on energy. LIHEAP benefits reduce the proportion of households with total residential energy burden above 15 percent from 32 to 15 percent.

LIHEAP benefits are provided to assist with home heating and cooling expenses. The data from survey respondents are not sufficient to ascertain the amount of heating and cooling energy costs to calculate heating and cooling energy burden. Nevertheless, pre-LIHEAP and post-LIHEAP total residential energy burden serves as a useful indicator of the value of LIHEAP benefits.

<sup>7</sup> "LIHEAP Home Energy Notebook For Fiscal Year 2003." U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services, Division of Energy Assistance.

**Table IV-2  
Total Residential Energy Burden**

	<b>Total Residential Energy Burden Percent of Households</b>	
	<b>Pre-LIHEAP</b>	<b>Post-LIHEAP</b>
<b>Number of Respondents</b>	155	155
<b>0-5%</b>	22%	36%
<b>6%-10%</b>	26%	32%
<b>11-15%</b>	20%	18%
<b>16-20%</b>	14%	3%
<b>21-25%</b>	5%	3%
<b>&gt;25%</b>	13%	9%

Table IV-3 shows the mean total pre-LIHEAP and post-LIHEAP residential energy burdens for survey respondents, by the presence of vulnerable household members. Pre-LIHEAP and post-LIHEAP residential energy burdens are similar across households with various types of vulnerable household members. Households with members in all vulnerable groups experience an average decrease in energy burden of four to five percentage points due to receipt of LIHEAP benefits.

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

	<b>All</b>	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>	<b>Child Under 6</b>	<b>Single Parent</b>
<b>Number of Respondents</b>	155	35	76	90	40	56
<b>Pre-LIHEAP</b>	16%	13%	11%	17%	18%	20%
<b>Post-LIHEAP</b>	11%	9%	7%	13%	14%	15%

Table IV-4 displays responses to the survey question, “How do your energy bills this year compare to those last year?” Thirty-six percent of respondents said that their energy bills were the same this year, as compared to the previous year. Thirty-one percent said their bills were higher, and 25 percent said their bills were lower.

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

	<b>Percent</b>
<b>Same</b>	36%
<b>Lower</b>	25%
<b>Higher</b>	31%
<b>Don't Know</b>	9%



Respondents who said that their energy bills were higher at the time of the survey than they were in the previous year were asked why their energy bills were higher. Table IV-5 shows that more than half of respondents said they thought their energy bills were higher due to higher prices. Nine percent said that their bills were higher because they used more energy due to changes in their housing unit, and another nine percent said they used more energy due to changes in their household composition. Other reasons for higher bills that were mentioned by respondents included colder winter weather, warmer summer weather, and changes in heating equipment. The sum of the responses may be greater than 100 percent because respondents could provide more than one answer.

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

	<b>Percent</b>
<b>Number of Respondents</b>	59
<b>Prices were Higher</b>	52%
<b>Change in Housing Unit, Use More Energy</b>	9%
<b>Change in Household Composition, Use More Energy</b>	9%
<b>Winter was Colder</b>	5%
<b>Summer was Warmer</b>	4%
<b>Change in Heating Equipment</b>	2%
<b>Other</b>	5%
<b>Don't Know/No Answer</b>	24%

Table IV-6A displays responses to the question, “How does your financial situation this year compare to last year?” Forty-seven percent of respondents reported that their financial situation had not changed since the year prior to the survey. Thirty percent of respondents said that their financial situation at the time of the survey was worse compared to the previous year, and 21 percent said their financial situation was better than the previous year.

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

	<b>Percent</b>
<b>Same</b>	47%
<b>Worse</b>	30%
<b>Better</b>	21%
<b>Don't Know/No Answer</b>	2%

Table IV-6B shows that households with an elderly or disabled member were most likely to say that there had not been a change in their financial situation in the year preceding the survey. Sixty-five percent of households with an elderly member and 60 percent of households with a disabled member said their financial situation remained unchanged, compared to 36 percent of households with a child under 18.

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

	Change in Financial Situation		
	Elderly	Disabled	Child Under 18
<b>Number of Respondents</b>	48	92	106
<b>Same</b>	65%	60%	36%
<b>Worse</b>	16%	24%	35%
<b>Better</b>	17%	14%	27%
<b>Don't Know / No Answer</b>	2%	2%	2%

Respondents were asked, “How difficult is it for you to pay your energy bills compared to last year?” Table IV-7A shows that 39 percent of respondents reported that they experienced the same level of difficulty in paying their energy bills at the time of the survey as they did in the previous year. Thirty-eight percent of respondents said that it was more difficult to pay their energy bills at the time of the survey, compared to the previous year, and 19 percent said it was less difficult.

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

	Percent
<b>Same</b>	39%
<b>More Difficult</b>	38%
<b>Less Difficult</b>	19%
<b>Don't Know/No Answer</b>	4%

Table IV-7B shows that households with a child under 18 were most likely to report that it was less difficult for them to pay their energy bills at the time of the survey, compared to the previous year. Twenty-seven percent of households with a child reported that it was less difficult to pay their bills, compared to 15 percent of households with a disabled member, and 11 percent of households with an elderly member.

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

	Change in Difficulty Paying Energy Bills		
	Elderly	Disabled	Child Under 18
<b>Number of Respondents</b>	48	92	106
<b>Same</b>	46%	40%	34%
<b>More Difficult</b>	33%	39%	37%
<b>Less Difficult</b>	11%	15%	27%
<b>Don't Know / No Answer</b>	11%	6%	3%

Respondents who reported that it was more difficult to pay their energy bills at the time of the survey compared to the previous year were asked to furnish the main reason was that it was more difficult. Table IV-8 shows that 44 percent of respondents reported that a decrease in their income or unemployment was the main reason it was more difficult to pay their energy bills, 32 percent said the main reason was an increase in their energy bill, nine percent said the main reason was an increase in other bills, four percent said the main reason was an increase in rent, three percent said the main reason was an increase in medical expenses, and one percent said the main reason was an increase in prescription drug costs.

These respondents were then asked whether the following items contributed to their increased difficulty in paying their energy bills: increased energy bill, increased property taxes, increased rent, increased medical expenses, increased prescription drug costs, and a lower income or unemployment. Table IV-8 shows that 87 percent of respondents agreed that lower income or unemployment was a reason that they had more difficulty paying their energy bills, 75 percent agreed that an increased energy bill was a factor, 50 percent agreed that increased rent was a factor, 43 percent agreed that increased medical expenses was a factor, 43 percent agreed that increased prescription drug costs was a factor, and 21 percent agreed that increased property taxes was a factor.

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

	Percent	
	Main Reason	Reasons
<b>Number of Respondents</b>	72	72
<b>Lower Income/Lost Job</b>	44%	87%
<b>Increased Energy Bill</b>	32%	75%
<b>Increased Other Bills</b>	9%	
<b>Increased Rent</b>	4%	50%
<b>Increased Medical Expenses</b>	3%	43%
<b>Increased Prescription Drugs Costs</b>	1%	43%
<b>Increased Property Taxes</b>	0%	21%
<b>Other</b>	1%	
<b>Don't Know/ No Answer</b>	6%	

***B. Constructive Actions Taken to Meet the Need***

The survey asked respondents whether they took specific actions to reduce their energy bills. These actions included efforts to reduce heating bills, cooling bills, and year-round bills.

Respondents were asked whether they put plastic on their windows or turn down the heat when they go to bed to reduce their heating bills in the winter. As shown in Table IV-9, 30 percent of respondents reported that they put plastic on their windows, and 85 percent said that they turn down the heat when they go to bed to bring down their heating bills in the winter.

**Table IV-9  
Actions Taken to Bring Down Heating Bills**

	<b>Put Plastic on Windows</b>	<b>Turn Down the Heat When You Go to Bed</b>
<b>Yes</b>	30%	85%
<b>No</b>	69%	14%
<b>Don't Know / No Answer</b>	1%	1%

Respondents were asked whether they keep shades and curtains closed in the daytime and use fans and open windows to reduce cooling bills in the summer. Table IV-10 shows that 83 percent of respondents reported that they keep shades and curtains closed in the daytime, and 80 percent of respondents said that they use fans and open windows to reduce cooling bills in the summer.

**Table IV-10  
Actions Taken to Bring Down Cooling Bills**

	<b>Keep Shades and Curtains Closed in Daytime</b>	<b>Use Fans and Open Windows</b>
<b>Yes</b>	83%	80%
<b>No</b>	17%	20%
<b>Don't Know / No Answer</b>	1%	1%

Respondents were asked whether they took other specific energy-saving actions in the past year to reduce their energy bills. Table IV-11 shows that 73 percent of respondents reported that they wash their clothes in cold water, and 63 percent reported that they use compact fluorescent light bulbs.

**Table IV-11  
Other Energy-Saving Actions Taken**

	<b>Wash Clothes in Cold Water</b>	<b>Use Compact Fluorescent Light Bulbs</b>
<b>Yes</b>	73%	63%
<b>No</b>	26%	34%
<b>Don't Know / No Answer</b>	2%	4%

Table IV-12 shows that 99 percent of respondents reported that they took at least one constructive action to lower their energy bills in the year prior to the survey.<sup>8</sup>

<sup>8</sup> These responses may be overestimated due to respondent compliance (i.e., desire to provide a socially desirable or positive response.)

**Table IV-12**  
**Constructive Actions Taken to Lower Energy Bills**

	<b>Number Taking at Least One Constructive Action</b>
<b>Yes</b>	99%
<b>No</b>	0%
<b>Don't Know / No Answer</b>	1%

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

Respondents were asked whether they worried about their ability to pay their home energy bills in the year preceding the survey, due in part to their energy expenses. Table IV-13A shows that 33 percent of respondents reported that they worried about their ability to pay their home energy bill almost every month, 31 percent said they worried during some months, and 20 percent said they worried in one or two months.

**Table IV-13A**  
**Worried About Paying Home Energy Bill Due to Not Having Enough Money for the Energy Bill During Past Year**

	<b>Worried About Paying Home Energy Bill</b>
<b>Almost Every Month</b>	33%
<b>Some Months</b>	31%
<b>1 or 2 Months</b>	20%
<b>Never / No</b>	15%
<b>Don't Know / No Answer</b>	1%

Table IV-13B displays how frequently households reported that they worried about paying their home energy bill by various vulnerable characteristics. This table shows that this indicator did not vary much by vulnerable characteristics.

**Table IV-13B**  
**Worried About Paying Home Energy Bill Due to Not Having Enough Money for the Energy Bill**  
**During Past Year by Vulnerable Group**

	Worried About Paying Home Energy Bill		
	Elderly	Disabled	Child Under 18
<b>Number of Respondents</b>	48	92	106
<b>Almost Every Month</b>	31%	30%	37%
<b>Some Months</b>	28%	32%	33%
<b>1 or 2 Months</b>	22%	20%	19%
<b>Never / No</b>	17%	18%	11%
<b>Don't Know / No Answer</b>	2%	0%	0%

Table IV-13C shows that households with income at or below 50 percent of the federal poverty level and those with income above 100 percent of the poverty level were most likely to report that they worried about paying their home energy bill. Ninety-three percent of households with income at or below 50 percent of the poverty level and 90 percent of households with income above 100 percent of the poverty level said they worried about paying their home energy bill, compared to 78 percent of households with income between 51 and 100 percent of the poverty level.

**Table IV-13C**  
**Worried About Paying Home Energy Bill Due to Not Having Enough Money for the Energy Bill**  
**During Past Year by Poverty Group**

	Worried About Paying Home Energy Bill		
	0-50%	51-100%	101-150%
<b>Number of Respondents</b>	56	103	29
<b>Almost Every Month</b>	45%	24%	41%
<b>Some Months</b>	30%	36%	14%
<b>1 or 2 Months</b>	18%	18%	35%
<b>Never / No</b>	5%	22%	7%
<b>Don't Know / No Answer</b>	2%	0%	3%

Table IV-14A displays how frequently respondents reported that they reduced expenses for household necessities in the year prior to the survey, due in part to their energy bills. Forty percent of respondents reported that they reduced expenses for household necessities almost every month, 28 percent said they reduced expenses in some months, and 13 percent said they did so in one or two months.

**Table IV-14A**  
**Reduced Expenses for Household Necessities Due to Not Having Enough Money for the Energy Bill**  
**During Past Year**

	<b>Reduced Expenses for Household Necessities</b>
<b>Almost Every Month</b>	40%
<b>Some Months</b>	28%
<b>1 or 2 Months</b>	13%
<b>Never / No</b>	15%
<b>Don't Know / No Answer</b>	4%

Table IV-14B shows that households with a child under 18 were most likely to report that they reduced expenses for household necessities, due in part to their energy bills. While 62 percent of households with an elderly member and 78 percent of households with a disabled member said they reduced expenses, 87 percent of households with a child under 18 said they reduced their expenses.

**Table IV-14B**  
**Reduced Expenses for Household Necessities Due to Not Having Enough Money for the Energy Bill**  
**During Past Year by Vulnerable Group**

	<b>Reduced Expenses for Household Necessities</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Almost Every Month</b>	39%	40%	44%
<b>Some Months</b>	13%	25%	29%
<b>1 or 2 Months</b>	10%	13%	14%
<b>Never / No</b>	29%	19%	10%
<b>Don't Know / No Answer</b>	9%	3%	3%

Table IV-14C shows how frequently respondents reported that they reduced expenses for household necessities by poverty group. This table shows that this indicator did not vary much by poverty level.

**Table IV-14C**  
**Reduced Expenses for Household Necessities Due to Not Having Enough Money for the Energy Bill During Past Year by Poverty Group**

	Reduced Expenses for Household Necessities		
	0-50%	51-100%	101-150%
<b>Number of Respondents</b>	56	103	29
<b>Almost Every Month</b>	43%	36%	52%
<b>Some Months</b>	32%	28%	17%
<b>1 or 2 Months</b>	13%	13%	17%
<b>Never / No</b>	9%	18%	14%
<b>Don't Know / No Answer</b>	4%	4%	0%

Respondents were asked whether they borrowed from a friend or relative to pay their home energy bill in the year prior to the survey. Table IV-15 shows that 11 percent of respondents said that they borrowed from a friend or relative almost every month, 24 percent said they did so in some months, and 28 percent said they did so in one or two months.

**Table IV-15A**  
**Borrowed from a Friend or Relative to Pay Home Energy Bill Due to Not Having Enough Money for the Energy Bill During Past Year**

	Borrowed from a Friend or Relative to Pay Home Energy Bill
<b>Almost Every Month</b>	11%
<b>Some Months</b>	24%
<b>1 or 2 Months</b>	28%
<b>Never / No</b>	37%
<b>Don't Know / No Answer</b>	0%

Table IV-15B shows that households with a child under 18 were most likely to report that they borrowed from a friend or relative to pay their home energy bill. Seventy-three percent of households with a child said that they borrowed from a friend or relative, compared to 52 percent of households with a disabled member and 44 percent of households with an elderly member.



**Table IV-15B**  
**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 Vulnerable Group**

	<b>Borrowed from a Friend or Relative to Pay Home Energy Bill</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Almost Every Month</b>	6%	9%	12%
<b>Some Months</b>	19%	20%	30%
<b>1 or 2 Months</b>	19%	23%	31%
<b>Never / No</b>	56%	49%	27%
<b>Don't Know / No Answer</b>	0%	0%	0%

Table IV-15C shows that households with income at or below 50 percent of the poverty level were more likely than those with income above 50 percent of the poverty level to report that they borrowed from a friend or relative. Three-quarters of households with income at or below 50 percent of the poverty level said they borrowed from a friend or relative, compared to 57 percent of those with income above 50 percent of the poverty level.

**Table IV-15C**  
**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 Poverty Group**

	<b>Borrowed from a Friend or Relative to Pay Home Energy Bill</b>		
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Almost Every Month</b>	16%	10%	3%
<b>Some Months</b>	25%	23%	28%
<b>1 or 2 Months</b>	34%	23%	31%
<b>Never / No</b>	25%	44%	38%
<b>Don't Know / No Answer</b>	0%	0%	0%

***C. Responses to the Problem***

Respondents were asked whether they closed off part of their home because they could not afford to heat or cool it. Table IV-16A shows that 15 percent of respondents reported that they closed off part of their home almost every month, 25 percent said they did so in some months, and nine percent said they did so in one or two months.

**Table IV-16A**  
**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**

	<b>Closed Off Part of Home Because Could Not Afford to Heat or Cool It</b>
<b>Almost Every Month</b>	15%
<b>Some Months</b>	25%
<b>1 or 2 Months</b>	9%
<b>Never / No</b>	49%
<b>Don't Know / No Answer</b>	2%

As shown in Table IV-16B, households with an elderly or disabled member were more likely than households with a child under 18 to say that they closed off part of their home. Fifty-six percent of households with a disabled member and 54 percent with an elderly member reported that they closed off part of their home, compared to 44 percent of households with a child under 18.

**Table IV-16B**  
**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**

	<b>Closed Off Part of Home Because Could Not Afford to Heat or Cool It</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Almost Every Month</b>	23%	20%	10%
<b>Some Months</b>	19%	24%	26%
<b>1 or 2 Months</b>	12%	12%	8%
<b>Never / No</b>	42%	42%	53%
<b>Don't Know / No Answer</b>	4%	2%	2%

Table IV-16C displays whether respondents closed off part of their home by poverty group. This indicator did not vary significantly by poverty level.

**Table IV-16C**  
**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**

	<b>Closed Off Part of Home Because Could Not Afford to Heat or Cool It</b>		
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Almost Every Month</b>	11%	17%	21%
<b>Some Months</b>	32%	22%	21%
<b>1 or 2 Months</b>	5%	8%	21%
<b>Never / No</b>	52%	51%	38%
<b>Don't Know / No Answer</b>	0%	3%	0%

Table IV-17A shows whether respondents reported that they kept their home at an unsafe or unhealthy temperature in the year preceding the survey due in part to their energy expenses. Six percent of respondents reported that they kept their home at an unsafe or unhealthy temperature almost every month, 18 percent said they did so in some months, and nine percent said they did so in one or two months.

**Table IV-17A**  
**Kept Home at Temperature You Felt Was Unsafe or Unhealthy**  
**Due to Not Having Enough Money for the Energy Bill**  
**During Past Year**

	<b>Kept Home at Temperature You Felt Was Unsafe or Unhealthy</b>
<b>Almost Every Month</b>	6%
<b>Some Months</b>	18%
<b>1 or 2 Months</b>	9%
<b>Never / No</b>	67%
<b>Don't Know / No Answer</b>	1%

Table IV-17B shows that households with various types of vulnerable members have about the same likelihood of keeping their home at an unsafe or unhealthy temperature due in part to their energy expenses.

**Table IV-17B**  
**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**

	Kept Home at Temperature You Felt Was Unsafe or Unhealthy		
	Elderly	Disabled	Child Under 18
<b>Number of Respondents</b>	48	92	106
<b>Almost Every Month</b>	12%	6%	4%
<b>Some Months</b>	19%	20%	17%
<b>1 or 2 Months</b>	9%	11%	9%
<b>Never / No</b>	61%	62%	70%
<b>Don't Know / No Answer</b>	0%	1%	0%

Table IV-17C shows that households with income above 100 percent of the federal poverty level were more likely than those at lower poverty levels to report that they kept their home at an unsafe or unhealthy temperature in the year preceding the survey. Forty-nine percent of households with income above 100 percent of the poverty level said they did so, compared to 32 percent of households with income between 51 and 100 percent of the poverty level and 25 percent of those with income at or below 50 percent of the poverty level.

**Table IV-17C**  
**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**

	Kept Home at Temperature You Felt Was Unsafe or Unhealthy		
	0-50%	51-100%	101-150%
<b>Number of Respondents</b>	56	103	29
<b>Almost Every Month</b>	2%	4%	21%
<b>Some Months</b>	18%	17%	21%
<b>1 or 2 Months</b>	5%	11%	7%
<b>Never / No</b>	73%	68%	52%
<b>Don't Know / No Answer</b>	2%	1%	0%

Respondents were asked whether they left their home for part of the day because it was too hot or too cold in the year prior to the survey, due in part to their energy bill. Table IV-18A shows that four percent of respondents reported that they left their home almost every month, 16 percent said they left their home in some months, and 12 percent said they did so in one or two months.

**Table IV-18A**  
**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**

	<b>Left Home for Part of the Day Because Home was Too Hot or Too Cold</b>
<b>Almost Every Month</b>	4%
<b>Some Months</b>	16%
<b>1 or 2 Months</b>	12%
<b>Never / No</b>	68%
<b>Don't Know / No Answer</b>	0%

Table IV-18B shows how frequently respondents reported that they left their home for part of the day because it was too hot or too cold by vulnerable group. This table shows that this indicator did not vary significantly by vulnerable characteristics.

**Table IV-18B**  
**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 Vulnerable Group**

	<b>Left Home for Part of the Day Because it was Too Hot or Too Cold</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Almost Every Month</b>	6%	3%	3%
<b>Some Months</b>	11%	13%	20%
<b>1 or 2 Months</b>	13%	13%	13%
<b>Never / No</b>	71%	71%	64%
<b>Don't Know / No Answer</b>	0%	0%	0%

Table IV-18C shows how frequently respondents reported that they left their home for part of the day because it was too hot or too cold by poverty group. None of the households with income at or below 50 percent of the federal poverty level reported that they did so.

**Table IV-18C**  
**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**

	Left Home for Part of the Day Because it was Too Hot or Too Cold		
	0-50%	51-100%	101-150%
<b>Number of Respondents</b>	56	103	29
<b>Almost Every Month</b>	0%	6%	3%
<b>Some Months</b>	21%	13%	21%
<b>1 or 2 Months</b>	16%	13%	3%
<b>Never / No</b>	63%	69%	72%
<b>Don't Know / No Answer</b>	0%	0%	0%

Table IV-19A shows that two percent of respondents reported that they use their kitchen stove or oven to provide heat almost every month, 11 percent said they do so in some months, and 14 percent said they did so in one or two months.

**Table IV-19A**  
**Used Kitchen Stove or Oven to Provide Heat**  
**Due to Not Having Enough Money for the Energy Bill**  
**During Past Year**

	Used Kitchen Stove or Oven to Provide Heat
<b>Almost Every Month</b>	2%
<b>Some Months</b>	11%
<b>1 or 2 Months</b>	14%
<b>Never / No</b>	72%
<b>Don't Know / No Answer</b>	1%

Table IV-19B shows how frequently respondents reported that they used their kitchen stove or oven to provide heat by vulnerable group. This table shows that this indicator did not vary much by vulnerable characteristics.

**Table IV-19B**  
**Used Kitchen Stove or Oven to Provide Heat**  
**Due to Not Having Enough Money for the Energy Bill**  
**During Past Year by Vulnerable Group**

	Used Kitchen Stove or Oven to Provide Heat		
	Elderly	Disabled	Child Under 18
<b>Number of Respondents</b>	48	92	106
<b>Almost Every Month</b>	0%	1%	2%
<b>Some Months</b>	8%	11%	10%
<b>1 or 2 Months</b>	15%	13%	19%
<b>Never / No</b>	77%	75%	68%
<b>Don't Know / No Answer</b>	0%	0%	1%

Table IV-19C shows that households with income at or below 50 percent of the federal poverty level and those with income above 100 percent of the federal poverty level were most likely to report that they used their kitchen stove or oven to provide heat. Thirty-seven percent of households with income at or below 50 percent of the poverty level and 38 percent of those with income above 100 percent of the poverty level said they did so, compared to 19 percent of households with income between 51 and 100 percent of the poverty level.

**Table IV-19C**  
**Used Kitchen Stove or Oven to Provide Heat**  
**Due to Not Having Enough Money for the Energy Bill**  
**During Past Year by Poverty Group**

	Used Kitchen Stove or Oven to Provide Heat		
	0-50%	51-100%	101-150%
<b>Number of Respondents</b>	56	103	29
<b>Almost Every Month</b>	5%	1%	0%
<b>Some Months</b>	16%	6%	17%
<b>1 or 2 Months</b>	16%	12%	21%
<b>Never / No</b>	61%	81%	62%
<b>Don't Know / No Answer</b>	2%	1%	0%

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

Respondents were asked whether they skipped paying or paid less than their entire home energy bill in the year preceding the survey. Table IV-20A shows that 19 percent of respondents reported that they skipped paying or paid less than their entire home energy bill almost every month. Twenty-seven percent of respondents said they did so in some months, and 18 percent said they did so in one or two months.

**Table IV-20A**  
**Skipped Paying or Paid Less than Entire Home Energy Bill**  
**Due to Not Having Enough Money for the Energy Bill**  
**During Past Year**

	<b>Skipped Paying or Paid Less than Entire Home Energy Bill</b>
<b>Almost Every Month</b>	19%
<b>Some Months</b>	27%
<b>1 or 2 Months</b>	18%
<b>Never / No</b>	36%
<b>Don't Know / No Answer</b>	2%

Table IV-20B displays how frequently respondents reported that they skipped paying or paid less than their entire home energy bill in the year preceding the survey by vulnerable group. Households with a child under 18 were most likely to report that they skipped paying or paid less than their entire home energy bill. Seventy-six percent of households with a child under 18 reported that they did so, compared to 62 percent of households with a disabled member and 44 percent of households with an elderly member.

**Table IV-20B**  
**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**

	<b>Skipped Paying or Paid Less than Entire Home Energy Bill</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Almost Every Month</b>	13%	19%	22%
<b>Some Months</b>	16%	24%	34%
<b>1 or 2 Months</b>	15%	19%	20%
<b>Never / No</b>	54%	38%	23%
<b>Don't Know / No Answer</b>	2%	1%	2%

Table IV-20C shows that households with income at or below 50 percent of the federal poverty level were more likely than those with income above 50 percent of the federal poverty level to report that they skipped paying or paid less than their entire home energy bill. Seventy-three percent of households with income at or below 50 percent of the federal poverty level said they did so, compared to 57 percent of households with income between 51 and 100 percent of the federal poverty level and 63 percent of households with income above 100 percent of the poverty level.



**Table IV-20C**  
**Skipped Paying or Paid Less than Entire Home Energy Bill Due to Not Having Enough Money for the Energy Bill During Past Year by Poverty Group**

	<b>Skipped Paying or Paid Less than Entire Home Energy Bill</b>		
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Almost Every Month</b>	25%	17%	14%
<b>Some Months</b>	34%	20%	35%
<b>1 or 2 Months</b>	14%	20%	14%
<b>Never / No</b>	23%	42%	38%
<b>Don't Know / No Answer</b>	4%	1%	0%

Table IV-21A shows that six percent of respondents reported that they received a notice or threat from an energy supplier to disconnect their electric or gas service, or to discontinue making fuel deliveries almost every month in the year preceding the survey. Seventeen percent reported that they received such a notice or threat in some months, and 24 percent said they received such a notice or threat in one or two months.

**Table IV-21A**  
**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**

	<b>Received Notice or Threat to Disconnect or Discontinue Electricity or Home Heating Fuel</b>
<b>Almost Every Month</b>	6%
<b>Some Months</b>	17%
<b>1 or 2 Months</b>	24%
<b>Never / No</b>	53%
<b>Don't Know / No Answer</b>	1%

Table IV-21B shows that households with a child under 18 were most likely to report that they received a notice or threat from an energy supplier to disconnect their electric or gas service, or to discontinue making fuel deliveries. Fifty-nine percent of households with a child under 18 reported that they did so, compared to 42 percent of households with a disabled member and 25 percent of households with an elderly member.

**Table IV-21B**  
**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**

	<b>Received Notice or Threat to Disconnect or Discontinue Electricity or Home Heating Fuel</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Almost Every Month</b>	6%	7%	4%
<b>Some Months</b>	9%	16%	26%
<b>1 or 2 Months</b>	10%	19%	29%
<b>Never / No</b>	75%	59%	41%
<b>Don't Know / No Answer</b>	0%	0%	0%

Table IV-21C displays how frequently respondents reported that they received a notice or threat from an energy supplier to disconnect their electric or gas service, or to discontinue making fuel deliveries. Households with income at or below 50 percent of the federal poverty level were more likely than those at higher poverty levels to report that they received such a notice or threat. Sixty-seven percent of households with income at or below 50 percent of the federal poverty said they did so, compared to 39 percent of households with income between 51 and 100 percent of poverty and 37 percent of those with income above 100 percent of the poverty.

**Table IV-21C**  
**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 Poverty Group**

	<b>Received Notice or Threat to Disconnect or Discontinue Electricity or Home Heating Fuel</b>		
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Almost Every Month</b>	9%	5%	3%
<b>Some Months</b>	20%	16%	17%
<b>1 or 2 Months</b>	38%	18%	17%
<b>Never / No</b>	32%	61%	62%
<b>Don't Know / No Answer</b>	2%	0%	0%

Respondents were asked whether they needed to use a different name to continue receiving energy service in the five year preceding the survey. Table IV-22A shows that three percent of respondents reported that they needed to use a different name to continue receiving energy service.

**Table IV-22A**  
**Needed to Use a Different Name to Continue Receiving Energy Service**  
**Due to Not Having Enough Money for the Energy Bill**  
**During Past Five Years**

	<b>Needed to Use a Different Name to Continue Receiving Energy Service</b>
<b>Yes</b>	3%
<b>No</b>	97%

Table IV-22B shows that no households with an elderly member reported that they needed to use a different name to continue receiving energy service. Six percent of households with children under 18 and two percent of households with disabled members reported that they needed to do so.

**Table IV-22B**  
**Needed to Use a Different Name to Continue Receiving Energy Service**  
**Due to Not Having Enough Money for the Energy Bill**  
**During Past Five Years by Vulnerable Group**

	<b>Needed to Use a Different Name to Continue Receiving Energy Service</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	0%	2%	6%
<b>No</b>	100%	98%	94%
<b>Don't Know / No Answer</b>	0%	0%	0%

Table IV-22C shows that four percent of households with income below the Federal poverty level said that they needed to use a different name to continue receiving energy service.. No households with income above 100 percent of the federal poverty level reported that they needed to do so.

**Table IV-22C**  
**Needed to Use a Different Name to Continue Receiving Energy Service**  
**Due to Not Having Enough Money for the Energy Bill**  
**During Past Five Years by Poverty Group**

	<b>Needed to Use a Different Name to Continue Receiving Energy Service</b>		
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	4%	4%	0%
<b>No</b>	96%	96%	100%
<b>Don't Know / No Answer</b>	0%	0%	0%

Table IV-23A shows that 15 percent of respondents reported that their electricity was shut off due to nonpayment in the year prior to the survey. Nineteen percent of households that use electricity as the primary heating fuel said their electricity was shut off due to nonpayment.

**Table IV-23A**  
**Electricity Was Shut Off Due to Nonpayment During Past Year**

	<b>All Respondents</b>	<b>All Respondents With Electric Heat</b>
<b>Number of Respondents</b>	188	129
<b>Yes</b>	15%	19%
<b>No</b>	85%	81%

Table IV-23B shows that households with a child under 18 were most likely to report that their electricity was shut off due to nonpayment. Twenty percent of households with a child under 18 reported that their electricity was shut off, compared to nine percent of households with a disabled member and eight percent of households with an elderly member.

**Table IV-23B**  
**Electricity Was Shut Off Due to Nonpayment During Past Year**  
**By Vulnerable Group**

	<b>Electricity Was Shut Off Due to Nonpayment</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	8%	9%	20%
<b>No</b>	92%	91%	80%
<b>Don't Know / No Answer</b>	0%	0%	0%

Table IV-23C shows that households with income at or below 50 percent of the federal poverty level were more likely than those with income above 50 percent of the federal poverty level to report that their electricity was shut off. Twenty-three percent of households with income at or below 50 percent of the poverty level reported this problem, compared to 12 percent of households with income between 51 and 100 percent of the poverty level and 14 percent of those with income above 100 percent of the poverty level.

**Table IV-23C**  
**Electricity Was Shut Off Due to Nonpayment During Past Year**  
**By Poverty Group**

	Electricity Was Shut Off Due to Nonpayment		
	0-50%	51-100%	101-150%
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	23%	12%	14%
<b>No</b>	77%	88%	86%
<b>Don't Know / No Answer</b>	0%	0%	0%

Respondents were asked whether their gas service was shut off due to nonpayment in the year prior to the survey. Table IV-24A shows that three percent of respondents reported that their gas service was shut off due to nonpayment. Sixteen percent of households that use natural gas as the primary heating fuel said they faced this problem.

**Table IV-24A**  
**Gas Service Was Shut Off Due to Nonpayment During Past Year**

	All Respondents	All Respondents With Natural Gas Heat
<b>Number of Respondents</b>	188	30
<b>Yes</b>	3%	16%
<b>No</b>	94%	80%
<b>Don't Know / No Answer</b>	3%	3%

Table IV-24B shows that across households with various vulnerable members, respondents were not very likely to report that their gas service was shut off. No households with an elderly member reported that their gas service was shut off.

**Table IV-24B**  
**Gas Service Was Shut Off Due to Nonpayment During Past Year**  
**By Vulnerable Group**

	Gas Service Was Shut Off Due to Nonpayment		
	Elderly	Disabled	Child Under 18
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	0%	2%	4%
<b>No</b>	96%	97%	93%
<b>Don't Know / No Answer</b>	4%	1%	4%

Table IV-24C shows that households with income at or below 50 percent of the federal poverty level and those with income above 100 percent of the poverty level were most likely to report that their

gas service was shut off in the year prior to the survey. No households with income between 51 and 100 percent of the poverty level reported that they experienced this problem.

**Table IV-24C**  
**Gas Service Was Shut Off Due to Nonpayment During Past Year**  
**By Poverty Group**

	Gas Service Was Shut Off Due to Nonpayment		
	0-50%	51-100%	101-150%
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	7%	0%	7%
<b>No</b>	89%	98%	86%
<b>Don't Know / No Answer</b>	4%	2%	7%

Table IV-25A shows whether respondents reported that their electric or natural gas service was shut off because they were unable to pay their bill during the year preceding the survey. Sixteen percent of respondents reported that their electric or natural gas service was shut off in the year prior to the survey.

**Table IV-25A**  
**Electric or Gas Service Was Shut Off Due to Nonpayment During Past Year**

	Electric or Gas Service Was Shut Off Due to Nonpayment
<b>Yes</b>	16%
<b>No</b>	81%
<b>Don't Know / No Answer</b>	2%

Table IV-25B shows that households with a child under 18 were most likely to report that their electric or gas service was shut off. Twenty-one percent of households with a child under 18 reported that their electric or gas service was shut off, compared to 10 percent of households with a disabled member and eight percent of respondents with an elderly member.

**Table IV-25B**  
**Electric or Gas Service Was Shut Off Due to Nonpayment During Past Year**  
**By Vulnerable Group**

	Electric or Gas Service Was Shut Off Due to Nonpayment		
	Elderly	Disabled	Child Under 18
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	8%	10%	21%
<b>No</b>	88%	89%	76%
<b>Don't Know / No Answer</b>	4%	1%	3%

Table IV-25C shows that households with income at or below 50 percent of the federal poverty level were more likely than those with income above 50 percent of the federal poverty level to report that their electric or gas service was shut off. Twenty-five percent of households with income at or below 50 percent of the poverty level reported that they experienced this problem, compared to 13 percent of households with income above 50 percent of the poverty level

**Table IV-25C**  
**Electric or Gas Service Was Shut Off Due to Nonpayment During Past Year**  
**By Poverty Group**

	<b>Electric or Gas Service Was Shut Off Due to Nonpayment</b>		
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	25%	12%	17%
<b>No</b>	75%	86%	76%
<b>Don't Know / No Answer</b>	0%	2%	7%

Respondents were asked whether there was a time in the year prior to the survey when they wanted to use their main source of heat, but could not because their heating system was broken and the respondent was unable to pay for its repair or replacement. Table IV-26A shows that 16 percent of respondents reported that they were unable to use their main source of heat for this reason.

**Table IV-26A**  
**Heating System Broken and Unable to Pay for Repair or Replacement During Past Year**

	<b>Heating System Broken and Unable to Pay for Repair or Replacement</b>
<b>Yes</b>	16%
<b>No</b>	85%

Table IV-26B displays whether households reported that they could not use their main source of heat because their heating system was broken and the respondent was unable to pay for its repair or replacement by various vulnerable characteristics. This table shows that this problem did not significantly by vulnerable characteristic.

**Table IV-26B**  
**Heating System Broken and Unable to Pay for Repair or Replacement During Past Year**  
**By Vulnerable Group**

	<b>Heating System Broken and Unable to Pay for Repair or Replacement</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	17%	13%	15%
<b>No</b>	83%	87%	85%
<b>Don't Know / No Answer</b>	0%	0%	0%

Table IV-26C displays whether households reported that they could not use their main source of heat because their heating system was broken and the respondent was unable to pay for its repair or replacement by poverty group. This table shows that this problem did not vary much by poverty level.

**Table IV-26C**  
**Heating System Broken and Unable to Pay for Repair or Replacement During Past Year**  
**By Poverty Group**

	<b>Heating System Broken and Unable to Pay for Repair or Replacement</b>		
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	18%	17%	7%
<b>No</b>	82%	84%	93%
<b>Don't Know / No Answer</b>	0%	0%	0%

Table IV-27A shows that 11 percent of respondents reported that there was a time in the year prior to the survey when they wanted to use their main source of heat, but could not because the respondent ran out of fuel oil, kerosene, LPG, propane, coal, or wood, because they were unable to pay for a delivery.

**Table IV-27A**  
**Unable to Use Main Source of Heat Because Unable to Pay for a Fuel Delivery During Past Year**

	<b>Unable to Use Main Source of Heat Because Unable to Pay for a Fuel Delivery</b>
<b>Yes</b>	11%
<b>No</b>	88%
<b>Don't Know / No Answer</b>	2%



Table IV-27B displays whether respondents reported that they could not use their main source of heat because the respondent ran out of fuel oil, kerosene, LPG, propane, coal, or wood, because they were unable to pay for a delivery by various vulnerable characteristics. This table shows that this problem did not differ significantly by vulnerable characteristic.

**Table IV-27B**  
**Unable to Use Main Source of Heat Because Unable to Pay for a Fuel Delivery During Past Year**  
**By Vulnerable Group**

	Unable to Use Main Source of Heat Because Unable to Pay for a Fuel Delivery		
	Elderly	Disabled	Child Under 18
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	11%	15%	11%
<b>No</b>	89%	85%	87%
<b>Don't Know / No Answer</b>	0%	0%	2%

Table IV-27C displays whether respondents reported that they could not use their main source of heat because the respondent ran out of fuel oil, kerosene, LPG, propane, coal, or wood, because they were unable to pay for a delivery by poverty group. This table shows that this problem did not vary much by poverty level.

**Table IV-27C**  
**Unable to Use Main Source of Heat Because Unable to Pay for a Fuel Delivery During Past Year**  
**By Poverty Group**

	Unable to Use Main Source of Heat Because Unable to Pay for a Fuel Delivery		
	0-50%	51-100%	101-150%
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	7%	14%	7%
<b>No</b>	89%	86%	90%
<b>Don't Know / No Answer</b>	4%	0%	3%

Table IV-28A shows that 18 percent of respondents reported that there was a time in the year prior to the survey when they wanted to use their main source of heat, but could not because the utility company discontinued their gas or electric service because they were unable to pay their bill.

**Table IV-28A**  
**Unable to Use Main Source of Heat Because Utility Company Discontinued Gas or Electric Service**  
**Due to Nonpayment**  
**During the Past Year**

	<b>Unable to Use Main Source of Heat Because Utility Company Discontinued Gas or Electric Service Due to Nonpayment</b>
<b>Yes</b>	18%
<b>No</b>	82%
<b>Don't Know / No Answer</b>	1%

Table IV-28B shows that households with a child under 18 were most likely to report that they were unable to use their main source of heat because the utility company discontinued their gas or electric service because they were unable to pay their bill. Twenty-five percent of households with a child under 18 said they could not use their main source of heat for this reason, compared to 11 percent of households with a disabled member and 10 percent of households with an elderly member.

**Table IV-28B**  
**Unable to Use Main Source of Heat Because Utility Company Discontinued Gas or Electric Service**  
**Due to Nonpayment**  
**During Past Year by Vulnerable Group**

	<b>Unable to Use Main Source of Heat Because Utility Company Discontinued Gas or Electric Service Due to Nonpayment</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	10%	11%	25%
<b>No</b>	90%	89%	74%
<b>Don't Know / No Answer</b>	0%	0%	1%

Table IV-28C shows that households with income at or below 50 percent of the federal poverty level and those with income above 100 percent of the poverty level were most likely to report that they were unable to use their main source of heat because the utility company discontinued their gas or electric service because they were unable to pay their bill. Twenty-five percent of households with income at or below 50 percent of the poverty level and 24 percent of households with income above 100 percent of the poverty level said they were unable to use their main source of heat for this reason, compared to 13 percent of households with income between 51 and 100 percent of the poverty level.

**Table IV-28C**  
**Unable to Use Main Source of Heat Because Utility Company Discontinued Gas or Electric Service Due to Nonpayment During Past Year by Poverty Group**

	<b>Unable to Use Main Source of Heat Because Utility Company Discontinued Gas or Electric Service Due to Nonpayment</b>		
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	25%	13%	24%
<b>No</b>	75%	87%	72%
<b>Don't Know / No Answer</b>	0%	0%	3%

Table IV-29A shows whether respondents reported that there was a time in the year prior to the survey when they wanted to use their main source of heat, but could not for one of the following reasons:

- Their heating system was broken and the respondent was unable to pay for its repair or replacement,
- The respondent ran out of fuel oil, kerosene, LPG, propane, coal, or wood, because they were unable to pay for a delivery, or
- The utility company discontinued their gas or electric service because they were unable to pay their bill.

Thirty-seven percent of respondents reported that they were unable to use their main source of heat for at least one of these reasons.

**Table IV-29A**  
**Unable to Use Main Source of Heat for Any of Three Reasons During Past Year**

	<b>Unable to Use Main Source of Heat For Any of Three Reasons</b>
<b>Yes</b>	37%
<b>No</b>	62%
<b>Don't Know / No Answer</b>	1%

Table IV-29B shows that households with a child under 18 were most likely to report that they were unable to use their main source of heat for at least one of the three specified reasons. Forty-four percent of households with a child under 18 said they were unable to use their main source of heat for at least one of the three reasons, compared to 33 percent of households with an elderly member and 32 percent of households with a disabled member.

**Table IV-29B**  
**Unable to Use Main Source of Heat for Any of Three Reasons During Past Year**  
**By Vulnerable Group**

	Unable to Use Main Source of Heat For Any of Three Reasons		
	Elderly	Disabled	Child Under 18
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	33%	32%	44%
<b>No</b>	67%	68%	56%
<b>Don't Know / No Answer</b>	0%	0%	0%

Table IV-29C shows that households with income at or below 50 percent of the federal poverty level were more likely than those with income at higher poverty levels to report that they were unable to use their main source of heat for at least one of the three specified reasons. Forty-six percent of households with income at or below 50 percent of the poverty level reported that they were unable to use their main source of heat for at least one of the three specified reasons, compared to 32 percent of households with income between 51 and 100 percent of the poverty level and 38 percent of those with income above 100 percent of the poverty level.

**Table IV-29C**  
**Unable to Use Main Source of Heat for Any of Three Reasons During Past Year**  
**By Poverty Group**

	Unable to Use Main Source of Heat For Any of Three Reasons		
	0-50%	51-100%	101-150%
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	46%	32%	38%
<b>No</b>	52%	68%	62%
<b>Don't Know / No Answer</b>	2%	0%	0%

Table IV-30A displays whether respondents reported that there was a time in the year prior to the survey when they wanted to use their air conditioner, but could not because their air conditioner was broken and they were unable to pay for a repair or replacement. Nine percent of respondents reported that they could not use their air conditioner for this reason.

**Table IV-30A**  
**Unable to Use Air Conditioner Because it Was Broken**  
**And Unable to Pay for Repair or Replacement During the Past Year**

	Unable to Use Air Conditioner Because it Was Broken And Unable to Pay for Repair or Replacement
<b>Yes</b>	9%
<b>No</b>	88%
<b>Don't Know / No Answer</b>	3%

Table IV-30B displays whether households reported that there was a time in the year prior to the survey when they wanted to use their air conditioner, but could not because their air conditioner was broken and they were unable to pay for a repair or replacement by various vulnerable characteristics. This table shows that this indicator did not vary much by vulnerable characteristic.

**Table IV-30B  
Unable to Use Air Conditioner Because it Was Broken  
And Unable to Pay for Repair or Replacement  
During Past Year by Vulnerable Group**

	<b>Unable to Use Air Conditioner Because it Was Broken And Unable to Pay for Repair or Replacement</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	9%	12%	10%
<b>No</b>	88%	87%	86%
<b>Don't Know / No Answer</b>	4%	1%	4%

Table IV-30C displays whether households reported that there was a time in the year prior to the survey when they wanted to use their air conditioner, but could not because their air conditioner was broken and they were unable to pay for its repair or replacement by poverty level. This problem did not vary significantly by poverty group.

**Table IV-30C  
Unable to Use Air Conditioner Because it Was Broken  
And Unable to Pay for Repair or Replacement  
During Past Year by Poverty Group**

	<b>Unable to Use Air Conditioner Because it Was Broken And Unable to Pay for Repair or Replacement</b>		
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	9%	11%	3%
<b>No</b>	89%	87%	90%
<b>Don't Know / No Answer</b>	2%	2%	7%

Respondents were asked whether there was a time in the year prior to the survey when they wanted to use their air conditioner, but could not because the utility company discontinued their electric service because they were unable to pay their bill. Table IV-31A shows that 11 percent of respondents reported that they were unable to use their air conditioner for this reason.

**Table IV-31A**  
**Unable to Use Air Conditioner Because Utility Company Discontinued Electric Service Due to Nonpayment During Past Year**

	<b>Unable to Use Air Conditioner Because Utility Company Discontinued Electric Service Due to Nonpayment</b>
<b>Yes</b>	11%
<b>No</b>	87%
<b>Don't Know / No Answer</b>	2%

Table IV-31B shows that households with a child under 18 were more likely than households with an elderly member to report that they were unable to use their air conditioner because the utility company discontinued their electric service because they were unable to pay their bill. Fourteen percent of households with a child under 18 said they were unable to use their air conditioner for this reason, compared to four percent of households with an elderly member.

**Table IV-31B**  
**Unable to Use Air Conditioner Because Utility Company Discontinued Electric Service Due to Nonpayment During Past Year by Vulnerable Group**

	<b>Unable to Use Air Conditioner Because Utility Company Discontinued Electric Service Due to Nonpayment</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	4%	9%	14%
<b>No</b>	94%	91%	83%
<b>Don't Know / No Answer</b>	2%	0%	3%

Table IV-31C shows that households with income above 100 percent of the federal poverty level were more likely than those with income between 51 and 100 percent of the federal poverty level to report that they were unable to use their air conditioner for this reason.

**Table IV-31C**  
**Unable to Use Air Conditioner Because Utility Company Discontinued Electric Service Due to Nonpayment During Past Year by Poverty Group**

	<b>Unable to Use Air Conditioner Because Utility Company Discontinued Electric Service Due to Nonpayment</b>		
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	14%	7%	17%
<b>No</b>	84%	92%	76%
<b>Don't Know / No Answer</b>	2%	1%	7%

Table IV-32A displays whether respondents reported that they could not use their air conditioner for one or more of the following reasons:

- Their air conditioner was broken and they were unable to pay for its repair or replacement, or
- The utility company discontinued their electric service because they were unable to pay their bill.

Nineteen percent of respondents reported that they could not use their air conditioner for one or more of the two specified reasons.

**Table IV-32A**  
**Unable to Use Air Conditioner For Either of Two Specified Reasons During the Past Year**

	Unable to Use Air Conditioner For Either of Two Specified Reasons
<b>Yes</b>	19%
<b>No</b>	79%
<b>Don't Know / No Answer</b>	3%

Table IV-32B displays whether households reported that there was a time in the year prior to the survey when they wanted to use their air conditioner, but could not for at least one of the two specified reasons by various vulnerable characteristics. This table shows that this problem did not differ significantly by vulnerable characteristic.

**Table IV-32B**  
**Unable to Use Air Conditioner For Either of Two Specified Reasons During Past Year**  
**By Vulnerable Group**

	Unable to Use Air Conditioner For Either of Two Specified Reasons		
	Elderly	Disabled	Child Under 18
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	13%	20%	23%
<b>No</b>	83%	79%	74%
<b>Don't Know / No Answer</b>	4%	1%	4%

Table IV-32C displays whether households reported that there was a time in the year prior to the survey when they wanted to use their air conditioner, but could not for at least one of the two specified reasons by poverty group. This table shows that this problem did not vary much by poverty level.

**Table IV-32C**  
**Unable to Use Air Conditioner For Either of Two Specified Reasons During Past Year**  
**By Poverty Group**

	Unable to Use Air Conditioner For Either of Two Specified Reasons		
	0-50%	51-100%	101-150%
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	23%	15%	21%
<b>No</b>	75%	83%	72%
<b>Don't Know / No Answer</b>	2%	2%	7%

Table IV-33 displays whether respondents reported that their electricity was shut off at the time of the survey. None of the respondents reported that their electricity was shut off at the time of the survey.

**Table IV-33**  
**Electricity Shut Off at Time of Survey**

	Electricity Shut Off at Time of Survey
<b>Yes</b>	0%
<b>No</b>	15%
<b>Not Shut Off in Past 12 Months</b>	85%

Table IV-34 displays whether respondents reported that their natural gas service was shut off at the time of the survey. One percent of respondents reported that their natural gas service was shut off at the time of the survey.

**Table IV-34**  
**Gas Service Shut Off at Time of Survey**

	Gas Service Shut Off at Time of Survey
<b>Yes</b>	1%
<b>No</b>	3%
<b>Not Shut Off in Past 12 Months</b>	97%

Table IV-35 displays whether respondents reported that their electric or natural gas service was shut off at the time of the survey. One percent of respondents reported that their electric or natural gas service was shut off at the time of the survey.



**Table IV-35**  
**Electric or Gas Service Shut Off at Time of Survey**

	<b>Electric or Gas Service Shut Off at Time of Survey</b>
<b>Yes</b>	1%
<b>No</b>	16%
<b>Not Shut Off in Past 12 Months</b>	84%

***E. Housing Problems***

Respondents were asked whether they made less than a full rent or mortgage payment in the five years prior to the survey, due to their energy expenses. Table IV-36A shows that 38 percent of respondents reported that they made a partial payment or skipped a full rent or mortgage payment in the five years prior to the survey.

**Table IV-36A**  
**Did Not Make Full Rent or Mortgage Payment Due to Energy Bills in the Past Five Years**

	<b>Did Not Make Full Rent or Mortgage Payment</b>
<b>Yes</b>	38%
<b>No</b>	61%
<b>Don't Know / No Answer</b>	2%

Table IV-36B shows that households with a child under 18 were more likely than households with an elderly member to report that they made a partial payment or skipped a full rent or mortgage payment. Forty-four percent of households with a child under 18 reported that they did so, compared to 23 percent of households with an elderly member.

**Table IV-36B**  
**Did Not Make Full Rent or Mortgage Payment Due to Energy Bills in the Past Five Years By Vulnerable Group**

	<b>Did Not Make Full Rent or Mortgage Payment</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	23%	36%	44%
<b>No</b>	73%	63%	55%
<b>Don't Know / No Answer</b>	4%	1%	1%

Table IV-36C displays whether households reported that they made a partial payment or skipped a full rent or mortgage payment by poverty group. This table shows that this problem did not vary much by poverty level.

**Table IV-36C**  
**Did Not Make Full Rent or Mortgage Payment Due to Energy Bills in the Past Five Years**  
**By Poverty Group**

	<b>Did Not Make Full Rent or Mortgage Payment</b>		
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	43%	36%	35%
<b>No</b>	57%	62%	62%
<b>Don't Know / No Answer</b>	0%	2%	3%

Table IV-37A shows whether respondents were evicted from their home or apartment in the five years prior to the survey, due in part to their energy expenses. Six percent of respondents reported that they were evicted from their home or apartment.

**Table IV-37A**  
**Evicted From Home or Apartment Due to Energy Bills in the Past Five Years**

	<b>Evicted From Home or Apartment</b>
<b>Yes</b>	6%
<b>No</b>	94%
<b>Don't Know / No Answer</b>	0%

Table IV-37B shows that, across households with various types of vulnerable members, a similar percentage of households reported that were evicted from their home or apartment.

**Table IV-37B**  
**Evicted From Home or Apartment Due to Energy Bills in the Past Five Years**  
**By Vulnerable Group**

	<b>Evicted From Home or Apartment</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	2%	7%	8%
<b>No</b>	98%	93%	93%
<b>Don't Know / No Answer</b>	0%	0%	0%

Table IV-37C shows whether respondents reported that were evicted from their home or apartment in the year prior to the survey. The percentage of respondents who experienced this problem did not vary significantly by poverty level.

**Table IV-37C**  
**Evicted From Home or Apartment to Energy Bills in the Past Five Years**  
**By Poverty Group**

	<b>Evicted From Home or Apartment</b>		
	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	9%	6%	3%
<b>No</b>	91%	94%	97%
<b>Don't Know / No Answer</b>	0%	0%	0%

Respondents were asked whether they moved in with friends or family in the five years prior to the survey, due in part to their energy expenses. Table IV-38A shows that 12 percent of respondents reported that they moved in with friends or family.

**Table IV-38A**  
**Moved in with Friends or Family Due to Energy Bills In the Past Five Years**

	<b>Moved in with Friends or Family</b>
<b>Yes</b>	12%
<b>No</b>	88%
<b>Don't Know / No Answer</b>	0%

Table IV-38B shows that households with a child under 18 or with a disabled member were more likely than households with an elderly member to report that they moved in with friends or family. Thirteen percent of households with a child under 18 and 12 percent of households with a disabled member reported that they moved in with friends or family, compared to two percent of households with an elderly member.

**Table IV-38B**  
**Moved in with Friends or Family Due to Energy Bills In the Past Five Years**  
**By Vulnerable Group**

	<b>Moved in with Friends or Family</b>		
	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	2%	12%	13%
<b>No</b>	98%	88%	87%
<b>Don't Know / No Answer</b>	0%	0%	0%

Table IV-38C shows that households with income at or below 100 percent of the federal poverty level were more likely than households with income above 100 percent of the federal poverty level to report that they moved in with friends or family. Eighteen percent of households with income at

or below 50 percent of the poverty level and 13 percent of households with income between 51 and 100 percent of the poverty said they moved in with friends or family, while no respondents with income above 100 percent of the poverty level said they did so.

**Table IV-38C**  
**Moved in with Friends or Family Due to Energy Bills In the Past Five Years**  
**By Poverty Group**

	Moved in with Friends or Family		
	0-50%	51-100%	101-150%
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	18%	13%	0%
<b>No</b>	82%	87%	100%
<b>Don't Know / No Answer</b>	0%	0%	0%

Respondents were asked whether they moved into a shelter or became homeless in the five years prior to the survey, due in part to their energy expenses. Table IV-39A shows that five percent of respondents moved into a shelter or became homeless in the five years prior to the survey.

**Table IV-39A**  
**Moved into a Shelter or Was Homeless Due to Energy Bills In the Past Five Years**

	Moved into a Shelter or Was Homeless
<b>Yes</b>	5%
<b>No</b>	95%
<b>Don't Know / No Answer</b>	1%

Table IV-39B shows whether respondents reported that they moved into a shelter or became homeless by poverty group. The percentage of respondents who reported that they did so did not vary significantly by vulnerable characteristics.

**Table IV-39B**  
**Moved into a Shelter or Was Homeless Due to Energy Bills In the Past Five Years**  
**By Vulnerable Group**

	Moved into a Shelter or Was Homeless		
	Elderly	Disabled	Child Under 18
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	2%	6%	5%
<b>No</b>	98%	95%	94%
<b>Don't Know / No Answer</b>	0%	0%	1%

Table IV-39C shows that the percentage of respondents who reported that they moved into a shelter or became homeless did not differ significantly by poverty level. However, no households with income above the poverty level said that they moved into a shelter or became homeless.

**Table IV-39C**  
**Moved into a Shelter or Was Homeless Due to Energy Bills In the Past Five Years**  
**By Poverty Group**

	Moved into a Shelter or Was Homeless		
	0-50%	51-100%	101-150%
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	7%	5%	0%
<b>No</b>	93%	94%	100%
<b>Don't Know / No Answer</b>	0%	1%	0%

***F. Medical and Health Problems***

Respondents were asked a series of questions about health risks or problems experienced as a result of their energy bills. Table IV-40A shows that 38 percent of respondents reported that they went without food for at least one day in the five years prior to the survey.

**Table IV-40A**  
**Went Without Food for at Least One Day Due to Energy Bills In the Past Five Years**

	Went Without Food for at Least One Day
<b>Yes</b>	38%
<b>No</b>	62%
<b>Don't Know / No Answer</b>	0%

Table IV-40B shows that households in which some, but not all, household members have health insurance were more likely than households in which all household members have health insurance to report that they went without food for at least one day. Fifty-two percent of households in which some, but not all, household members have health insurance reported that they went without food for at least one day, compared to 29 percent of households in which all households members have health insurance.

**Table IV-40B**  
**Went Without Food for at Least One Day Due to Energy Bills In the Past Five Years**  
**By Health Insurance Coverage**

	Went Without Food for at Least One Day		
	Members of Household With Health Insurance		
	Entire Household	Some, but not all family members	None
<b>Number of Respondents</b>	93	61	32
<b>Yes</b>	29%	52%	37%
<b>No</b>	71%	48%	63%

As shown in Table IV-40C, households with at least one member with a serious medical condition were more likely to report that they went without food for at least one day. Forty-eight percent of households with at least one member with a serious medical condition said they did so, compared to 28 percent of households without members with serious medical conditions.

**Table IV-40C**  
**Went Without Food for at Least One Day Due to Energy Bills In the Past Five Years**  
**By Presence of Serious Medical Conditions**

	Went Without Food for at Least One Day	
	Household Member With Asthma, Emphysema, Heart Disease, or Stroke	No Household Member With Asthma, Emphysema, Heart Disease, or Stroke
<b>Number of Respondents</b>	92	95
<b>Yes</b>	48%	28%
<b>No</b>	52%	72%

Table IV-40D shows that households in which at least one member uses medical equipment that requires electricity were more likely than households without medical equipment that requires electricity to report that they went without food for at least one day. Sixty-four percent of households in which at least one member uses medical equipment that requires electricity reported that they did so, compared to 32 percent of households without medical equipment that requires electricity.

**Table IV-40D**  
**Went Without Food for at Least One Day Due to Energy Bills In the Past Five Years**  
**By Presence of Necessary Medical Equipment that Uses Electricity**

	Went Without Food for at Least One Day	
	Necessary Medical Equipment That Uses Electricity	No Necessary Medical Equipment That Uses Electricity
<b>Number of Respondents</b>	33	154
<b>Yes</b>	64%	32%
<b>No</b>	36%	68%

Respondents were asked whether they went without medical or dental care in the five years prior to the survey, due in part to their energy expenses. Table IV-41A shows that 46 percent of respondents went without medical or dental care.

**Table IV-41A**  
**Went Without Medical or Dental Care Due to Energy Bills In the Past Five Years**

	<b>Went Without Medical or Dental Care</b>
<b>Yes</b>	46%
<b>No</b>	53%
<b>Don't Know / No Answer</b>	1%

Table IV-41B shows that households in which some, but not all, households members have health insurance were more likely than households in which all members have health insurance to report that they went without medical or dental care.

**Table IV-41B**  
**Went Without Medical or Dental Care Due to Energy Bills In the Past Five Years**  
**By Health Insurance Coverage**

	<b>Went Without Medical or Dental Care</b>		
	<b>Members of Household With Health Insurance</b>		
	<b>Entire Household</b>	<b>Some, but not all family members</b>	<b>None</b>
<b>Number of Respondents</b>	93	61	32
<b>Yes</b>	39%	59%	47%
<b>No</b>	61%	41%	50%
<b>Don't Know / No Answer</b>	0%	0%	3%

Table IV-41C shows that the same percentage of households with members that have serious illnesses and of households that do not have any members with serious illnesses reported that they went without medical or dental care.

**Table IV-41C**  
**Went Without Medical or Dental Care Due to Energy Bills In the Past Five Years**  
**By Presence of Serious Medical Conditions**

	Went Without Medical or Dental Care	
	Household Member With Asthma, Emphysema, Heart Disease, or Stroke	No Household Member With Asthma, Emphysema, Heart Disease, or Stroke
<b>Number of Respondents</b>	92	95
<b>Yes</b>	46%	46%
<b>No</b>	54%	53%
<b>Don't Know/ No Answer</b>	0%	1%

Table IV-41D shows that a similar percentage of households with at least one member who uses medical equipment that requires electricity and of households without medical equipment that requires electricity reported that they went without medical or dental care.

**Table IV-41D**  
**Went Without Medical or Dental Care Due to Energy Bills In the Past Five Years**  
**By Presence of Necessary Medical Equipment that Uses Electricity**

	Went Without Medical or Dental Care	
	Necessary Medical Equipment That Uses Electricity	No Necessary Medical Equipment That Uses Electricity
<b>Number of Respondents</b>	33	154
<b>Yes</b>	46%	47%
<b>No</b>	52%	53%
<b>Don't Know/ No Answer</b>	3%	0%

Respondents were asked, "Approximately how much were your prescription drug costs in the past month that were not covered by your health insurance provider?" Table IV-42A shows that 18 percent of respondents reported that they had more than \$100 in out-of-pocket prescription drug costs in the month prior to the survey, and 11 percent said they spent more than \$250.



**Table IV-42A**  
**Monthly Prescription Drug Costs That Are Not Covered By Health Insurance Provider**

	<b>Percent</b>
<b>\$0</b>	49%
<b>\$1 - \$50</b>	13%
<b>\$51 - \$100</b>	8%
<b>\$101 - \$250</b>	7%
<b>\$251 - \$500</b>	8%
<b>&gt; \$500</b>	3%
<b>Don't Know / No Answer</b>	11%

Table IV-42B shows that the distribution of prescription drug costs that were not covered by the respondent's health insurance provider did not differ significantly by the presence of health insurance.

**Table IV-42B**  
**Monthly Prescription Drug Costs That Are Not Covered By Health Insurance Provider**  
**By Health Insurance Coverage**

	<b>Monthly Prescription Drug Costs That Are Not Covered By Health Insurance Provider</b>		
	<b>Members of Household With Health Insurance</b>		
	<b>Entire Household</b>	<b>Some, but not all family members</b>	<b>None</b>
<b>Number of Respondents</b>	93	61	32
<b>\$0</b>	51%	48%	47%
<b>\$1 - \$50</b>	15%	12%	10%
<b>\$51 - \$100</b>	5%	14%	6%
<b>\$101 - \$250</b>	6%	8%	9%
<b>\$251 - \$500</b>	9%	5%	12%
<b>&gt; \$500</b>	3%	2%	0%
<b>Don't Know / No Answer</b>	11%	11%	16%

Table IV-42C shows that the distribution of prescription drug costs that were not covered by the respondent's health insurance provider did not vary significantly by the presence of household members with serious illnesses.

**Table IV-42C**  
**Monthly Prescription Drug Costs That Are Not Covered By Health Insurance Provider**  
**By Presence of Serious Medical Conditions**

	<b>Monthly Prescription Drug Costs That Are Not Covered By Health Insurance Provider</b>	
	<b>Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>	<b>No Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>
<b>Number of Respondents</b>	92	95
<b>\$0</b>	45%	53%
<b>\$1 - \$50</b>	13%	13%
<b>\$51 - \$100</b>	12%	5%
<b>\$101 - \$250</b>	7%	8%
<b>\$251 - \$500</b>	6%	10%
<b>&gt; \$500</b>	3%	1%
<b>Don't Know / No Answer</b>	14%	10%

Table IV-42D shows that households with at least one member who uses medical equipment that requires electricity were more likely than households without medical equipment that requires electricity to report that they had more than \$250 in prescription drug costs that were not covered by their health insurance provider in the month prior to the survey.

**Table IV-42D**  
**Monthly Prescription Drug Costs That Are Not Covered By Health Insurance Provider**  
**By Presence of Necessary Medical Equipment that Uses Electricity**

	<b>Monthly Prescription Drug Costs That Are Not Covered By Health Insurance Provider</b>	
	<b>Necessary Medical Equipment That Uses Electricity</b>	<b>No Necessary Medical Equipment That Uses Electricity</b>
<b>Number of Respondents</b>	33	154
<b>\$0</b>	39%	52%
<b>\$1 - \$50</b>	6%	8%
<b>\$51 - \$100</b>	9%	7%
<b>\$101 - \$250</b>	9%	7%
<b>\$251 - \$500</b>	12%	1%
<b>&gt; \$500</b>	6%	1%
<b>Don't Know / No Answer</b>	18%	9%

Respondents were asked whether they skipped filling a prescription or took less than the full dose of a prescribed medicine in the five years prior to the survey, due in part to their energy expenses. Table IV-43A shows that 35 percent of respondents reported that they did not fill a prescription or took less than the full dose of a prescribed medicine.

**Table IV-43A**  
**Did Not Fill Prescription or Took Less Than the Full Dose of Prescribed Medicine Due to Energy Bills**  
**In the Past Five Years**

	<b>Did Not Fill Prescription or Took Less Than the Full Dose of Prescribed Medicine</b>
<b>Yes</b>	35%
<b>No</b>	65%
<b>Don't Know / No Answer</b>	1%

Table IV-43B shows the percentage of respondents that reported that they did not fill a prescription or took less than the full dose of a prescribed medicine by whether the household had health insurance. This table shows that this problem does not vary significantly by the presence of health insurance.

**Table IV-43B**  
**Did Not Fill Prescription or Took Less Than the Full Dose of Prescribed Medicine due to Energy Bills**  
**In the Past Five Years**  
**By Health Insurance Coverage**

	<b>Did Not Fill Prescription or Took Less Than the Full Dose of Prescribed Medicine</b>		
	<b>Members of Household With Health Insurance</b>		
	<b>Entire Household</b>	<b>Some, but not all family members</b>	<b>None</b>
<b>Number of Respondents</b>	93	61	32
<b>Yes</b>	32%	44%	27%
<b>No</b>	67%	56%	73%
<b>Don't Know / No Answer</b>	1%	0%	0%

Table IV-43C shows that a similar percentage of households with members that have serious illnesses and of households that do not have any members with serious illnesses reported that they did not fill a prescription or took less than the full dose of a prescribed medicine in the five years prior to the survey.

**Table IV-43C**  
**Did Not 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**

	<b>Did Not Fill Prescription or Took Less Than the Full Dose of Prescribed Medicine</b>	
	<b>Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>	<b>No Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>
<b>Number of Respondents</b>	92	95
<b>Yes</b>	39%	31%
<b>No</b>	60%	69%
<b>Don't Know/ No Answer</b>	1%	0%

Table IV-43D shows that households in which at least one member uses medical equipment that requires electricity were more likely than households without medical equipment that requires electricity to report that they did not fill a prescription or took less than the full dose of a prescribed medicine in the five years prior to the survey. Fifty-four percent of households in which at least one member uses medical equipment that requires electricity said they did so, compared to 31 percent of than households without medical equipment that requires electricity.

**Table IV-43D**  
**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**

	<b>Did Not Fill Prescription or Took Less Than the Full Dose of Prescribed Medicine</b>	
	<b>Necessary Medical Equipment That Uses Electricity</b>	<b>No Necessary Medical Equipment That Uses Electricity</b>
<b>Number of Respondents</b>	33	154
<b>Yes</b>	54%	31%
<b>No</b>	43%	69%
<b>Don't Know/ No Answer</b>	3%	0%

Respondents were asked whether they were unable to pay their energy bills due to expenses for medical care or prescription drugs in the year prior to the survey. Table IV-44A shows that 20 percent of respondents reported that they were unable to pay their energy bills due to medical expenses.

**Table IV-44A**  
**Unable to Pay Energy Bills Due to Medical or Prescription Drug Expenses In the Past Year**

	<b>Unable to Pay Energy Bills Due to Medical Or Prescription Drug Expenses</b>
<b>Yes</b>	20%
<b>No</b>	78%
<b>Don't Know / No Answer</b>	2%

Table IV-44B displays whether respondents reported that they were unable to pay their energy bills due to expenses for medical care or prescription drugs in the year prior to the survey. This problem does not differ significantly by the presence of health insurance.

**Table IV-44B**  
**Unable to Pay Energy Bills Due to Medical or Prescription Drug Expenses In the Past Year By Health Insurance Coverage**

	<b>Unable to Pay Energy Bills Due to Medical or Prescription Drug Expenses</b>		
	<b>Members of Household With Health Insurance</b>		
	<b>Entire Household</b>	<b>Some, but not all family members</b>	<b>None</b>
<b>Number of Respondents</b>	93	61	32
<b>Yes</b>	17%	25%	22%
<b>No</b>	81%	75%	78%
<b>Don't Know / No Answer</b>	2%	0%	0%

As shown in Table IV-44C, households with at least one member with a serious medical condition and those in which no household members have a serious medical condition have similar percentages of respondents who reported that they were unable to pay their energy bills due to expenses for medical care or prescription drugs in the year preceding the survey.

**Table IV-44C**  
**Unable to Pay Energy Bills Due to Medical or Prescription Drug Expenses In the Past Year By Presence of Serious Medical Conditions**

	<b>Unable to Pay Energy Bills Due to Medical or Prescription Drug Expenses</b>	
	<b>Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>	<b>No Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>
<b>Number of Respondents</b>	92	95
<b>Yes</b>	21%	20%
<b>No</b>	77%	79%
<b>Don't Know/ No Answer</b>	2%	1%

Table IV-44D shows that households in which at least one member uses medical equipment that requires electricity were more likely than households without medical equipment that requires electricity to report that they were unable to pay their energy bills due to medical expenses or expenses for prescription drugs. Thirty-six percent of households in which at least one member uses medical equipment that requires electricity said they experienced this problem, compared to 17 percent of households without medical equipment that requires electricity.

**Table IV-44D  
Unable to Pay Energy Bills Due to Medical or Prescription Drug Expenses In the Past Year  
By Presence of Necessary Medical Equipment the Uses Electricity**

	Unable to Pay Energy Bills Due to Medical or Prescription Drug Expenses	
	Necessary Medical Equipment that Uses Electricity	No Necessary Medical Equipment that Uses Electricity
<b>Number of Respondents</b>	33	154
<b>Yes</b>	36%	17%
<b>No</b>	64%	82%
<b>Don't Know/ No Answer</b>	0%	1%

Table IV-45A shows that 32 percent of respondents reported that someone in their household became sick because their home was too cold in the five years prior to the survey.

**Table IV-45A  
Someone in Household Became Sick Because Home was Too Cold In the Past Five Years**

	Someone in Household Became Sick Because Home was Too Cold
<b>Yes</b>	32%
<b>No</b>	65%
<b>Don't Know/ No Answer</b>	3%

As shown in Table IV-45B, households that have health insurance coverage for all members, some but not all members, and no members have similar percentages of respondents who reported that someone in their household became sick because their home was too cold in the five years prior to the survey.

**Table IV-45B**  
**Someone in Household Became Sick Because Home was Too Cold In the Past Five Years**  
**By Health Insurance Coverage**

	<b>Someone in Household Became Sick Because Home was Too Cold</b>		
	<b>Members of Household With Health Insurance</b>		
	<b>Entire Household</b>	<b>Some, but not all family members</b>	<b>None</b>
<b>Number of Respondents</b>	93	61	32
<b>Yes</b>	37%	29%	21%
<b>No</b>	61%	64%	79%
<b>Don't Know/ No Answer</b>	2%	7%	0%

As shown in Table IV-45C, households with at least one member with a serious medical condition were more likely than households in which no household members have a serious medical condition to report that someone in their household became sick because their home was too cold. Forty-four percent of households with at least one member with a serious medical condition said that someone in their households became sick because the home was too cold, compared to 21 percent of households in which no household members have a serious medical condition.

**Table IV-45C**  
**Someone in Household Became Sick Because Home was Too Cold In the Past Five Years**  
**By Presence of Serious Medical Conditions**

	<b>Someone in Household Became Sick Because Home was Too Cold</b>	
	<b>Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>	<b>No Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>
<b>Number of Respondents</b>	92	95
<b>Yes</b>	44%	21%
<b>No</b>	52%	77%
<b>Don't Know/ No Answer</b>	4%	2%

Table IV-45D shows that households in which at least one member uses medical equipment that requires electricity were more likely than households without medical equipment that requires electricity to report that someone in their household became sick because their home was too cold. Fifty-one percent of households in which at least one member uses medical equipment that requires electricity said they experienced this problem, compared to 27 percent of households without medical equipment that requires electricity.

**Table IV-45D**  
**Someone in Household Became Sick Because Home was Too Cold In the Past Five Years**  
**By Presence of Necessary Medical Equipment the Uses Electricity**

	<b>Someone in Household Became Sick Because Home was Too Cold</b>	
	<b>Necessary Medical Equipment that Uses Electricity</b>	<b>No Necessary Medical Equipment that Uses Electricity</b>
<b>Number of Respondents</b>	33	154
<b>Yes</b>	51%	27%
<b>No</b>	43%	70%
<b>Don't Know/ No Answer</b>	6%	3%

Respondents who said that someone in their household became sick because their home was too cold were asked whether that person needed to go to a doctor or hospital due to this illness. Table IV-46A shows that 24 percent of respondents reported that someone in their household needed to go to a doctor or hospital because their home was too cold.

**Table IV-46A**  
**Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Cold**  
**In the Past Five Years**

	<b>Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Cold</b>
<b>Yes</b>	24%
<b>No</b>	8%
<b>Don't Know / No Answer</b>	1%
<b>Did Not Become Sick</b>	68%

Table IV-46B shows the percentage of respondents that reported that someone in the household needed to go to the doctor or hospital because the home was too cold by whether the household had health insurance. This table shows that this problem does not vary significantly by the presence of health insurance.



**Table IV-46B**  
**Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Cold**  
**In the Past Five Years**  
**By Health Insurance Coverage**

	<b>Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Cold</b>		
	<b>Members of Household With Health Insurance</b>		
	<b>Entire Household</b>	<b>Some, but not all family members</b>	<b>None</b>
<b>Number of Respondents</b>	93	61	32
<b>Yes</b>	26%	25%	15%
<b>No</b>	10%	5%	6%
<b>Don't Know / No Answer</b>	1%	0%	0%
<b>Did Not Become Sick</b>	63%	71%	79%

Table IV-46C shows that households with at least one member with a serious medical condition were more likely to report that someone in their household needed to go to a doctor or hospital because their home was too cold. Thirty-five percent of households with at least one member with a serious medical condition said they faced this problem, compared to 13 percent of households in which no household members have a serious medical condition.

**Table IV-46C**  
**Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Cold**  
**In the Past Five Years**  
**By Presence of Serious Medical Conditions**

	<b>Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Cold</b>	
	<b>Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>	<b>No Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>
<b>Number of Respondents</b>	92	95
<b>Yes</b>	35%	13%
<b>No</b>	8%	7%
<b>Don't Know/ No Answer</b>	1%	0%
<b>Did Not Become Sick</b>	56%	79%

As shown in Table IV-46D, households in which at least one member uses medical equipment that requires electricity were more likely than households without medical equipment that requires electricity to report that someone in their household needed to go to a doctor or hospital because their home was too cold. Forty-three percent of households in which at least one member uses medical equipment that requires electricity said they experienced this problem, compared to 19 percent of households without medical equipment that requires electricity.

**Table IV-46D**  
**Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Cold**  
**In the Past Five Years**  
**By Presence of Necessary Medical Equipment the Uses Electricity**

	<b>Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Cold</b>	
	<b>Necessary Medical Equipment That Uses Electricity</b>	<b>No Necessary Medical Equipment That Uses Electricity</b>
<b>Number of Respondents</b>	33	154
<b>Yes</b>	43%	19%
<b>No</b>	9%	7%
<b>Don't Know/ No Answer</b>	0%	1%
<b>Did Not Become Sick</b>	49%	73%

Table IV-47A shows that nine percent of respondents reported that someone in their household became sick because their home was too hot in the five years prior to the survey.

**Table IV-47A**  
**Someone in Household Became Sick Because Home was Too Hot In the Past Five Years**

	<b>Someone in Household Became Sick Because Home was Too Hot</b>
<b>Yes</b>	9%
<b>No</b>	91%
<b>Don't Know/ No Answer</b>	1%

As shown in Table IV-47B, households in which all household members or some but not all household members have health insurance were most likely to report that someone in their household became sick because their home was too hot. Eleven percent of households in which some but not all members have health insurance and 10 percent of households in which all members have health insurance reported that someone in their household became sick because their home was too hot, compared to none of the households in which no household members have health insurance.

**Table IV-47B**  
**Someone in Household Became Sick Because Home was Too Hot In the Past Five Years**  
**By Health Insurance Coverage**

	<b>Someone in Household Became Sick Because Home was Too Hot</b>		
	<b>Members of Household With Health Insurance</b>		
	<b>Entire Household</b>	<b>Some, but not all family members</b>	<b>None</b>
<b>Number of Respondents</b>	93	61	32
<b>Yes</b>	10%	11%	0%
<b>No</b>	90%	87%	100%
<b>Don't Know/ No Answer</b>	0%	2%	0%

Table IV-47C shows that households with at least one member with a serious medical condition were more likely than households in which no household members have a serious medical condition to report that someone in their household became sick because their home was too hot. Fourteen percent of households with at least one member with a serious medical condition said they experienced this problem, compared to two percent of households in which no household members have a serious medical condition.

**Table IV-47C**  
**Someone in Household Became Sick Because Home was Too Hot In the Past Five Years**  
**By Presence of Serious Medical Conditions**

	<b>Someone in Household Became Sick Because Home was Too Hot</b>	
	<b>Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>	<b>No Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>
<b>Number of Respondents</b>	92	95
<b>Yes</b>	14%	2%
<b>No</b>	86%	97%
<b>Don't Know/ No Answer</b>	0%	1%

Table IV-47D shows that households in which at least one member uses medical equipment that requires electricity were more likely than households without medical equipment that requires electricity to report that someone in their household became sick because their home was too hot. Twenty-one percent of households in which at least one member uses medical equipment that requires electricity said they experienced this problem, compared to six percent of households without medical equipment that requires electricity.

**Table IV-47D**  
**Someone in Household Became Sick Because Home was Too Hot In the Past Five Years**  
**By Presence of Necessary Medical Equipment the Uses Electricity**

	<b>Someone in Household Became Sick Because Home was Too Hot</b>	
	<b>Necessary Medical Equipment That Uses Electricity</b>	<b>No Necessary Medical Equipment That Uses Electricity</b>
<b>Number of Respondents</b>	33	154
<b>Yes</b>	21%	6%
<b>No</b>	79%	94%
<b>Don't Know/ No Answer</b>	0%	1%

Respondents who said that someone in their household became sick because their home was too hot were asked whether that person needed to go to a doctor or hospital due to this illness. Table IV-48A shows that four percent of respondents reported that someone in their household needed to go to a doctor or hospital because their home was too hot.

**Table IV-48A**  
**Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Hot**  
**In the Past Five Years**

	<b>Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Hot</b>
<b>Yes</b>	4%
<b>No</b>	3%
<b>Don't Know / No Answer</b>	1%
<b>Did Not Become Sick</b>	92%

Table IV-48B shows the percentage of respondents that reported that someone in their household needed to go to a doctor or hospital because their home was too hot by whether the household had health insurance. This table shows that this problem does not vary significantly by the presence of health insurance.

**Table IV-48B**  
**Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Hot**  
**In the Past Five Years**  
**By Health Insurance Coverage**

	<b>Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Hot</b>		
	<b>Members of Household With Health Insurance</b>		
	<b>Entire Household</b>	<b>Some, but not all family members</b>	<b>None</b>
<b>Number of Respondents</b>	93	61	32
<b>Yes</b>	5%	5%	0%
<b>No</b>	4%	3%	0%
<b>Don't Know / No Answer</b>	0%	3%	0%
<b>Did Not Become Sick</b>	90%	89%	100%

As shown in Table IV-48C, households with at least one member with a serious medical condition were more likely than households in which no household members have a serious medical condition to report that someone in their household needed to go to a doctor or hospital because their home was too hot. Eight percent of households with at least one member with a serious medical condition said they faced this problem, compared to one percent of households in which no household members have a serious medical condition.

**Table IV-48C**  
**Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Hot**  
**In the Past Five Years**  
**By Presence of Serious Medical Conditions**

	<b>Someone in Household Became Sick Because Home was Too Hot</b>	
	<b>Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>	<b>No Household Member With Asthma, Emphysema, Heart Disease, or Stroke</b>
<b>Number of Respondents</b>	92	95
<b>Yes</b>	8%	1%
<b>No</b>	4%	1%
<b>Don't Know / No Answer</b>	2%	0%
<b>Did Not Become Sick</b>	86%	98%

Table IV-48D shows that households in which at least one member uses medical equipment that requires electricity were more likely than households without medical equipment that requires electricity to report that someone in their household needed to go to a doctor or hospital because their home was too hot. Twelve percent of households in which at least one member uses medical equipment that requires electricity said they experienced this problem, compared to three percent of households without medical equipment that requires electricity.

**Table IV-48D**  
**Someone in Household Needed to go to a Doctor or Hospital Because Home was Too Hot**  
**In the Past Five Years**  
**By Presence of Necessary Medical Equipment the Uses Electricity**

	<b>Someone in Household Became Sick Because Home was Too Hot</b>	
	<b>Necessary Medical Equipment That Uses Electricity</b>	<b>No Necessary Medical Equipment That Uses Electricity</b>
<b>Number of Respondents</b>	33	154
<b>Yes</b>	12%	3%
<b>No</b>	6%	3%
<b>Don't Know / No Answer</b>	3%	1%
<b>Did Not Become Sick</b>	79%	94%

As shown in Table IV-49, one percent of respondents said that someone in their household suffered from carbon monoxide poisoning in the five year prior to the survey.

**Table IV-49**  
**Someone in Household Had Carbon Monoxide Poisoning In the Past Five Years**

	<b>Someone in Household Had Carbon Monoxide Poisoning</b>
<b>Yes</b>	1%
<b>No</b>	98%
<b>Don't Know</b>	1%

**G. Bankruptcy**

Respondents were asked if unaffordable energy bills had forced them into bankruptcy in the year prior to the survey. IV-50 shows that two percent of respondents reported that they were forced into bankruptcy by unaffordable energy bills.

**Table IV-50**  
**Forced into Bankruptcy by Unaffordable Energy Bills In the Past Year**

	<b>Forced into Bankruptcy</b>
<b>Yes</b>	2%
<b>No</b>	98%
<b>Don't Know/No Answer</b>	0%

## V. The Need For LIHEAP

The Washington State Energy Assistance Survey demonstrates the need that exists for and the importance of LIHEAP benefits. This section addresses respondents' assessments of the impact that LIHEAP had on their circumstances and whether they would have faced certain problems if LIHEAP had not been available.

### A. History of LIHEAP Receipt

The survey sample was drawn from state lists of LIHEAP recipients, and as such, all respondents should have received LIHEAP in the year prior to the survey.

Respondents were asked whether they had received LIHEAP benefits in the year prior to the survey. Table V-1 displays the responses to this question. Ninety-one percent of respondents reported that they received LIHEAP.<sup>9</sup>

**Table V-1**  
**Received LIHEAP During Past Year<sup>10</sup>**

	<b>Received LIHEAP</b>
<b>Yes</b>	91%
<b>No</b>	8%
<b>Don't Know</b>	2%

Table V-2 displays the season when respondents reported that they received LIHEAP benefits in the year prior to the survey. Fifty-eight percent of respondents reported that they received LIHEAP in the winter, 16 percent said that they received LIHEAP in the spring, another eight percent said that they received LIHEAP in the fall, and six percent said that they received LIHEAP in the summer. Three percent said that they received LIHEAP more than one time in the year preceding the survey.

<sup>9</sup> All respondents should have received LIHEAP in the year prior to the survey, due to the sample selection procedures. However, research has found that many LIHEAP recipients are not aware that they received these benefits or do not recall that they have received these benefits.

<sup>10</sup> Interviewers initially used the phrase "LIHEAP benefits" to identify the energy assistance benefits. If the respondent was initially confused or did not recall the program based on that name, interviewers were trained to assist their memory by describing energy assistance benefits.

**Table V-2**  
**Reported Season of LIHEAP Receipt**

	<b>Percent</b>
<b>Number of Respondents</b>	170
<b>Winter</b>	58%
<b>Spring</b>	16%
<b>Summer</b>	6%
<b>Fall</b>	8%
<b>More Than Once</b>	3%
<b>All Year Round</b>	6%
<b>Don't Know / No Answer</b>	2%

Table V-3A presents the number of years that respondents reported that they received LIHEAP in the past five years. Twelve percent of respondents reported that they received LIHEAP in all five of the previous five years. Thirty-one percent of respondents said that they received LIHEAP in only one of the five previous years.

**Table V-3A**  
**Number of Years Received LIHEAP In the Past Five Years**

	<b>Percent</b>
<b>1</b>	31%
<b>2</b>	26%
<b>3</b>	18%
<b>4</b>	7%
<b>5</b>	12%
<b>Don't Know / No Answer / None of Past Five Years</b>	7%

Table V-3B displays the number of years that respondents reported that they received LIHEAP in the past five years by various vulnerable characteristics. Households with a disabled member or with an elderly member were more likely than households with a child under 18 to report that they received LIHEAP in all five of the previous five years. Nineteen percent of households with an elderly member and 18 percent of households with a disabled member reported that they received LIHEAP in all five of the previous five years, compared to eight percent of households with a child under 18.



**Table V-3B**  
**Number of Years Received LIHEAP In the Past Five Years**  
**By Vulnerable Group**

	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>1</b>	31%	25%	39%
<b>2</b>	25%	23%	26%
<b>3</b>	11%	14%	17%
<b>4</b>	6%	11%	5%
<b>5</b>	19%	18%	8%
<b>Don't Know / No Answer / None of Past Five Years</b>	8%	10%	7%

Table V-3C shows that households with income above 100 percent of the federal poverty level were more likely than household with income between 51 and 100 percent of the federal poverty level to report that that received LIHEAP in only one of the five previous years. Households with income between 51 and 100 percent of the federal poverty level were more likely than those with income at or below 50 percent of the federal poverty level to report that they received LIHEAP in all five of the previous five years.

**Table V-3C**  
**Number of Years Received LIHEAP In the Past Five Years**  
**By Poverty Group**

	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>1</b>	38%	24%	41%
<b>2</b>	29%	25%	21%
<b>3</b>	20%	16%	21%
<b>4</b>	2%	12%	0%
<b>5</b>	5%	16%	10%
<b>Don't Know / No Answer / None of Past Five Years</b>	7%	8%	7%

Respondents were asked whether they had applied or planned to apply for LIHEAP benefits for the coming winter or the following summer. Table V-4A shows that 82 percent of respondents had applied or planned to apply for LIHEAP benefits.

**Table V-4A**  
**Applied or Plans to Apply for LIHEAP In Coming Winter or Next Summer**

	<b>Percent</b>
<b>Yes</b>	82%
<b>No</b>	8%
<b>Don't Know / No Answer</b>	10%

Table V-4B displays whether respondents reported that they had applied or planned to apply for LIHEAP benefits for the coming winter or the following summer by various vulnerable characteristics. Across households with various vulnerable members, a similar percentage of respondents reported that they applied or planned to apply for LIHEAP benefits.

**Table V-4B**  
**Applied or Plans to Apply for LIHEAP In Coming Winter or Next Summer**  
**By Vulnerable Group**

	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	48	92	106
<b>Yes</b>	84%	85%	79%
<b>No</b>	6%	4%	12%
<b>Don't Know / No Answer</b>	10%	11%	9%

Table V-4C shows that households with income between 51 and 100 percent of the federal poverty level were more likely than those at other poverty levels to say that they had applied or planned to apply for LIHEAP benefits for the coming winter or the following summer.

**Table V-4C**  
**Applied or Plans to Apply for LIHEAP In Coming Winter or Next Summer**  
**By Poverty Group**

	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	56	103	29
<b>Yes</b>	66%	91%	76%
<b>No</b>	18%	2%	14%
<b>Don't Know / No Answer</b>	16%	7%	10%

## ***B. Energy Bill Arrangements and LIHEAP Benefits***

Energy vendors often offer various bill payment arrangements and apply LIHEAP grants to customer accounts differently. The survey collected information about some of these arrangements.

Respondents were asked whether the vendor that supplies their main heating fuel offers a budget payment plan. Table V-5 shows that 53 percent of respondents said that their main heating fuel vendor does offer a budget payment plan.

**Table V-5  
Main Heating Fuel Vendor Offers Budget Payment Plan**

	<b>Percent</b>
<b>Yes</b>	53%
<b>No</b>	28%
<b>Don't Know / No Answer</b>	19%

Respondents who reported that their main heating fuel vendor offers a budget payment plan were asked whether they were participating in that program at the time of the survey. Table V-6 shows that 18 percent of respondents said that they were participating in the budget payment plan at the time of the survey.

**Table V-6  
Respondent Participates in Budget Payment Plan**

	<b>Percent</b>
<b>Yes</b>	18%
<b>No</b>	35%
<b>Don't Know / No Answer</b>	0%
<b>Vendor Does Not Offer Plan</b>	47%

Table V-7 displays whether respondents reported that the payments in the budget payment plan are affordable. More than two-thirds of respondents who were participating in a budget plan at the time of the survey said the payments are affordable.

**Table V-7  
Payments on Budget Payment Plan are Affordable**

	<b>Percent</b>
<b>Number of Respondents</b>	34
<b>Yes</b>	65%
<b>No</b>	26%
<b>Don't Know / No Answer</b>	9%

Table V-8 displays whether respondents reported that they understand how the budget plan works. Eighty-two percent of respondents who were participating in a budget plan at the time of the survey said they understand how the budget plan works.

**Table V-8**  
**Respondent Understands How Budget Payment Plan Works**

	<b>Percent</b>
<b>Number of Respondents</b>	34
<b>Yes</b>	82%
<b>No</b>	18%
<b>Don't Know / No Answer</b>	0%

Table V-9 displays whether respondents reported that the budget plan helps them budget for their home energy bill each month. Ninety-one percent of respondents who were participating in a budget plan at the time of the survey said the plan helps them budget for their home energy bill each month.

**Table V-9**  
**Budget Payment Plan Helps Respondent Budget for Home Energy Bill Each Month**

	<b>Percent</b>
<b>Number of Respondents</b>	34
<b>Yes</b>	91%
<b>No</b>	6%
<b>Don't Know / No Answer</b>	3%

Respondents who were participating in a budget plan at the time of the survey and who reported that they received a LIHEAP benefit in the year prior to the survey were asked whether the LIHEAP grant was credited to their utility bill all at once. Table V-10 shows that 66 percent of the respondents reported that their LIHEAP grant was credited all at once.

**Table V-10**  
**LIHEAP Grant Was Credited to Utility Bill All at Once**

	<b>Percent</b>
<b>Number of Respondents</b>	32
<b>Yes</b>	66%
<b>No</b>	28%
<b>Don't Know / No Answer</b>	6%

Table V-11 shows the number of months that respondents reported that their LIHEAP grant covered their entire utility bill, causing them to owe zero dollars to the utility company. Thirteen percent of the respondents reported that their LIHEAP grant covered their entire utility bill for one month, 16 percent said two months, 12 percent said three months, and 16 percent said six months.

**Table V-11**  
**Number of Months for Which LIHEAP Grant Covered Entire Utility Bill**  
**For Respondents Whose LIHEAP Grant Was Credited to Utility Bill All at Once**

	<b>Percent</b>
<b>Number of Respondents</b>	32
<b>1 Month</b>	13%
<b>2 Months</b>	16%
<b>3 Months</b>	12%
<b>4 Months</b>	0%
<b>5 Months</b>	0%
<b>6 Months</b>	16%
<b>Don't Know / No Answer</b>	10%
<b>LIHEAP Grant Was Not Credited All At Once</b>	34%

Respondents who reported that their LIHEAP grant was not credited to their utility bills all at once were asked whether the energy provider credited the LIHEAP grant to the budget bill over several months to decrease the monthly budget payment. Table V-12 shows that about one-third of the respondents reported that their LIHEAP grant was credited to their utility bill over several months.

**Table V-12**  
**LIHEAP Grant Was Credited to Utility Bill Over Several Months to Decrease Monthly Budget Payment**

	<b>Percent</b>
<b>Number of Respondents</b>	11
<b>Yes</b>	35%
<b>No</b>	38%
<b>Don't Know / No Answer</b>	27%

Respondents who reported that their utility service had been discontinued or that they received a notice or threat that their service would be discontinued in the year prior to the survey were asked whether the utility provider required the respondent to pay the entire amount that they owed to continue receiving service. Table V-13 shows that 61 percent of the respondents reported that they were required to pay the entire amount that they owed at that time.

**Table V-13**  
**Utility Provider Required Respondent to Pay Entire Balance to Continue to Receive Energy Service**  
**For Respondents Who Had Service Discontinued or Received Threat of Discontinuance of Utility Service**

	<b>Percent</b>
<b>Number of Respondents</b>	97
<b>Yes</b>	61%
<b>No</b>	35%
<b>Don't Know / No Answer</b>	4%

Table V-14 shows that 30 percent of respondents reported that the utility provider allowed them to make partial payments to continue their utility service.

**Table V-14**  
**Utility Provider Allowed Respondent to Make Partial Payments to Continue to Receive Energy Service**  
**For Respondents Who Had Service Discontinued or Received Threat of Discontinuance of Utility Service**

	<b>Percent</b>
<b>Number of Respondents</b>	97
<b>Yes</b>	30%
<b>No</b>	5%
<b>Don't Know / No Answer</b>	4%
<b>Provider Required Respondent to Pay Entire Balance</b>	61%

Respondents who were allowed to make partial payments to continue receiving service were asked whether the payments were reasonable. Table V-15 shows that the majority of the respondents, 90 percent, said that the payments were reasonable.

**Table V-15**  
**Partial Payments Were Reasonable**

	<b>Percent</b>
<b>Number of Respondents</b>	29
<b>Yes</b>	90%
<b>No</b>	10%
<b>Don't Know / No Answer</b>	0%

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

Respondents who reported that they did not encounter some of the problems caused by unaffordable energy bills described in the previous sections were asked whether they believe they would have faced these problems if LIHEAP assistance had not been available. Table V-16 shows that 64

percent of respondents said that they would have worried about being able to pay their home energy bill if LIHEAP assistance had not been available.

**Table V-16**  
**If LIHEAP Had Not Been Available:**  
**Would You Have Worried About Paying Home Energy Bill?**

	<b>Percent</b>
<b>Number of Respondents</b>	25
<b>Yes</b>	64%
<b>No</b>	32%
<b>Don't Know / No Answer</b>	4%

As shown in Table V-17, 71 percent of respondents reported that they would have needed to keep their home at an unsafe or unhealthy temperature if LIHEAP assistance had not been available.

**Table V-17**  
**If LIHEAP Had Not Been Available:**  
**Would You have Needed to Keep Home Temperature at Unsafe or Unhealthy Levels?**

	<b>Percent</b>
<b>Number of Respondents</b>	115
<b>Yes</b>	71%
<b>No</b>	28%
<b>Don't Know / No Answer</b>	2%

Table V-18 shows that 65 percent of respondents reported that they would have had their electricity or home heating fuel discontinued at a time when they needed it to heat or cool their home if LIHEAP assistance had not been available.

**Table V-18**  
**If LIHEAP Had Not Been Available:**  
**Would You have had Electricity or Home Heating Fuel Discontinued?**

	<b>Percent</b>
<b>Number of Respondents</b>	113
<b>Yes</b>	65%
<b>No</b>	31%
<b>Don't Know / No Answer</b>	4%

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

Respondents who reported that they did not have use of their heat because their electricity or natural gas service was disconnected or that their fuel delivery was discontinued, and who reported that they received LIHEAP benefits in the year preceding the survey, were asked whether LIHEAP helped restore their main source of heat. Table V-19 shows that nine percent of respondents reported that LIHEAP helped to restore their main source of heat.

**Table V-19**  
**LIHEAP Helped to Restore Heat Due to Shutoff**

	<b>Percent</b>
<b>Yes</b>	9%
<b>No</b>	8%
<b>Don't Know / No Answer</b>	1%
<b>Did Not Experience Shut Off and/or Did Not Receive LIHEAP</b>	82%

Respondents who reported that they were without heat because they were unable to repair or replace a broken heating system, and who reported that they received LIHEAP benefits in the year preceding the survey, were asked whether LIHEAP helped restore their main source of heat. As shown in Table V-20, 19 percent of respondents reported that LIHEAP helped to restore their main source of heat when it was not available due to a broken heating system.

**Table V-20**  
**LIHEAP Helped to Restore Heat Due to Broken Equipment**

	<b>Percent</b>
<b>Yes</b>	19%
<b>No</b>	9%
<b>Don't Know / No Answer</b>	0%
<b>Did Not Experience Broken Equipment and/or Did Not Receive LIHEAP</b>	72%

### ***E. Importance of LIHEAP***

Respondents who reported that they received LIHEAP benefits in the year prior to the survey were asked, "How important has LIHEAP been in helping you to meet your needs?" Table V-21A shows that 95 percent of LIHEAP recipients reported that LIHEAP was very important in helping them meet their needs, and five percent said it was somewhat important.



**Table V-21A  
Importance of LIHEAP**

	<b>Percent</b>
<b>Number of Respondents</b>	170
<b>Very Important</b>	95%
<b>Somewhat Important</b>	5%
<b>Of Little Importance</b>	0%
<b>Not At All Important</b>	0%
<b>Don't Know / No Answer</b>	1%

Table V-21B shows that, across households with various vulnerable members, nearly all respondents said that LIHEAP was very important or somewhat important in helping them meet their needs. Households with a child under 18 were more likely than households with an elderly member to report that LIHEAP was very important.

**Table V-21B  
Importance of LIHEAP  
By Vulnerable Group**

	<b>Elderly</b>	<b>Disabled</b>	<b>Child Under 18</b>
<b>Number of Respondents</b>	43	84	97
<b>Very Important</b>	86%	93%	97%
<b>Somewhat Important</b>	11%	6%	3%
<b>Of Little Importance</b>	0%	0%	0%
<b>Not At All Important</b>	0%	0%	0%
<b>Don't Know / No Answer</b>	2%	1%	0%

As shown in Table V-21C, households with income at or below 100 percent of the federal poverty level were more likely than those with income above 100 percent of the poverty level to report that LIHEAP was very important in helping them meet their needs.

**Table V-21C**  
**Importance of LIHEAP**  
**By Poverty Group**

	<b>0-50%</b>	<b>51-100%</b>	<b>101-150%</b>
<b>Number of Respondents</b>	50	95	25
<b>Very Important</b>	98%	96%	84%
<b>Somewhat Important</b>	2%	3%	16%
<b>Of Little Importance</b>	0%	0%	0%
<b>Not At All Important</b>	0%	0%	0%
<b>Don't Know / No Answer</b>	0%	1%	0%

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## VI. Conclusion

This section summarizes the findings from the 2005 Washington Energy Assistance Survey, and draws comparisons with the national and regional findings from the 2005 National Energy Assistance Survey.

### A. *Findings from the 2005 Washington Energy Assistance Survey*

Results from the Washington State Energy Assistance Survey highlight the fact that, although LIHEAP plays a significant role in mitigating some of the problems associated with unaffordable energy bills, low-income households still face difficult choices in attempting to pay their energy bills. In the past five years:

- 36 percent went without medical or dental care.
- 35 percent went without filling a prescription or taking the full dose of a prescribed medicine.
- 38 percent did not make a rent or mortgage payment.
- 38 percent went without food for at least one day.
- 32 percent believe they became sick because their home was too cold.
- 9 percent believe they became sick because their home was too hot.

Many of these problems were faced by even greater percentages of households with serious medical conditions or who required medical equipment that uses electricity.

Many take unsafe or unhealthy actions to make ends meet. In the year prior to the survey:

- 27 percent used their kitchen stove or oven to provide heat.
- 33 percent kept their home at a temperature that they felt was unsafe or unhealthy.

These problems were more common among households with income at the lowest poverty levels.

Despite these sacrifices, a large share of low-income households was still unable to meet their energy needs in the past year.

- 64 percent said that they skipped paying or paid less than their entire home energy bill.
- 47 percent said that they received a notice or threat to disconnect or discontinue their electricity or home heating fuel.
- 16 percent reported that their electricity or gas was shut off in the past year due to nonpayment of utility bills.
- 37 percent reported that they were unable to use their main source of heat because they could not afford fuel, their utility was disconnected, or they could not afford to repair the equipment.
- 19 percent reported that they were unable to use their air conditioning because their electricity was discontinued or they could not afford to repair the equipment.

Households with children and those at the lowest poverty levels were most likely to experience these problems.

A large share of the respondents perceived that their financial situation had worsened since the previous year, signaling a growing need.

- 
- 30 percent reported that their financial situation was worse at the time of the survey, compared to the previous year.
  - 31 percent of respondents reported that their energy bills were higher, compared to the previous year.
  - 38 percent reported that it was more difficult to pay their energy bills at the time of the survey, compared to the previous year.

The Washington State Energy Assistance Survey found that LIHEAP is essential in helping a large number of low-income Washingtonians meet their energy needs. With a relatively small average grant of \$356, LIHEAP assistance reduced the average percentage of household income spent on total residential energy costs from 16 to 11 percent.<sup>11</sup> Moreover, a large share of LIHEAP recipients in Washington reported that LIHEAP benefits helped to mitigate some of the problems that they may have faced if LIHEAP had not been available:

- 95 percent of households who received LIHEAP in the past year said that it had been very important in helping them to meet their needs.
- 71 percent of recipients said that they would have kept their home at an unsafe or unhealthy temperature if LIHEAP had not been available.
- 65 percent of recipients said that they would have had electricity or home heating fuel discontinued if LIHEAP had not been available.

Overall, LIHEAP-recipient households in Washington experience significant benefits by receiving LIHEAP, but many households still face difficult choices due to unaffordable home energy bills.

## ***B. Comparisons With National and Regional Findings***

The results from the Washington Energy Assistance Survey and the 2005 National Energy Assistance (NEA) Survey demonstrate that low-income households in Washington face more difficulties due to unaffordable energy bills, compared to low-income households in the West. In the year prior to the survey:

- 64 percent of Washington LIHEAP recipients said that they skipped paying or paid less than their entire home energy bill, compared to 56 percent in the West.
- 37 percent of Washington LIHEAP recipients reported that they were unable to use their main source of heat because they could not afford fuel, their utility was disconnected, or they could not afford to repair the equipment, compared to 21 percent of LIHEAP recipients in the West.
- 16 percent of Washington LIHEAP recipients reported that their electricity or gas was shut off in the past year due to nonpayment of utility bills, compared to 7 percent in the West.

LIHEAP-recipient households in Washington also experienced more hardship in attempting to pay their energy bills compared to LIHEAP recipients across the country. In the five years prior to the survey:

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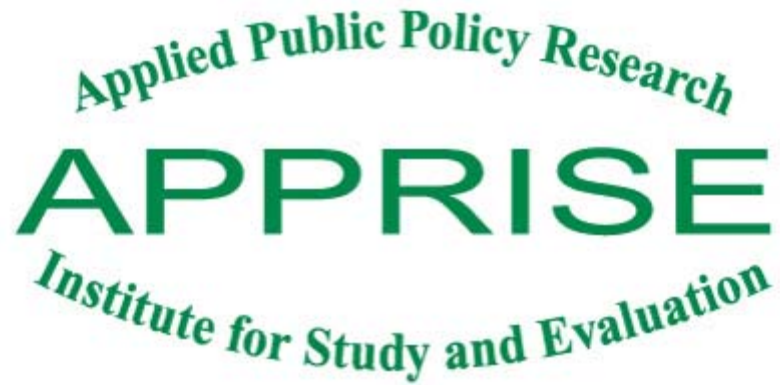
<sup>11</sup> The statutory intent of LIHEAP is to reduce home heating and cooling costs for low-income households. However, information on total residential energy costs is more accessible and more apparent to LIHEAP-recipient respondents. Moreover, any reduction in home heating and cooling costs leads to a direct reduction in total residential energy costs. Therefore, this report addresses total residential energy costs.

- 38 percent of low-income households in Washington did not make a rent or mortgage payment, compared to 25 percent of low-income households nationwide.
- 38 percent of low-income households in Washington went without food for at least one day, compared to 20 percent nationally.
- 32 percent of low-income households in Washington believe they became sick because their home was too cold, compared to 16 percent nationally.

Low-income households in Washington are more likely to experience unhealthy temperatures in their homes due to unaffordable energy bills, compared to low-income households nationwide. In the year prior to the survey:

- 32 percent of Washington LIHEAP recipients left their home for part of the day because it was too hot or too cold, compared to 18 percent of LIHEAP recipients nationwide.
- 33 percent of Washington LIHEAP recipients kept their home at a temperature that they felt was unsafe or unhealthy, compared to 19 percent nationally.

## Appendix A: Telephone Survey Instrument



**WASHINGTON STATE ENERGY ASSISTANCE SURVEY  
FINAL INSTRUMENT  
September 2005**

**Screener**

Hello. This is (INTERVIEWER) from Braun Research calling for (NAME) regarding the Washington State Energy Assistance study.

{Interviewer Note: The goal is to conduct the survey with either (NAME) or that person's spouse/partner. If (NAME) is not home / unavailable, politely ask, "May I speak with the spouse or partner of (NAME)".}

You should have received a letter in the mail from the National Energy Assistance Director's Association about this survey. I'm calling to ask you a few brief questions about your experiences with the (state specific LIHEAP name), home energy assistance, benefits that your household received in the past year. Your responses will help us better understand the need for (state specific LIHEAP name) energy assistance, and the problems caused by high energy bills. All your responses will be kept confidential, and will not affect your energy assistance benefits.

S1. {Interviewer: DO NOT READ, Whom are you speaking to?}

- 01 NAME
- 02 Spouse/Partner
- 03 Caretaker/Guardian
- 04 Other/Don't Know

[ASK if S1=04]

S2. When can I call back to speak with (NAME) or the spouse or partner of (NAME)? \_\_\_\_\_ WRITE DATE AND TIME FOR CALLBACK

S3. Did you receive (State specific LIHEAP name) this past year?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

**A. Experience with Energy Assistance**

[DO NOT ASK A1 IF S3=2,7,8]

A1. When did you receive (State specific LIHEAP name), winter, spring, summer, or fall, more than once, or all year round?

- 01 WINTER (DECEMBER, JANUARY, OR FEBRUARY)
- 02 SPRING (MARCH, APRIL, OR MAY)
- 03 SUMMER (JUNE, JULY, OR AUGUST)
- 04 FALL (SEPTEMBER, OCTOBER, OR NOVEMBER)
- 05 MORE THAN ONCE
- 06 ALL YEAR ROUND
- 97 DON'T KNOW
- 98 REFUSED

A2. In how many of the past 5 years have you received (State specific LIHEAP name)?

- 01 Received for the first time this year
- 02 2
- 03 3
- 04 4
- 05 5 or every year
- 07 DON'T KNOW
- 08 REFUSED

A3. Have you or will you apply for energy assistance for the coming winter or next summer?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED



**B. Actions taken to meet energy expenses**

Which of the following actions did you take in the past year to bring down your heating bills in the winter:

	01	02	07	08
B1. Put plastic on windows?	YES	NO	DON'T KNOW	REFUSED
B2. Turn down the heat when you go to bed?	YES	NO	DON'T KNOW	REFUSED

Which of the following actions did you take in the past year to bring down your cooling bills in the summer?

	01	02	07	08
B3. Keep shades and curtains closed in daytime?	YES	NO	DON'T KNOW	REFUSED
B4. Use fans and open windows?	YES	NO	DON'T KNOW	REFUSED

Which of the following other energy-saving actions did you take in the past year?

	01	02	07	08
B5. Wash your clothes in cold water?	YES	NO	DON'T KNOW	REFUSED
B6. Use compact fluorescent light bulbs?	YES	NO	DON'T KNOW	REFUSED

Energy bills can take up a large part of a family's budget, and households often find it necessary to make choices about what bills they will pay or what needs they will meet. In this section of the survey we ask some questions about actions that your household may have taken when it was difficult to meet all of your expenses.

In the past 5 years, have you or any member of your family taken any of the following actions or experienced any of the following due to your energy bills:

Housing Problems	01	02	07	08
B7. Didn't make full rent or mortgage payment?	YES	NO	DON'T KNOW	REFUSED
B8. Was evicted from home or apartment?	YES	NO	DON'T KNOW	REFUSED
B9. Moved in with friends or family?	YES	NO	DON'T KNOW	REFUSED
B10. Moved into a shelter or been homeless?	YES	NO	DON'T KNOW	REFUSED
Other Expenses	01	02	07	08
B11. Went without food for at least one day?	YES	NO	DON'T KNOW	REFUSED
B12. Went without medical/dental care?	YES	NO	DON'T KNOW	REFUSED
B13. Didn't fill a prescription or took less than the full dose of a prescribed medicine?	YES	NO	DON'T KNOW	REFUSED

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Utility Service and Health	01	02	07	08
B14. Needed to use a different person's name to obtain or continue receiving energy service?	YES	NO	DON'T KNOW	REFUSED
B15. Had someone in your household get sick because your home was too cold?	YES	NO	DON'T KNOW	REFUSED
B16. (Ask if B15=1, YES) Did you need to go to the doctor or hospital because of this illness?	YES	NO	DON'T KNOW	REFUSED
B17. Had someone in your household get sick because your home was too hot?	YES	NO	DON'T KNOW	REFUSED
B18. (Ask if B17=1, YES) Did you need to go to the doctor or hospital because of this illness?	YES	NO	DON'T KNOW	REFUSED
B19. Had fire caused by unsafe heating/lighting?	YES	NO	DON'T KNOW	REFUSED
B20. Had to leave your home due to carbon monoxide?	YES	NO	DON'T KNOW	REFUSED
B21. Someone in your household had carbon monoxide poisoning?	YES	NO	DON'T KNOW	REFUSED

**C. Energy Insecurity**

In the past 12 months, did you almost every month, some months, only in 1 or 2 months, or never do the following because there wasn't enough money for your energy bill?

(INTERVIEWER NOTE: IF ASKED, ALMOST EVERY MONTH MEANS 10 OR MORE MONTHS, AND SOME MONTHS MEANS 3 TO 9 MONTHS.)

	01	02	03	04	07	08
C1. Did you worry that you wouldn't be able to pay your home energy bill?	ALMOST EVERY MONTH	SOME MONTHS	1 OR 2 MONTHS	NEVER/ NO	DON'T KNOW	REFUSED
C2. Did you reduce your expenses for what you consider to be basic household necessities?	ALMOST EVERY MONTH	SOME MONTHS	1 OR 2 MONTHS	NEVER/ NO	DON'T KNOW	REFUSED
C3. Did you need to borrow from a friend or relative to pay your home energy bill?	ALMOST EVERY MONTH	SOME MONTHS	1 OR 2 MONTHS	NEVER/ NO	DON'T KNOW	REFUSED
C4. Did you skip paying your home energy bill or pay less than your whole home energy bill?	ALMOST EVERY MONTH	SOME MONTHS	1 OR 2 MONTHS	NEVER/ NO	DON'T KNOW	REFUSED
C5. Did you have a supplier of your electric or home heating service threaten to disconnect your electricity or home heating fuel service, or discontinue making fuel deliveries?	ALMOST EVERY MONTH	SOME MONTHS	1 OR 2 MONTHS	NEVER/ NO	DON'T KNOW	REFUSED
C6. Did you close off part of your home because you could not afford to heat or cool it?	ALMOST EVERY MONTH	SOME MONTHS	1 OR 2 MONTHS	NEVER/ NO	DON'T KNOW	REFUSED
C7. Did you keep your home at a temperature that you felt was unsafe or unhealthy at any time of the year?	ALMOST EVERY MONTH	SOME MONTHS	1 OR 2 MONTHS	NEVER/ NO	DON'T KNOW	REFUSED
C8. Did you leave your home for part of the day because it was too hot or too cold?	ALMOST EVERY MONTH	SOME MONTHS	1 OR 2 MONTHS	NEVER/ NO	DON'T KNOW	REFUSED
C9. Did you use your kitchen stove or oven to provide heat?	ALMOST EVERY MONTH	SOME MONTHS	1 OR 2 MONTHS	NEVER/ NO	DON'T KNOW	REFUSED
C10a. In the past 12 months, was your electricity ever shut off because you were unable to pay your electric bill?		01	02	07	08	
C10b. (ASK C10b if C10a=01, YES.) Is your electricity service shut off now?		YES	NO	DON'T KNOW	REFUSED	
C10c. In the past 12 months, was your natural gas ever shut off because you were unable to pay your gas bill?		YES	NO	DON'T KNOW	REFUSED	
C10d. (ASK C10d if C10c=01, YES.) Is your gas service shut off now?		YES	NO	DON'T KNOW	REFUSED	

Was there ever a time during the past 12 months when you wanted to use your main source of heat, but could not for one or more of the following reasons?

- |  | 01  | 02 | 07         | 08      |
|--|-----|----|------------|---------|
| C11. Your heating system was broken and you were unable to pay for its repair or replacement?                      | YES | NO | DON'T KNOW | REFUSED |
| C12. You ran out of fuel oil, kerosene, LPG, propane, coal, or wood because you were unable to pay for a delivery? | YES | NO | DON'T KNOW | REFUSED |
| C13. The utility company discontinued your gas or electric service because you were unable to pay your bill?       | YES | NO | DON'T KNOW | REFUSED |
- (Ask C14 if C11=1, YES, C12=1, YES, OR C13=1, YES)

- |  | 01  | 02 | 07         | 08      |
|--|-----|----|------------|---------|
| C14. Did (State specific LIHEAP name) help you to restore use of your main source of heat? | YES | NO | DON'T KNOW | REFUSED |

Was there ever a time during the past 12 months when you wanted to use your air conditioner, but could not for one or more of the following reasons?

- |   | 01  | 02 | 07         | 08      |
|---|-----|----|------------|---------|
| C15. Your air conditioner was broken and you were unable to pay for its repair or replacement?        | YES | NO | DON'T KNOW | REFUSED |
| C16. The utility company discontinued your electric service because you were unable to pay your bill? | YES | NO | DON'T KNOW | REFUSED |

(ASK C17 - C19 IF C10A=1, YES, C10C=1, YES, C12=1, YES OR C13=1, YES, or C16=1, YES)

Was there ever a time during the past 12 months when you had to do the following because the utility company discontinued your gas or electric service or because you ran out of fuel and could not pay for a delivery?

- |   | 01  | 02 | 07         | 08      |
|---|-----|----|------------|---------|
| C17. Did you have to go without showers or baths because you didn't have hot water? | YES | NO | DON'T KNOW | REFUSED |
| C18. Did you have to go without hot meals because you didn't have cooking fuel?     | YES | NO | DON'T KNOW | REFUSED |
| C19. Did you have to use candles or lanterns because you didn't have lights?        | YES | NO | DON'T KNOW | REFUSED |

(READ IF S3=1 AND [C1=4, NEVER or C7=4, NEVER] or [C10A=2, NO, C10C=2, NO, C12=2, NO, C13=2, NO, AND C16=2, NO])

You stated that you did not face some of these problems that we asked about in the past year. In the next few questions we ask whether you think you may have had some of these problems if (State specific LIHEAP name) assistance had not been available.

- |   | 01  | 02 | 07         | 08      |
|---|-----|----|------------|---------|
| C20. (Ask if C1=4, NEVER) Would you have worried about paying your home energy bill if (State specific LIHEAP name) assistance had not been available?  | YES | NO | DON'T KNOW | REFUSED |
| C21. (Ask if C7=4, NEVER) Would you have needed to keep your home at a temperature that you felt was unsafe or unhealthy at any time of the year if (State specific LIHEAP name) assistance had not been available?   | YES | NO | DON'T KNOW | REFUSED |
| C22. (Ask if [C10A=2, NO, C10C=2, NO, C12=2, NO, C13=2, NO, AND C16=2, NO]) Would you have had your electricity or home heating fuel shut off or discontinued during a time when you needed it to heat or cool your home if (State specific LIHEAP name) assistance had not been available? | YES | NO | DON'T KNOW | REFUSED |

[DO NOT ASK C23 IF S3=2,7,8]

C23. How important has STATE SPECIFIC LIHEAP NAME been in helping you to meet your needs?

- 01 VERY IMPORTANT/HAS MADE A VERY BIG DIFFERENCE
- 02 SOMEWHAT IMPORTANT/HAS MADE A DIFFERENCE
- 03 OF LITTLE IMPORTANCE/HAS MADE A SMALL DIFFERENCE
- 04 NOT AT ALL IMPORTANT/NOT BIG ENOUGH BENEFIT TO HELP
- 07 DON'T KNOW
- 08 REFUSED

**D. Change in Circumstances**

D1. How do your energy bills this year compare to those last year?

- 01 SAME
- 02 LOWER
- 03 HIGHER
- 07 DON'T KNOW
- 08 REFUSED

(ASK D2 IF D1=3, HIGHER)

D2. Why do you think your energy bills are higher than last year?

- 01 PRICES WERE HIGHER
- 02 WINTER WAS COLDER
- 03 SUMMER WAS WARMER
- 05 OTHER \_\_\_\_\_
- 07 DON'T KNOW
- 08 REFUSED

D3. How does your financial situation this year compare to last year?

- 01 SAME
- 02 WORSE
- 03 BETTER
- 07 DON'T KNOW
- 08 REFUSED

D4. How difficult is it for you to pay your energy bills compared to last year?

- 01 SAME
- 02 MORE DIFFICULT
- 03 LESS DIFFICULT
- 07 DON'T KNOW
- 08 REFUSED

(ASK D5 AND D6 IF D4=02, MORE DIFFICULT)

D5. What do you feel is the main reason that it is more difficult to pay your energy bills this year?

- 01 INCREASED ENERGY BILL
- 02 INCREASED OTHER BILLS
- 03 INCREASED PROPERTY TAXES
- 04 INCREASED RENT
- 05 INCREASED MEDICAL EXPENSES
- 06 INCREASED PRESCRIPTION DRUGS
- 07 LOWER INCOME/LOST JOB/WORSE ECONOMIC SITUATION
- 95 OTHER \_\_\_\_\_
- 97 DON'T KNOW
- 98 REFUSED

D6. Which of the following are reasons that you feel it is more difficult to pay your energy bills this year?

	01	02	07	08
D6a. Increased energy bill	YES	NO	DON'T KNOW	REFUSED
D6b. Increased property taxes	YES	NO	DON'T KNOW	REFUSED
D6c. Increased rent	YES	NO	DON'T KNOW	REFUSED
D6d. Increased medical expenses	YES	NO	DON'T KNOW	REFUSED
D6e. Increased prescription drugs	YES	NO	DON'T KNOW	REFUSED
D6f. Lower income or worse financial situation	YES	NO	DON'T KNOW	REFUSED

D7. Have unaffordable energy bills forced you into bankruptcy in the past 12 months?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

**F. Energy Bill Arrangements**

F1. Does the vendor that supplies the main fuel that you use to heat your home offer a budget payment plan or an average payment plan, that provides equal monthly payments throughout the year?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

[ASK F2 IF F1=1, YES]

F2. Are you currently participating in that budget plan or average payment plan?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

[ASK F3-F5 IF F2=1, YES]

F3. Do you feel that the monthly payments on this plan are affordable?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

F4. Do you understand how the budget plan works?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

F5. Has the budget plan helped you to budget for your home energy bill each month?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED



[ASK F6 IF S3=1, YES, AND F2=1, YES]

F6. You stated that you received (State specific LIHEAP name) in the past 12 months. Was this grant credited to your utility bill all at once by your energy provider, causing you to owe zero dollars to the energy provider for one or more months?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

[ASK F7 IF F6=1, YES]

F7. For how many months did you owe zero dollars to that energy provider as a result of having your (State specific LIHEAP name) grant credited to your energy bill? (DO NOT READ LIST EXCEPT TO PROMPT)

- 01 1 MONTH
- 02 2 MONTHS
- 03 3 MONTHS
- 04 4 MONTHS
- 05 5 MONTHS
- 06 6 MONTHS OR MORE
- 97 DON'T KNOW
- 98 REFUSED

[ASK F8 IF F6=2,7, OR 8]

F8. Was a portion of the (State specific LIHEAP name) grant credited to your monthly utility bill every month for several months to decrease your monthly budget payment?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

[ASK F9 IF C5=1,2, or 3; OR C10A=1; OR C10C=1; OR C13=1; OR C16=1]

F9. You stated that in the past 12 months, a utility company disconnected or discontinued your utility service, or threatened to disconnect or discontinue your utility service. At that time, did the energy provider require you to pay the entire amount that you owed in order to continue receiving utility service?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

[ASK F10 IF F9=2,7, or 8]

F10. Did the energy provider allow you to make partial payments to continue receiving utility service?

01 YES

02 NO

07 DON'T KNOW

08 REFUSED

[ASK F11 IF F10=1]

F11. Do you feel that the partial payments that you were required to make to continue receiving service were reasonable?

01 YES

02 NO

07 DON'T KNOW

08 REFUSED

**E. Demographics**

E1. Do you own or rent your home?

- 01 OWN
- 02 RENT
- 03 OTHER \_\_\_\_\_
- 07 DON'T KNOW
- 08 REFUSED

E2. Including yourself, how many people normally live in this household? (Interviewer instruction: if someone asks if a child who is away at college should be included, instruct them that the child should only be included if he/she is listed as a dependent on the household's tax form.) (USE CODES 97 FOR 'DON'T KNOW' AND 98 FOR 'REFUSED')

\_\_\_\_\_ OCCUPANTS

E3. How many are 60 or older? (USE CODES 97 FOR 'DON'T KNOW' AND 98 FOR 'REFUSED')

\_\_\_\_\_ OCCUPANTS OVER AGE 60

E4. How many are 18 or under? (USE CODES 97 FOR 'DON'T KNOW' AND 98 FOR 'REFUSED')

\_\_\_\_\_ CHILDREN 18 OR UNDER

(ASK E5 IF E4 IS NOT EQUAL TO 0)

E5. How many are 5 or under? (USE CODES 97 FOR 'DON'T KNOW' AND 98 FOR 'REFUSED')

\_\_\_\_\_ CHILDREN 5 OR UNDER

E6. How many are disabled? (USE CODES 97 FOR 'DON'T KNOW' AND 98 FOR 'REFUSED')

\_\_\_\_\_ DISABLED OCCUPANTS

E7. How many are veterans? (USE CODES 97 FOR 'DON'T KNOW' AND 98 FOR 'REFUSED')

\_\_\_\_\_ VETERANS

E8. Has anyone in your household had one or more of the following medical conditions: asthma, emphysema, heart disease, stroke?

- 01 YES
- 02 NO
- 97 DON'T KNOW
- 98 REFUSED

E9. What is your marital status?

- 01 MARRIED
- 02 SINGLE, SEPARATED
- 03 SINGLE, DIVORCED
- 04 SINGLE, NEVER MARRIED
- 05 WIDOW
- 95 OTHER \_\_\_\_\_
- 97 DON'T KNOW
- 98 REFUSED

E10. Which fuel is used most for heating your home?

- 01 GAS; FROM UNDERGROUND PIPES SERVING THE NEIGHBORHOOD
- 02 GAS: BOTTLED, TANK OR LPG, OR PROPANE
- 03 ELECTRICITY
- 04 FUEL OIL, KEROSENE, ETC.
- 05 COAL OR COKE
- 06 WOOD
- 07 SOLAR ENERGY
- 08 OTHER FUEL
- 09 NO FUEL USED
- 97 DON'T KNOW
- 98 REFUSED

[ASK IF E1 ≠ 01]

E11. Is heat included in your rent?

- 01 YES
- 02 NO
- 03 DO NOT PAY RENT
- 07 DON'T KNOW
- 08 REFUSED

E12. What is the main way that you cool your home on the hottest days of the summer?

- 01 CENTRAL AIR CONDITIONER
- 02 WINDOW OR WALL AIR CONDITIONER
- 03 EVAPORATIVE COOLING OR SWAMP COOLERS
- 04 FANS
- 05 NONE
- 07 DON'T KNOW
- 08 REFUSED

E13. In the past 12 months, what was the cost of electricity, gas, and other fuels (oil, coal, kerosene, wood, etc.) for your home?

- 01 <\$500
- 02 \$500 - \$1,000
- 03 \$1,000 - \$1,500
- 04 \$1,500 - \$2,000
- 05 \$2000 OR MORE
- 07 DON'T KNOW
- 08 REFUSED

E14. How many of the adults in your household have health insurance?

- 01 ALL
- 02 SOME
- 03 NONE
- 07 DON'T KNOW
- 08 REFUSED

[ASK IF E14=1,ALL OR E14=2, SOME]

E15. What types of health insurance do the adults in your household have?

- 01 PRIVATE INSURANCE
- 02 MEDICAID
- 03 MEDICARE
- 95 OTHER \_\_\_\_\_
- 97 DON'T KNOW
- 98 REFUSED

[ASK IF E4 NE 0, 97, OR 98]

E16. How many of the children in your household have health insurance?

- 01 ALL
- 02 SOME
- 03 NONE
- 07 DON'T KNOW
- 08 REFUSED

[ASK IF E16=1,ALL OR E16=2, SOME]

E17. What types of health insurance do the children in your household have?

- 01 PRIVATE INSURANCE
- 02 MEDICAID
- 03 CHIP (STATE PROGRAM)
- 95 OTHER \_\_\_\_\_
- 97 DON'T KNOW
- 98 REFUSED

E18. In the past 12 months, did you not pay your home energy bill or not pay your bill in full because of expenses for medical bills or prescription medicine?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

E18a. Approximately how much were your prescription drug costs in the past month that were not covered by your health insurance provider? (USE CODES 997 for DON'T KNOW and 998 for REFUSED)

DOLLAR AMOUNT:

E19. In the past 12 months, did any member of your household have any necessary medical equipment that uses electricity?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

[ASK E19A-E19D IF E19=1,YES]

E19A. Does the person who uses this necessary medical equipment currently live in the household?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

E19B. Does this person currently use the necessary medical equipment?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

E19C. What types of necessary medical equipment that uses electricity does this person use? (DO NOT PROMPT. MARK ALL THAT APPLY.)

- 01 OXYGEN MACHINE
- 02 NEBULIZER
- 03 OTHER BREATHING ASSISTANCE OR MONITOR
- 04 RECHARGEABLE APPARATUS (E.G. WHEELCHAIR);
- 05 HOSPITAL BED
- 06 NEONATAL EQUIPMENT
- 07 CPAP MACHINE
- 95 OTHER \_\_\_\_\_
- 96 NONE
- 97 DON'T KNOW
- 98 REFUSED

E19D. What medical conditions is this equipment used to treat? (DO NOT PROMPT. MARK ALL THAT APPLY.)

- 01 ASTHMA
- 02 HEART DISEASE
- 03 STROKE
- 04 EMPHYSEMA
- 05 SLEEP APNEA
- 06 NEWBORN MONITORING
- 07 PHYSICAL DISABILITY
- 95 OTHER \_\_\_\_\_
- 97 DON'T KNOW
- 98 REFUSED

E19E. Does any member of your household take any medications that require refrigeration?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

[ASK E19F-E19G IF E19E=1, YES]

E19F. Which medications require refrigeration? (DO NOT PROMPT. MARK ALL THAT APPLY.)

- 01 INSULIN
- 95 OTHER \_\_\_\_\_
- 97 DON'T KNOW
- 98 REFUSED

E19G. Which medical conditions is this medication used to treat?

- 01 DIABETES
- 95 OTHER \_\_\_\_\_
- 97 DON'T KNOW
- 98 REFUSED

E20. In the past 12 months, was a member of your household serving in the military or in the national guard?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

[ASK E21 IF E20=1, "YES"]

E21. In the past 12 months, was a member of your household deployed on a mission in Iraq or Afghanistan?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

E22. In the past 12 months, did you or any member of your household receive employment income from wages and salaries or self-employment income from a business or farm?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED



E23. In the past 12 months, was any member of your household unemployed and looking for work?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

[ASK E23A IF E23=1, "YES"]

E23a. Did this person become newly unemployed in the past 3 months?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

E24. In the past 12 months, did you or any member of your household receive retirement income from Social Security or pensions and other retirement funds?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

E25. In the past 12 months, did you or any member of your household receive benefits from Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI), or general assistance or public assistance?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

E26. In the past 12 months, did you or any member of your household receive Food Stamps or live in public/subsidized housing?

- 01 YES
- 02 NO
- 07 DON'T KNOW
- 08 REFUSED

E27. What is your household's annual income? (give option to provide monthly income)

- 01 ≤\$5,000
- 02 \$5,001 - \$10,000
- 03 \$10,001 - \$15,000
- 04 \$15,001 - \$20,000
- 05 \$20,001 - \$25,000
- 06 \$25,001 - \$30,000
- 07 \$30,001 - \$35,000
- 08 \$35,001 - \$40,000
- 09 >\$40,000
- 10 DON'T KNOW
- 11 REFUSED

That was my last question. Thank you very much for your time and cooperation. Have a pleasant day/evening.

## **Appendix B: Mail Survey Instrument**

HOME ENERGY ASSISTANCE PROGRAM  
2005 WASHINGTON STATE RECIPIENT EXPERIENCE SURVEY

Thank you for taking the time to complete this survey. Your responses will help us better understand the need for energy assistance and the problems caused by high energy bills. All of your responses will be kept confidential and will not affect your energy assistance benefits. When you have completed the survey, please use the enclosed postage-paid envelope to mail it back to APPRISE, 403 Wall Street, Princeton, NJ 08540.

**EXPERIENCE WITH ENERGY ASSISTANCE**

**S3. Did your household receive energy assistance this past year?**

- 1  Yes  
2  No (*Please skip to Question A2.*)

**A1. When did you receive energy assistance?**

- 1  Winter                      4  Fall  
2  Spring                        5  More than once  
3  Summer                        6  All year round

**A2. In how many of the past 5 years have you received energy assistance?**

- 1  1 year                            4  4 years  
2  2 years                            5  All 5 years  
3  3 years                            9  Never received

**A3. Have you or will you apply for energy assistance for the coming summer or next winter?**

- 1  Yes                      2  No                      7  Don't know

**ACTIONS TAKEN TO MEET ENERGY EXPENSES**

**Which of the following actions did you take in the past year to bring down your heating bills in the winter (*Check all that apply*):**

- B1.**  Put plastic on windows  
**B2.**  Turn down the heat when you go to bed

**Which of the following actions did you take in the past year to bring down your cooling bills in the summer (*Check all that apply*):**

- B3.**  Keep shades and curtains closed in daytime  
**B4.**  Use fans and open windows

**Which of the following other energy-saving actions did you take in the past year (*Check all that apply*):**

- B5.**  Wash your clothes in cold water  
**B6.**  Use compact fluorescent light bulbs

**ACTIONS TAKEN OR EVENTS EXPERIENCED DUE TO ENERGY BILLS**

**In the past 5 years, have you or any member of your household taken any of the following actions or experienced any of the following due to your energy bills (*Check all that apply*):**

Housing Problems

- B7.**  Didn't make full rent or mortgage payment  
**B8.**  Was evicted from home or apartment  
**B9.**  Moved in with friends or family  
**B10.**  Moved into a shelter or been homeless

Other Expenses

- B11.**  Went without food for at least one day  
**B12.**  Went without medical/dental care  
**B13.**  Didn't fill a prescription or took less than the full dose of a prescribed medicine.

Utility Service and Health

- B14.**  Needed to use a different person's name to obtain or continue receiving energy service  
**B15.**  Had someone in your household get sick because your home was too cold  
    ↳ **B16.**  (*Skip if B15 is not checked*)  
        This person needed to go to the doctor or hospital because of this illness  
**B17.**  Had someone in your household get sick because your home was too hot  
    ↳ **B18.**  (*Skip if B17 is not checked*)  
        This person needed to go to the doctor or hospital because of this illness  
**B19.**  Had fire caused by unsafe heating/lighting?  
**B20.**  Had to leave your home due to carbon monoxide?  
**B21.**  Someone in your household had carbon monoxide poisoning?

In the past 12 months, did you almost every month, some months, only in 1 or 2 months, or never do the following because there wasn't enough money for your energy bill (*Check one box for each statement*):

	Almost Every Month	Some Months	One or Two Months	Never
C1. Did you worry that you wouldn't be able to pay your home energy bill?.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
C2. Did you reduce your expenses for what you consider to be basic household necessities? .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
C3. Did you need to borrow from a friend or relative to pay your home energy bill? .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
C4. Did you skip paying your home energy bill or pay less than your whole home energy bill? .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
C5. Did you have a supplier of your electric or home heating service threaten to disconnect your electricity or home heating fuel service, or discontinue making fuel deliveries? .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
C6. Did you close off part of your home because you could not afford to heat or cool it?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
C7. Did you keep your home at a temperature that you felt was unsafe or unhealthy at any time of the year? .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
C8. Did you leave your home for part of the day because it was too hot or too cold? .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>
C9. Did you use your kitchen stove or oven to provide heat?.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>

**C10a. In the past 12 months, was your electricity ever shut off because you were unable to pay your electric bill?**

1  Yes      2  No (*Please skip to Question C10c.*)

↳ **C10b. Is your electricity service shut off now?**

1  Yes      2  No

**C10c. In the past 12 months, was your natural gas ever shut off because you were unable to pay your gas bill?**

1  Yes      2  No (*Please skip to Question C11.*)

↳ **C10d. Is your gas service shut off now?**

1  Yes      2  No

**Was there ever a time during the past 12 months when you wanted to use your main source of heat but could not for one or more of the following reasons (*Check one box for each statement*):**

	Yes	No
C11. Your heating system was broken and you were unable to pay for its repair or replacement?	1 <input type="checkbox"/>	2 <input type="checkbox"/>
C12. You ran out of fuel oil, kerosene, LPG, propane, coal, or wood because you were unable to pay for a delivery?	1 <input type="checkbox"/>	2 <input type="checkbox"/>
C13. The utility company discontinued your gas or electric service because you were unable to pay your bill?	1 <input type="checkbox"/>	2 <input type="checkbox"/>
C14. Did energy assistance help you to restore use of your main source of heat?		
1 <input type="checkbox"/> Yes      2 <input type="checkbox"/> No		

**Was there ever a time during the past 12 months when you wanted to use your air conditioner but could not for one or more of the following reasons (*Check one box for each statement*):**

	Yes	No
C15. Your air conditioner was broken and you were unable to pay for its repair or replacement?	1 <input type="checkbox"/>	2 <input type="checkbox"/>
C16. The utility company discontinued your electric service because you were unable to pay your bill?	1 <input type="checkbox"/>	2 <input type="checkbox"/>

Was there ever a time during the past 12 months when you had to do the following because the utility company discontinued your gas or electric service, or because you ran out of fuel and could not pay for a delivery (*Check one box for each statement*):

- |  | Yes                        | No                         |
|--|----------------------------|----------------------------|
| <b>C17.</b> Did you have to go without showers or baths because you didn't have hot water? | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>C18.</b> Did you have to go without hot meals because you didn't have cooking fuel?     | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |
| <b>C19.</b> Did you have to use candles or lanterns because you didn't have lights?        | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> |

In the next few questions we ask whether you think you may have had some of these problems if energy assistance had not been available (*Check one box for each statement*).

- |   | Yes   | No  |
|---|---|---|
| <b>C20.</b> Would you have worried about paying your home energy bill if energy assistance had not been available?  | 1 <input type="checkbox"/>                    | 2 <input type="checkbox"/>                      |
| <b>C21.</b> Would you have needed to keep your home at a temperature that you felt was unsafe or unhealthy at any time of the year if energy assistance had not been available?                       | 1 <input type="checkbox"/>                    | 2 <input type="checkbox"/>                      |
| <b>C22.</b> Would you have had your electricity or home heating fuel shut off or discontinued during a time when you needed it to heat or cool your home if energy assistance had not been available? | 1 <input type="checkbox"/>                    | 2 <input type="checkbox"/>                      |
| <b>C23.</b> How important has energy assistance been in helping you to meet your needs?   |   |   |
| 1 <input type="checkbox"/> Very important   | 2 <input type="checkbox"/> Somewhat Important | 3 <input type="checkbox"/> Of little importance |
|   |   | 4 <input type="checkbox"/> Not at all important |

#### FINANCIAL CIRCUMSTANCES

**D1. How do your energy bills this year compare to those last year?**

- 1  Same (*Please skip to Question D3.*)  
 2  Lower (*Please skip to Question D3.*)  
 3  Higher

**D2. Why do you think your energy bills are higher than last year?**

ANSWER:

**D3. How does your financial situation this year compare to last year?**

- 1  Same      2  Worse      3  Better

**D4. How difficult is it for you to pay your energy bills compared to last year?**

- 1  Same (*Please skip to Question D7.*)  
 3  Less difficult (*Please skip to Question D7.*)  
 2  More difficult

**D5. What do you feel is the main reason that it is more difficult to pay your energy bills this year?**

ANSWER:

**D6. Which of the following are reasons you feel it is more difficult to pay your energy bills this year (*Check all that apply*):**

- D6a.**  Increased energy bill  
**D6b.**  Increased property taxes  
**D6c.**  Increased rent  
**D6d.**  Increased medical expenses  
**D6e.**  Increased prescription drugs  
**D6f.**  Lower income or worse financial situation

**D7. Have unaffordable energy bills forced you into bankruptcy in the past 12 months?**

- 1  Yes      2  No

**ENERGY BILL ARRANGEMENTS**

**F1. Does the vendor that supplies the main fuel that you use to heat your home offer a budget payment plan or an average payment plan, that provides equal monthly payments throughout the year?**

1  Yes      2  No

**F2. Are you currently participating in that budget plan or average payment plan?**

1  Yes  
2  No *(Please skip to Question F6.)*

**F3. Do you feel that the monthly payments on this plan are affordable?**

1  Yes      2  No

(i) **F4. Do you understand how the budget plan works?**

1  Yes      2  No

**F5. Has the budget plan helped you to budget for your home energy bill each month?**

1  Yes      2  No

**F6. Was your LIHEAP grant credited to your utility bill all at once by your energy provider, causing you to owe zero dollars to the energy provider for one or more months?**

1  Yes  
2  No *(Please skip to Question F8.)*

**F7. For how many months did you owe zero dollars to that energy provider as a result of having your LIHEAP grant credited to your energy bill?**

1  1 Month      4  4 Months  
2  2 Months      5  5 Months  
3  3 Months      6  6 Months or more

**F8. Was a portion of the LIHEAP grant credited to your monthly utility bill every month for several months to decrease your monthly budget payment?**

1  Yes      2  No

**F9. If a utility company disconnected or discontinued your utility service, or threatened to disconnect or discontinue your utility service, in the past 12 months, did the energy provider require you to pay the entire amount that you owed in order to continue receiving utility service at that time?**

1  Yes  
2  No *(Please skip to Question E1.)*

**F10. Did the energy provider allow you to make partial payments to continue receiving utility service?**

1  Yes  
2  No *(Please skip to Question E1.)*

**F11. Do you feel that the partial payments that you were required to make to continue receiving service were reasonable?**

1  Yes      2  No

**DEMOGRAPHICS**

**E1. Do you own or rent your home?**

1  Own      3  Other  
2  Rent

**E2. Including yourself, how many people normally live in this household?**

\_\_\_\_\_ Total Occupants

**Of the number of occupants listed above, how many fit into each of the following groups:**

**D3.** \_\_\_\_\_ Adults 60 or older

**D4.** \_\_\_\_\_ Children 18 or under

**D5.** \_\_\_\_\_ Children 5 or under

**D6.** \_\_\_\_\_ Disabled occupants

**D7.** \_\_\_\_\_ Veterans of the U.S. armed forces

**E8. Has anyone in your household had one or more of the following medical conditions: asthma, emphysema, heart disease, stroke?**

1  Yes      2  No

- E9. What is your marital status?**
- 1  Married                      4  Never Married  
 2  Separated                      5  Widow  
 3  Divorced                      95  Other
- E10. Which fuel is used most for heating your home?**
- 1  Gas; from underground pipes serving the neighborhood  
 2  Gas: bottled, tank or LPG, or propane  
 3  Electricity  
 4  Fuel oil, kerosene, etc.  
 5  Coal or coke  
 6  Wood  
 7  Solar energy  
 8  Other fuel \_\_\_\_\_  
 9  No fuel used  
 97  Don't know
- E11. Is heat included in your rent?**
- 1  Yes      2  No      3  Do not pay rent
- E12. What is the main way that you cool your home on the hottest days of the summer?**
- 1  Central air conditioning  
 2  Window or wall air conditioner  
 3  Evaporative cooling or swamp coolers  
 4  Fans  
 5  No cooling method used
- E13. In the past 12 months, what was the cost of electricity, gas, and other fuels (oil, coal, kerosene, wood, etc.) for your home?**
- 1  less than \$500                      4  \$1,501 - \$2,000  
 2  \$500 - \$1,000                      5  More than \$2,000  
 3  \$1,001 - \$1,500
- E14. How many of the adults in your household have health insurance?**
- 1  All  
 2  Some  
 3  None

- E15. What types of health insurance do the adults in your household have?**
- 1  Private insurance  
 2  Medicare  
 3  Medicaid  
 8  Other \_\_\_\_\_  
 97  Don't know
- E16. How many of the children in your household have health insurance?**
- 1  All  
 2  Some  
 3  None
- E17. What types of health insurance do the children in your household have?**
- 1  Private insurance  
 2  Medicaid  
 3  CHIP (State program)  
 8  Other \_\_\_\_\_  
 97  Don't know
- E18. In the past 12 months, did you not pay your home energy bill or not pay your bill in full because of expenses for medical bills or prescription medicine?**
- 1  Yes                      2  No
- E18a. Approximately what were your prescription drug costs in the past month that were not covered by your health insurance provider?**
- DOLLAR AMOUNT:**
- E19. In the past 12 months, did any member of your household have any medically necessary medical equipment that uses electricity?**
- 1  Yes  
 2  No (*Please skip to Question E19e.*)
- E19a. Does this person who uses this necessary medical equipment currently live in the household?**
- 1  Yes                      2  No



**E19b.** Does this person currently use the necessary medical equipment?

1  Yes      2  No

**E19c.** What types of necessary medical equipment that uses electricity does this person use?

**ANSWER:**

**E19d.** What medical conditions is this equipment used to treat?

**ANSWER:**

**E19e.** Does any member of your households take any medications that require refrigeration?

1  Yes  
2  No (*Please skip to Question E20.*)

**E19f.** What medications require refrigeration?

**ANSWER:**

**E19g.** Which medical conditions is this medication used to treat?

**ANSWER:**

**E20.** In the past 12 months, was a member of your household serving in the military or the national guard?

1  Yes      2  No

**E21.** In the past 12 months, was a member of your household deployed on a mission in Iraq or Afghanistan?

1  Yes      2  No

**E22.** In the past 12 months, did you or any member of your household receive employment income from wages and salaries or self-employment income from a business or farm?

1  Yes      2  No

**E23.** In the past 12 months, was any member of your household unemployed and looking for work?

1  Yes  
2  No (*Please skip to Question E24.*)

**E23a.** Did this person become newly unemployed in the past 3 months?

1  Yes      2  No

**E24.** In the past 12 months, did you or any member of your household receive retirement income from Social Security or pensions and other retirement funds?

1  Yes      2  No

**E25.** In the past 12 months, did you or any member of your household receive benefits from Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI), or general assistance or public assistance?

1  Yes      2  No

**E26.** In the past 12 months, did you or any member of your household receive Food Stamps or live in public/subsidized housing?

1  Yes      2  No

**E27.** What is your household's yearly income?

1  less than \$5,000      6  \$25,001 - \$30,000  
2  \$5,001 - \$10,000      7  \$30,001 - \$35,000  
3  \$10,001 - \$15,000      8  \$35,001 - \$40,000  
4  \$15,001 - \$20,000      9  >\$40,000  
5  \$20,001 - \$25,000

**Please Provide a Telephone Number at Which You Can Be Reached:**

**TELEPHONE NUMBER:**

Thank you for your comments. Please return your completed questionnaire in the enclosed postage-paid envelope to:  
**APPRISE Incorporated, 403 Wall Street, Princeton, NJ 08540**

