

**NATIONAL ENERGY ASSISTANCE
DIRECTORS' ASSOCIATION**

2008 NATIONAL ENERGY ASSISTANCE SURVEY

Final Report
December 2008

The National Energy Assistance Directors' Association

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

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

Jo-Ann Choate
Chairman

Mark Wolfe
Executive Director

NEADA
Suite 800
1615 M Street, NW
Washington, D.C. 20036
202-237-5199
www.neada.org

Acknowledgements

NEADA would like to thank the many individuals and organizations that provided assistance and time in developing this study and its findings. In particular, we would like to thank Jackie Berger and Milena Nikolova of APPRISE for conducting the research and preparing the study report. We would like to thank Victor Miller, Senior Fellow for Intergovernmental Finance, Federal Funds Information for States, in for helping to design questions relating to health and energy, and the many people who took time to review and comment on the draft report.

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

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

Mark Wolfe
Executive Director
National Energy Assistance Directors' Association

Table of Contents

| | |
|---|----|
| Executive Summary | i |
| I. Introduction | 1 |
| A. Low Income Home Energy Assistance Program (LIHEAP) | 1 |
| B. 2008 National Energy Assistance Survey | 2 |
| C. Organization of the Report | 2 |
| II. Survey Methodology | 4 |
| A. Survey Implementation | 4 |
| B. Sample Selection and Response Rates | 4 |
| C. Weights..... | 6 |
| III. LIHEAP Recipient Households | 7 |
| IV. Problems Faced by Low-Income Households in Meeting Their Energy Needs | 17 |
| A. Increased Utility Bills and Increased Need | 17 |
| B. Constructive Actions Taken to Meet the Need..... | 21 |
| C. Signs of the Problem | 23 |
| D. Responses to the Problem..... | 28 |
| E. Inability to Pay Energy Bills | 33 |
| F. Housing Problems | 54 |
| G. Financial Problems | 59 |
| H. Medical and Health Problems | 61 |
| V. The Need For LIHEAP | 68 |
| A. History of LIHEAP Receipt | 68 |
| B. Utility Payment..... | 71 |
| C. Problems that Would Have Been Faced in the Absence of LIHEAP | 73 |
| D. LIHEAP Restored Heat | 74 |
| E. Importance of LIHEAP | 74 |
| VI. Regional Analysis | 76 |
| VII. Conclusion..... | 83 |
| Appendix A: Survey Instrument | A1 |

Executive Summary

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

The 2008 Survey included a subsample of 12 of the 20 states that were included in the 2003 and 2005 Surveys. Stratified samples of fiscal year 2008 LIHEAP recipients were chosen from each of the 12 state LIHEAP databases. Due to budget limitations, the full set of 20 original states from the 2003 survey could not be included in this study. However, a subsample of states was chosen to represent the geographic diversity and weather variability across the county.

This report presents the findings from the 2008 NEA Survey and provides comparisons to the 2003 NEA Survey. The survey and report were prepared for NEADA by APPRISE.

LIHEAP Recipient Households

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

- 43 percent had a senior in the household aged 60 or older.
- 50 percent had a disabled household member.
- 40 percent had a child 18 or younger.
- 93 percent had at least one vulnerable household member.

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

- 29 percent were unemployed at some point during the previous year.
- 30 percent did not have health insurance for everyone in the household.
- 70 percent had a serious medical condition.
- 24 percent used medical equipment that requires electricity.
- 31 percent characterized their health condition as fair and 16 percent characterized their health condition as poor.
- 14 percent reported that there was an adult in the household who required help with personal care needs.

Energy Costs

LIHEAP recipients reported that they face high and increasing energy costs.

- 36 percent reported that their energy bills were more than \$2,000 in the past year.

- Pre-LIHEAP energy burden averaged 16 percent and post-LIHEAP energy burden averaged 12 percent for these households, compared to 7 percent for all households in the U.S. and 4 percent for non low-income households.¹
- 49 percent said that their energy bills were higher than they had been in the previous year and 43 percent said that they were more difficult to pay than in the previous year.
- 75 percent of those who said that it was more difficult to pay their energy bills reported that one of the reasons for the increased difficulty was lower income or loss of employment.

Almost all respondents said that they had taken at least one constructive action to reduce energy costs.

- 85 percent said that they turned down the heat when they went to bed.
- 73 percent said that they wash their clothes in cold water.
- 66 percent said that they use compact fluorescent light bulbs.²

The percentage who reported that they had taken these actions increased significantly from the 2003 survey.

Responses to High Energy Costs

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

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

Inability to Pay Energy Bills

Many LIHEAP recipients were unable to pay their energy bills.

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

Housing and Financial Problems

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

¹ Source: 2006 LIHEAP Notebook.

² This is significantly higher than Reid's 2007 national survey for all households that found 50 percent of households had at least one CFL in the home. Source: Reid, Michael. Who's Buying CFLs? Who's Not Buying Them? Findings from a Large-Scale, Nationwide Survey, 2008 ACEEE Summer Study on Energy Efficiency in Buildings Proceedings.

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

They faced other significant financial problems as well.

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

Medical and Health Problems

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

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

The Need for LIHEAP

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

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

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

I. Introduction

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

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

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

The Low Income Home Energy Assistance Program (LIHEAP) is administered by the U.S. Department of Health and Human Services (HHS). The purpose of LIHEAP is “to assist low-income households, particularly those with the lowest incomes, that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs.” The LIHEAP statute defines home energy as “a source of heating or cooling in residential dwellings.”³

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 level⁴, 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

³ 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.

⁴ Most states use the 150 percent of federal poverty level maximum as the guideline. 150 percent of federal poverty in FY2008 is \$5,600 for a single person and \$31,800 for a family of four.

percent of the poverty level. Eligibility priority may be given to households with high energy burden or need.⁵

B. 2008 National Energy Assistance Survey

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

The 2008 National Energy Assistance Survey collected the following information from 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
- Impact and importance of LIHEAP benefits for recipient households

The 2008 Survey included a subsample of 12 of the 20 states that were included in the 2003 and 2005 Surveys. Due to budget limitations, the full set of 20 original states could not be included in this study. However, a subsample of states was chosen to represent the geographic diversity and weather variability across the country. Three of the states that were originally chosen were replaced because the state LIHEAP offices could not provide the LIHEAP recipient data within the timeframe needed.

C. Organization of the Report

This report has six sections that follow this introduction.

- *Section II: Survey Methodology:* Presents the methodology used for sample selection, survey implementation, weighting, and survey response rates.
- *Section III: LIHEAP Recipients:* Presents demographic and income information LIHEAP-recipient households that completed the 2008 NEA Survey.
- *Section IV: Problems Faced By Low-Income Households in Meeting Their Energy Needs:* Presents information about actions that LIHEAP-recipient households take to meet their energy needs, household necessities, and health and wellness in the face of significant financial constraints.

⁵ Description of LIHEAP information obtained from “Low Income Home Energy Assistance Program. Report to Congress for Fiscal Year 2001.” U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services, Division of Energy Assistance. Additional information regarding the LIHEAP program can be found on the World Wide Web at: <http://www.acf.hhs.gov/programs/liheap/>.

- *Section V: The Need For LIHEAP:* Presents information about the impact and importance of LIHEAP on recipient households.
- *Section VI: Regional Analysis:* Presents analysis of the problems faced by low-income households in the Northeast, Midwest, West, and South.
- *Section VII: Conclusion:* Presents a summary of the key findings in this report.

II. Survey Methodology

This section describes the methodology for the 2008 NEA Survey, including procedures for sample selection, survey implementation, and weighting.

A. *Survey Implementation*

A survey advance letter was sent to the sample of selected LIHEAP recipients from the 12 participating states. This letter announced the survey, notified potential respondents that they might be called to participate in the survey, explained the purpose of the survey, and gave potential respondents the option to call the phone center to complete the survey at their convenience.

APPRISE retained 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 30, 2008 and November 3, 2008. During this time period, 1,256 interviews were completed.

B. *Sample Selection and Response Rates*

LIHEAP recipients were selected from each of the twelve states chosen to participate in the survey. Table II-1 details the number of LIHEAP recipients selected to complete the survey, number of completed interviews, cooperation rates, and response rates for the national sample. The table presents the following information:

- **Number selected:** Initially, approximately 220 households were selected in each state. Due to the high number of non-interviews and unusable telephone numbers, an additional sample of 75 cases was selected for California, 24 for Delaware, 80 for North Carolina, 30 for New Mexico, and 120 for New York. These additional respondents were not sent an advance letter. The final sample consisted of 3,028 cases.
- **Unusable:** There were 963 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 417 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 392 cases that were determined to have unknown eligibility to complete the interview, due to answering machines, no answers, and language barriers.⁶ These households are not included in the denominator of the cooperation rate. They are included in the denominator of the response rate and the completed interview rate.
- **Completed interviews:** The completed interviews are households that were reached and that answered the full set of survey questions by telephone. In total, 1,256 interviews were completed.
- **Cooperation rate:** The cooperation rate is the percent of eligible households contacted who completed the survey. This is calculated as the number of completed interviews divided by the interviews plus the number of non-interviews (refusals plus non-completed call backs⁷). Overall, this survey achieved a 75 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 61 percent response rate.
- **Completed Interview Rate:** The completed interview rate is the percentage of households selected that completed the survey. This survey attained a 41 percent completed interview rate.

Table II-1
Sample and Response Rates

| | Total Sample |
|-----------------------------|---------------------|
| Number Selected | 3,028 |
| Unusable | 963 |
| Non-Interviews | 417 |
| Unknown Eligibility | 392 |
| Completed Interviews | 1,256 |
| Cooperation Rate | 75% |

⁶ The telephone interview center conducted interviews with respondents with a language barrier who spoke Spanish. However, there were 44 cases in which an interview could not be completed due to a language barrier for a language other than Spanish. Thirty Spanish interviews were completed.

⁷ Non-completed callbacks include respondents who asked the interviewer to call back at a later time to complete the interview, but did not complete the interview by the end of the field period.

| | |
|---------------------------------|---------------------|
| | Total Sample |
| Response Rate | 61% |
| Completed Interview Rate | 41% |

Table II-2 displays the number of interviews completed by state. The response rate ranged from 41 percent in New York to 73 percent in Ohio.

Table II-2
Number of Completed Interviews by State

| State | Total Selected | Completed Interviews | Response Rate |
|-----------------------------------|-----------------------|-----------------------------|----------------------|
| California | 294 | 98 | 45% |
| Delaware | 245 | 109 | 66% |
| Georgia^{8,9} | 246 | 113 | 66% |
| Iowa | 218 | 100 | 65% |
| Maine | 221 | 123 | 69% |
| Minnesota | 220 | 104 | 65% |
| Montana⁶ | 222 | 106 | 68% |
| New Mexico⁶ | 250 | 107 | 62% |
| New York | 360 | 86 | 41% |
| North Carolina⁷ | 292 | 102 | 55% |
| Ohio | 220 | 94 | 73% |
| Pennsylvania | 240 | 114 | 67% |
| TOTAL | 3,028 | 1,256 | 61% |

C. Weights

Two sets of weights were used to ensure that state-level data represents each state and that the overall findings are representative of the national LIHEAP population. First, weights were applied within states. The purpose of these weights was to adjust for selection and response rate variation within poverty group, vulnerable status, and type of benefit strata. A second set of weights was used so that the sum of the state weights was proportional to the strata size from which it was drawn. In the estimates presented in this report, the total weight, comprised of these two separate weights, is used. This results in a nationally representative sample of 2008 LIHEAP recipients.

⁸ Due to inability to furnish the requested LIHEAP recipient data, Louisiana was replaced by Georgia, Colorado was replaced by New Mexico, and Washington was replaced by Montana.

⁹ Client telephone number was not provided in the GA and NC LIHEAP datasets. Manual look-ups were conducted for these households.

III. LIHEAP Recipient Households

This section reports the findings from the 2008 National Energy Assistance (NEA) Survey on the characteristics LIHEAP-recipient households. This section describes the demographic and income characteristics for 2008 LIHEAP-recipient households. Tables presented in this section may not total to 100 percent due to rounding. Unless the number of respondents is shown, the tables include all 1,256 respondents to the survey.

Table III-1 presents the percentage of households by number of total household members. The table shows that many of the households were single person households and the majority had only one or two household members.

Table III-1
Number of Household Members

| Number of Household Members | Percent of Respondents |
|-----------------------------|------------------------|
| 1 | 41% |
| 2 | 21% |
| 3 | 14% |
| 4 | 9% |
| 5 | 8% |
| 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. The table shows that 43 percent have a senior household member, 50 percent have a disabled member, 40 percent have a child 18 or younger, 18 percent have a child 5 or younger, and 17 percent were single parent households.

Table III-2
Vulnerable Groups

| | Household With Senior (Age 60 or older) | Household With Disabled | Household With Child (Age 18 or under) | Household With Young Child (Age 5 or under) | Single Parent Household ¹ |
|---------------------------|---|-------------------------|--|---|--------------------------------------|
| Yes | 43% | 50% | 40% | 18% | 17% |
| No | 57% | 50% | 60% | 82% | 83% |
| Don't Know/Refused | 0% | <1% | 0% | 0% | 0% |

¹ Defined as households with only one adult residing with one or more children.

Table III-3 presents the percentage of households that are single parent households or that have at least one member who is senior, disabled, or a child under age 18.¹⁰ The table shows that over 90 percent of the LIHEAP recipients were in households that we have defined as vulnerable.

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

| | Percent of Respondents |
|---------------------------------------|-------------------------------|
| At Least One Vulnerable Member | 93% |
| No Vulnerable Members | 7% |

Table III-4 displays home ownership data. The table shows that approximately half of the households own their homes and half rent.

**Table III-4
Home Ownership**

| Home Ownership | Percent of Respondents |
|-----------------------|-------------------------------|
| Own | 50% |
| Rent | 49% |
| Other | 1% |
| Don't Know | <1% |

Table III-5 displays annual household income. Most of these data were reported in the LIHEAP databases that were provided by the participating states. However, income data for some of the North Carolina and New York respondents are from the survey response, when income data were not available in the LIHEAP data files. The table shows that 38 percent of the households have annual income below \$10,000 and 42 percent have annual income between \$10,000 and \$20,000. Only three percent have income above \$40,000.

**Table III-5
Annual Income**

| Annual Income | Percent of Respondents |
|------------------------------|-------------------------------|
| Less than \$ 10,000 | 38% |
| \$ 10,001 - \$ 20,000 | 42% |
| \$ 20,001 - \$ 30,000 | 11% |
| \$ 30,001 - \$ 40,000 | 4% |
| More than \$ 40,000 | 3% |
| Don't Know/Refused | 2% |

Table III-6A displays respondents' incomes as a percentage of the 2008 Federal Poverty Level. Again, these data are from the state LIHEAP databases, with the exception of some NC and NY households. The

¹⁰ 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 shows that 17 percent have income at or below 50 percent of the poverty level, 46 percent have income between 51 and 100 percent of the poverty level, 18 percent have income between 101 and 125 percent, and 10 percent have income between 126 and 150 percent. Only 6 percent have income above 150 percent of the poverty level.

**Table III-6A
Poverty Level**

| Poverty Level | Percent of Respondents |
|---------------------|------------------------|
| 0%-50% | 17% |
| 51%-100% | 46% |
| 101%-125% | 18% |
| 126%-150% | 10% |
| >150% | 6% |
| Missing Income Data | 2% |

Table III-6B displays poverty level by the presence of vulnerable groups. Households can be included in more than one category. The table shows that households with children were most likely to have income below 50 percent of the federal poverty level and that the households without vulnerable members were most likely to have income above 150 percent of the poverty level.

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

| | Senior | Disabled | Child 18 or Younger | Child 5 or Younger | Single Parent Household ¹ | Non-Vulnerable |
|------------------------------|--------|----------|---------------------|--------------------|--------------------------------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 232 | 208 | 87 |
| 0% - 50% | 5% | 12% | 29% | 36% | 36% | 24% |
| 51% - 100% | 47% | 51% | 45% | 38% | 40% | 44% |
| 101% - 150% | 37% | 29% | 23% | 22% | 23% | 17% |
| > 150% | 8% | 5% | 3% | 3% | 1% | 16% |
| Missing Income Data | 3% | 4% | 1% | 2% | 0% | 0% |

¹ 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-7 shows that 30 percent had employment income, 40 percent had retirement income, 37 percent received public assistance, and 59 percent received non-cash benefits.

Table III-7
Types of Income and Benefits Received

| | Wages or Self-Employment Income | Retirement Income | Public Assistance | Non-cash benefits |
|----------------------------|--|--------------------------|--------------------------|--------------------------|
| Yes | 30% | 40% | 37% | 59% |
| No | 69% | 60% | 61% | 41% |
| Don't Know /Refused | 1% | 1% | 1% | 1% |

Respondents were asked whether they had been unemployed during the year. Table III-8A shows that 29 percent reported that they had been unemployed.

Table III-8A
Unemployed During the Year

| | Percent of Respondents |
|-----------------------------|-------------------------------|
| Yes | 29% |
| No | 70% |
| Don't Know / Refused | 1% |

Table III-8B displays whether respondents were unemployed during the year by vulnerable group. The table shows that almost half of the households with children and almost half of the households with non-vulnerable members were unemployed during the past year. Thirteen percent of households with seniors and 22 percent of the households with disabled members reported that they were unemployed in the past year.

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

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|---------------|-----------------|-----------------------|-----------------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 13% | 22% | 48% | 49% |
| No | 86% | 78% | 51% | 51% |
| Don't Know / Refused | 1% | <1% | 1% | 0% |

Table III-8C displays whether respondents were unemployed during the year by poverty level. The table shows that households with income at or below 50 percent of the poverty level were much more likely to report that they had been unemployed during the year. Half of these households reported that they had been unemployed during the year.

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

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 50% | 27% | 24% | 17% |
| No | 48% | 72% | 76% | 83% |
| Don't Know / Refused | 1% | 1% | <1% | 0% |

Respondents were asked whether members of their household have health insurance. Table III-9 shows that 70 percent of the respondents reported that everyone in the household has health insurance and ten percent reported that no one in the family has health insurance.

**Table III-9
Health Insurance**

| Household Members With Health Insurance | Percent of Respondents |
|---|------------------------|
| Entire Household | 70% |
| Adults Only | <1% |
| Children Only | 6% |
| Some but not all family members | 13% |
| None | 10% |
| Don't Know | 1% |

Respondents were asked whether any member of their household had ever suffered from asthma, emphysema, or COPD, diabetes, blood pressure, heart disease, or stroke. Table III-10A shows that 70 percent of the respondents reported that someone in the household had one of these ailments.

**Table III-10A
Medical Conditions: Someone in the Household Had Asthma, Emphysema,
COPD, Diabetes, Blood Pressure, Heart Disease or Stroke**

| Medical Conditions: Someone in the Household Had Asthma, Emphysema, or COPD, Diabetes, Blood Pressure, Heart Disease or Stroke | Percent of Respondents |
|--|------------------------|
| Yes | 70% |
| No | 30% |
| Don't Know/Refused | <1% |

Table III-10B displays medical conditions by the presence of a vulnerable household member. The table shows that households that do not contain vulnerable members were less likely to report one of these conditions. However, 42 percent of these respondents did report that someone in their household has one of these medical conditions. Eighty percent of households with a senior member and 80 percent with a disabled member reported that there was one of these conditions in the household.

Table III-10B
Medical Conditions: Someone in the Household Had Asthma, Emphysema, COPD, Diabetes, Blood Pressure, Heart Disease or Stroke
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 80% | 80% | 63% | 42% |
| No | 20% | 20% | 37% | 58% |
| Don't Know/Refused | <1% | 0% | 0% | 0% |

Table III-10C displays medical conditions by whether the household has health insurance. The table shows that households that do not have health insurance were less likely to report that someone in the household has one of these medical conditions. Sixty-one percent of respondents in homes where no one has health insurance reported that someone in the household has a medical condition, compared to 71 percent in households where the entire household had health insurance.

Table III-10C
Medical Conditions: Someone in the Household Had Asthma, Emphysema, COPD, Diabetes, Blood Pressure, Heart Disease or Stroke
By Health Insurance Coverage

| | Members of Household with Health Insurance | | |
|------------------------------|--|----------------------------------|------|
| | Entire Household | Some, but not all family members | None |
| Number of Respondents | 878 | 162 | 130 |
| Yes | 71% | 74% | 61% |
| No | 29% | 26% | 39% |
| Don't Know / Refused | <1% | 0% | 0% |

Respondents were asked whether someone in their household utilized any necessary medical equipment that uses electricity in the 12 months prior to the survey. Table III-11A shows that 24 percent reported that someone in the household uses medical equipment that uses electricity.

Table III-11A
Someone in the Household Utilizes Necessary Medical Equipment that Uses Electricity

| Someone in the Household Utilizes Necessary Medical Equipment that Uses Electricity | Percent of Respondents |
|---|------------------------|
| Yes | 24% |
| No | 76% |
| Don't Know/Refused | <1% |

Table III-11B shows whether there was someone in the household who uses medical equipment that requires electricity by vulnerable group. The table shows that households with disabled members and households with children were most likely to report that they used this type of equipment and households without vulnerable members were least likely to report that they used this type of equipment.

Table III-11B
Member of Household Utilizes Medical Equipment that Requires Electricity
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|---------------|-----------------|-----------------------|-----------------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 20% | 32% | 31% | 3% |
| No | 80% | 68% | 69% | 97% |
| Don't Know / Refused | <1% | <1% | 1% | 0% |

Table III-11C shows whether there was someone in the household who uses medical equipment that requires electricity by health insurance coverage. The table shows that households where there was no one in the household with health insurance were least likely to report that they used this type of equipment.

Table III-11C
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 |
| Number of Respondents | 878 | 162 | 130 |
| Yes | 24% | 33% | 11% |
| No | 76% | 67% | 89% |
| Don't Know / Refused | <1% | 0% | 0% |

Respondents were asked whether in general they consider their health excellent, very good, good, fair or poor. Table III-12A shows that 21 percent reported that their health was very good or excellent, 31 percent reported that their health was good, 31 percent reported that their health was fair, and 16 percent reported that their health was poor.¹¹

Table III-12A
Respondent's Health Condition

| Respondent's Health Condition | Percent of Respondents |
|--------------------------------------|-------------------------------|
| Excellent | 6% |
| Very Good | 15% |
| Good | 31% |
| Fair | 31% |
| Poor | 16% |
| Don't Know/Refused | <1% |

¹¹ These statistics show that LIHEAP recipients are worse off than all low-income households. The National Health Interview Survey found that 27 percent of households with income below \$35,000 reported that they were in excellent health and 26 percent reported that they were in very good health.

Table III-12B shows respondents' reported health condition by vulnerable group. The table shows that households with disabled members were most likely to report that their health was poor and households with no vulnerable members were least likely to report that their health was poor.

**Table III-12B
Respondent's Health Condition
By Vulnerable Group**

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Excellent | 4% | 2% | 11% | 5% |
| Very Good | 13% | 8% | 20% | 22% |
| Good | 27% | 23% | 34% | 51% |
| Fair | 36% | 40% | 26% | 18% |
| Poor | 19% | 27% | 10% | 3% |
| Don't Know / Refused | <1% | <1% | 0% | 2% |

Table III-12C shows respondents' reported health condition by health insurance coverage. The table does not show significant differences in reported health condition by health insurance coverage.

**Table III-12C
Respondent's Health Condition
By Health Insurance Coverage**

| | Entire Household | Some, but not all family members | None |
|------------------------------|------------------|----------------------------------|------|
| Number of Respondents | 878 | 162 | 130 |
| Excellent | 5% | 7% | 7% |
| Very Good | 15% | 17% | 13% |
| Good | 31% | 25% | 27% |
| Fair | 32% | 35% | 34% |
| Poor | 17% | 15% | 18% |
| Don't Know/Refused | <1% | 1% | 1% |

Respondents were asked whether any adult in their household requires help with personal care needs because of a physical, mental, or emotional problem. These needs include bathing or showering, dressing, eating, getting in and out of bed or chairs, walking, and using the toilet. Table III-13A shows that 14 percent of respondents reported that there was an adult in the household who needed assistance with personal care needs.

**Table III-13A
Adult in Household Requires Help with Personal Care Needs
Because of a Physical, Mental, or Emotional Problem**

| Adult in Household Requires Help with Personal Care Needs | Percent of Respondents |
|---|------------------------|
| Yes | 14% |

| Adult in Household Requires Help with Personal Care Needs | Percent of Respondents |
|--|-------------------------------|
| No | 86% |
| Don't Know | <1% |

Table III-13B displays the presence of an adult with personal care needs by vulnerable group. Households with senior members and disabled members were most likely to report this presence.

Table III-13B
Adult in Household Requires Help with Personal Care Needs
Because of a Physical, Mental, or Emotional Problem
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|---------------|-----------------|-----------------------|-----------------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 18% | 24% | 9% | 0% |
| No | 82% | 76% | 91% | 100% |
| Don't Know | <1% | <1% | <1% | 0% |

Table III-13C displays the presence of an adult in the household with personal care needs by health insurance coverage. The table shows that there was not a significant difference in this presence by health insurance coverage.

Table III-13C
Adult in Household Requires Help with Personal Care Needs
Because of a Physical, Mental, or Emotional Problem
By Health Insurance Coverage

| | Members of Household with Health Insurance | | |
|------------------------------|---|---|-------------|
| | Entire Household | Some, but not all family members | None |
| Number of Respondents | 878 | 162 | 130 |
| Yes | 15% | 18% | 12% |
| No | 85% | 82% | 88% |
| Don't Know/Refused | <1% | 0% | 0% |

Table III-14 displays responses to the survey question, "Which fuel is used most for heating your home?" The table shows that 48 percent of households use natural gas, 20 percent use electricity, 14 percent use fuel oil or kerosene, 11 percent use LPG or propane, and the rest use another fuel for home heating.

Table III-14
Primary Fuel Used for Home Heating

| Primary Fuel Used for Home Heating | Percent of Respondents |
|---|-------------------------------|
| Natural Gas | 48% |
| Electricity | 20% |
| Fuel Oil or Kerosene | 14% |

| Primary Fuel Used for Home Heating | Percent of Respondents |
|---|-------------------------------|
| Bottled Gas (LPG or Propane) | 11% |
| Wood | 1% |
| Coal or Coke | <1% |
| Solar Energy | <1% |
| Other Fuel | 2% |
| No Fuel Used | <1% |
| Don't Know | 3% |

Households were asked whether they have their heat included in their rent. Table III-15 shows that six percent reported that they have their heat included in their rent.

Table III-15
Heat included in Rent

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

Respondents were asked to report the main way that they cool their homes on the hottest days of the summer. Table III-16 shows that approximately one third have window/wall air conditioners, 31 percent use fans, and 28 percent use central air conditioning. Five percent reported that they do not have a cooling method.

Table III-16
Primary Method of Summer Cooling

| Primary Method of Summer Cooling | Percent of Respondents |
|---|-------------------------------|
| Window or Wall Air Conditioning | 34% |
| Fans | 31% |
| Central Air Conditioning | 28% |
| Evaporative or Swamp Cooling | 2% |
| No Cooling Method Used | 5% |
| Don't Know | <1% |

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

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

A. *Increased Utility Bills and Increased Need*

Respondents were asked for the total annual costs of their electricity, gas, and other fuels for their home. Table IV-1 shows that about 77 percent of the respondents provided an estimate of the costs. The table shows that 36 percent reported annual home energy costs of more than \$2,000.

Table IV-1
Annual Total Residential Energy Costs

| Annual Total Residential Energy Costs | Percent of Respondents |
|--|-------------------------------|
| Less than \$ 500 | 3% |
| \$ 501 - \$ 1,000 | 10% |
| \$ 1,001 - \$ 1,500 | 13% |
| \$ 1,501 - \$ 2,000 | 15% |
| Over \$ 2,000 | 36% |
| Don't Know/Refused | 24% |

Table IV-2 displays residential energy burden, based on the energy costs that respondents reported, the income that was available in the LIHEAP databases or from the survey responses, and the LIHEAP benefit that was provided in the LIHEAP database. 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. The table shows that 39 percent of respondents have a pre-LIHEAP energy burden that is greater than 15 percent and 14 percent have a pre-LIHEAP energy burden that is greater than 25 percent. LIHEAP benefits have a significant impact on energy burden. The table shows that 24 percent have a post-LIHEAP burden that is greater than 15 percent and 8 percent have a post-LIHEAP burden that is greater than 25 percent.

Table IV-2A
Total Residential Energy Burden

| | Total Residential Energy Burden | |
|------------------------------|--|--------------------|
| | Pre-LIHEAP | Post-LIHEAP |
| Number of Respondents | 933 | 933 |
| 0-5% | 11% | 25% |
| 6%-10% | 28% | 30% |
| 11-15% | 21% | 21% |

| | Total Residential Energy Burden | |
|----------------|---------------------------------|-------------|
| | Pre-LIHEAP | Post-LIHEAP |
| 16-20% | 16% | 10% |
| 21-25% | 9% | 6% |
| >25% | 14% | 8% |

Table IV-2B shows the mean total pre-LIHEAP and post-LIHEAP residential energy burdens, by the presence of vulnerable household members. The table shows that there is not a significant difference in mean energy burden across the different groups of households.

**Table IV-2B
Mean Total Residential Energy Burden
By Vulnerable Group**

| | All | Senior | Disabled | Child Under 18 | Child Under 6 | Single Parent | Non-Vulnerable |
|------------------------------|-----|--------|----------|----------------|---------------|---------------|----------------|
| Number of Respondents | 933 | 364 | 458 | 414 | 187 | 172 | 63 |
| Pre-LIHEAP Burden | 16% | 14% | 17% | 16% | 17% | 18% | 19% |
| Post-LIHEAP Burden | 12% | 11% | 12% | 13% | 14% | 14% | 14% |

Table IV-2C displays the distribution of residential energy burden by vulnerable group. The table shows that households with children under 18 and non-vulnerable households were more likely to have energy burden that is still over 25 percent after LIHEAP benefits are received.

**Table IV-2C
Residential Energy Burden Distribution
By Vulnerable Group**

| | Senior | | Disabled | | Child Under 18 | | Non-Vulnerable | |
|------------------------------|------------|-------------|------------|-------------|----------------|-------------|----------------|-------------|
| | Pre-LIHEAP | Post-LIHEAP | Pre-LIHEAP | Post-LIHEAP | Pre-LIHEAP | Post-LIHEAP | Pre-LIHEAP | Post-LIHEAP |
| Number of Respondents | 364 | 364 | 458 | 458 | 414 | 414 | 63 | 63 |
| 0-5% | 12% | 25% | 10% | 24% | 12% | 25% | 7% | 18% |
| 6%-10% | 26% | 30% | 25% | 28% | 32% | 32% | 26% | 41% |
| 11-15% | 24% | 24% | 22% | 23% | 19% | 20% | 26% | 14% |
| 16-20% | 17% | 12% | 18% | 11% | 14% | 8% | 16% | 12% |
| 21-25% | 10% | 6% | 9% | 8% | 8% | 4% | 6% | 1% |
| >25% | 11% | 3% | 16% | 6% | 16% | 11% | 19% | 14% |

Table IV-3 displays responses to the survey question, “How do your energy bills this year compare to those last year?” The table shows that nearly half of the respondents reported that their energy bills were higher than last year.

Table IV-3
Change in Energy Bills

| Change in Energy Bills | Percent of Respondents |
|-------------------------------|-------------------------------|
| Same | 24% |
| Lower | 13% |
| Higher | 49% |
| Don't Know/Refused | 13% |

Respondents who reported that their energy bills were higher at the time of the survey than they were in the previous year were asked why they thought that their energy bills were higher. Table IV-4 shows that 78 percent reported that they thought their bills had increased because energy prices were higher. Ten percent reported that they did not know why their energy bills were higher.

Table IV-4
Why Energy Bills are Higher

| Why Energy Bills are Higher | Percent of Respondents |
|---------------------------------------|-------------------------------|
| Number of Respondents | 619 |
| Prices were Higher | 78% |
| Increased Usage | 4% |
| Winter was Colder | 2% |
| Summer was Warmer | 2% |
| Bad Economy | 2% |
| Energy Inefficient Home | 1% |
| Moved to Different Home | 1% |
| Insufficient Energy Assistance | <1% |
| Other | 3% |
| Don't Know | 10% |

Respondents were asked, "How does your financial situation this year compare to last year?" Table IV-5A shows that 35 percent reported that their financial situation had worsened.

Table IV-5A
Change in Financial Situation

| Change in Financial Situation | Percent of Respondents |
|--------------------------------------|-------------------------------|
| Same | 50% |
| Worse | 35% |
| Better | 13% |
| Don't Know/Refused | 2% |

Table IV-5B displays the responses to this question by vulnerable group. The table shows that households with children were most likely to report that their financial situation had worsened.

Table IV-5B
Change in Financial Situation
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Same | 59% | 54% | 39% | 46% |
| Worse | 31% | 36% | 41% | 34% |
| Better | 8% | 8% | 19% | 17% |
| Don't Know/ Refused | 3% | 2% | 1% | 2% |

Respondents were asked, "How difficult is it for you to pay your energy bills compared to last year?" Table IV-6A shows that 43 percent reported that it was more difficult to pay their energy bills than last year.

Table IV-6A
Change in Difficulty in Paying Energy Bills

| Change in Difficulty in Paying Energy Bills | Percent of Respondents |
|--|-------------------------------|
| Same | 42% |
| More Difficult | 43% |
| Less Difficult | 9% |
| Don't Know/Refused | 5% |

Table IV-6B displays the reported change in the difficulty in paying energy bills by vulnerable group. The table shows that households with children, disabled households, and non-vulnerable households were most likely to report that the energy bills were more difficult to pay.

Table IV-6B
Change in Difficulty in Paying Energy Bills

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Same | 48% | 40% | 38% | 36% |
| More Difficult | 37% | 47% | 49% | 45% |
| Less Difficult | 8% | 8% | 11% | 17% |
| Don't Know/ Refused | 7% | 6% | 3% | 2% |

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 what the main reason was that it was more difficult for them to pay their energy bills. 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
- Lower income or unemployment

Table IV-7 displays the responses to the unprompted and prompted questions. The table shows that, when asked the open-ended question, respondents were most likely to report that the reason they had increased difficulty paying their energy bill was that the bill had increased. The next most common response was that they had lower income or had lost their job. While 87 percent agreed that their energy bills were more difficult to pay because they had increased, 75 percent agreed that they were more difficult to pay because they had lower income or had lost their job, 57 percent agreed it was due partly to increased medical bills, 54 percent agreed it was due to increased prescription drug costs, 43 percent agreed that it was due to increased property taxes, and 38 percent agreed that it was due to increased rent. While none of the respondents reported that increased gasoline costs were the main reason that their energy bills were more difficult to pay, 88 percent agreed that increased gasoline costs contributed to their difficulty in paying their energy bills.

Table IV-7
Reasons for Increased Difficulty in Paying Energy Bills

| | Main Reason (Unprompted) | Reasons (Prompted) |
|-------------------------------------|-------------------------------------|-------------------------------|
| Number of Respondents | 543 | 543 |
| Increased Energy Bill | 50% | 87% |
| Lower Income/Lost Job | 37% | 75% |
| Increased Other Bills | 7% | |
| Increased Medical Expenses | 2% | 57% |
| Bad Economy | 1% | |
| Lack of Energy Assistance | 1% | |
| Increased Prescription Drugs | <1% | 54% |
| Increased Property Taxes | <1% | 43% |
| Increased Rent | <1% | 38% |
| Higher Gasoline Costs | 0% | 88% |
| Other | 1% | |
| Don't Know | 1% | |

B. Constructive Actions Taken to Meet the Need

The NEA 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, or whether they closed off one or more rooms to reduce their heating bills in the winter. Table IV-8 shows that 48 percent reported that they put plastic on their windows, 85 percent reported that they turn down the heat when they go to bed, and 66 percent reported that they closed off one or more rooms.

Table IV-8
Actions Taken to Bring Down Heating Bills

| | Put Plastic on Windows | Turn Down the Heat When You Go to Bed | Close Off One or More Rooms |
|------------|-------------------------------|--|------------------------------------|
| Yes | 48% | 85% | 66% |
| No | 52% | 15% | 34% |

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-9 shows that 88 percent reported that they keep their shades and curtains closed in the daytime and 80 percent reported that they use fans and open windows.

Table IV-9
Actions Taken to Bring Down Cooling Bills

| | Keep Shades and Curtains Closed in Daytime | Use Fans and Open Windows |
|----------------------------|---|----------------------------------|
| Yes | 88% | 80% |
| No | 12% | 19% |
| Don't Know/ Refused | <1% | 1% |

Respondents were asked whether they took other specific energy-saving actions in the past year to reduce their energy bills. Table IV-10 shows that 73 percent reported that they wash their clothes in cold water and 66 percent reported that they use compact fluorescent light bulbs.

Table IV-10
Other Energy-Saving Actions Taken

| | Wash Clothes in Cold Water | Use Compact Fluorescent Light Bulbs |
|----------------------------|-----------------------------------|--|
| Yes | 73% | 66% |
| No | 25% | 31% |
| Don't Know/ Refused | 2% | 2% |

Table IV-11 provides a comparison of survey responses to the 2003 and 2008 surveys. The 2005 survey is not included in the comparison because this survey included households that did not receive LIHEAP in the previous program year and was done at a different time of year. Both the 2003 and 2008 surveys were conducted with households selected from LIHEAP databases of recipients from the previous program year and both surveys were conducted in October and November.

The table below shows that households were more likely to report that they have taken all of the actions asked about. Changes that are statistically significant are underlined. The greatest increases are in the percentage of respondents who reported that they turn down the heat when they go to bed, wash clothes in cold water, and use compact fluorescent light bulbs. While 44 percent of LIHEAP recipients reported that they use CFLs in the 2003 survey, 66 percent of LIHEAP recipients reported

that they use CFLs in the 2008 survey. This increase is probably due in part to the large number of low-income usage reduction programs that have included CFL distribution.

Table IV-11
Constructive Actions Taken to Lower Energy Bills
Comparison of Survey Results

| | 2003 Survey | 2008 Survey |
|---|-------------|-------------|
| Number of Respondents | 2,161 | 1,256 |
| Winter | | |
| Put Plastic on Windows | <u>44%</u> | <u>48%</u> |
| Turn Down the Heat When You Go to Bed | <u>76%</u> | <u>85%</u> |
| Summer | | |
| Keep Shades and Curtains Closed in the Daytime | <u>83%</u> | <u>88%</u> |
| Use Fans and Open Windows | 78% | 80% |
| Other Energy-Saving Actions | | |
| Wash Clothes in Cold Water | <u>65%</u> | <u>73%</u> |
| Use Compact Fluorescent Light Bulbs | <u>44%</u> | <u>66%</u> |

Note: statistically significant differences are underlined.

Table IV-12 shows that almost all of the respondents reported that they took at least one constructive action to lower their energy bills in the past year.¹²

Table IV-12
Constructive Actions Taken to Lower Energy Bills

| Took at Least One Constructive Action | Percent of Respondents |
|--|-------------------------------|
| Yes | 100% |
| No | <1% |

C. 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 28 percent report that they worried almost every month, 29 percent reported some months, and 15 percent reported that they had this problem one or two months in the past year.

¹² These responses may be overestimated due to respondent compliance (i.e., desire to provide a socially desirable or positive response.)

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

| | Percent of Respondents |
|---------------------------|------------------------|
| Almost Every Month | 28% |
| Some Months | 29% |
| 1 or 2 Months | 15% |
| Never / No | 28% |
| Don't Know | 1% |

Table IV-13B displays the response to the question that asked whether they worried about paying their home energy bill by vulnerable group. The table shows that households with children were most likely to report that they were worried about paying their energy bill. Households with senior members were least likely to report that they were worried about not having enough money to pay for their home energy bill.

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

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Almost Every Month | 22% | 30% | 34% | 37% |
| Some Months | 24% | 27% | 38% | 22% |
| 1 or 2 Months | 14% | 18% | 14% | 11% |
| Never / No | 39% | 25% | 14% | 30% |
| Don't Know | 1% | <1% | <1% | 1% |

Table IV-13C displays the response to the question that asked whether they worried about paying their home energy bill by poverty group. The table shows that households at lower poverty levels were more likely to report that they had worried about paying their energy bill. While 84 percent of those with income at or below 50 percent of the poverty level reported that they had worried, 72 percent of those with income between 51 and 100 percent of poverty reported this, 67 percent of those with income between 101 and 150 percent reported this, and 64 percent of those with income above 150 percent reported this.

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

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Almost Every Month | 35% | 27% | 27% | 33% |
| Some Months | 35% | 29% | 24% | 26% |
| 1 or 2 Months | 14% | 16% | 16% | 5% |
| Never / No | 15% | 27% | 31% | 36% |
| Don't Know | 1% | <1% | 1% | 0% |

Table IV-14A shows whether respondents reported that they reduced expenses for household necessities in the year preceding the survey due in part to their energy expenses. The table shows that 44 percent of respondents reported that they reduced expenses for household necessities almost every month.

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

| | Percent of Respondents |
|---------------------------|------------------------|
| Almost Every Month | 44% |
| Some Months | 27% |
| 1 or 2 Months | 9% |
| Never / No | 19% |
| Don't Know | 2% |

Table IV-14B displays responses to the question about reduced expenses by vulnerable group. The table shows that a large percentage of each group reported that they reduced these expenses almost every month.

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

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Almost Every Month | 40% | 47% | 45% | 51% |
| Some Months | 25% | 27% | 32% | 21% |
| 1 or 2 Months | 9% | 9% | 8% | 12% |
| Never / No | 22% | 16% | 14% | 16% |

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|-------------------|--------|----------|----------------|----------------|
| Don't Know | 4% | 2% | 1% | 0% |

Table IV-14C displays the percent of households that reported that they reduced expenses by poverty group. The table shows that households with income at or below 50 percent of the poverty level were most likely to report that they took this action. Ninety-two percent of households with income at or below 50 percent of poverty reported that they reduced expenses for household necessities.

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

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Almost Every Month | 48% | 45% | 40% | 56% |
| Some Months | 29% | 28% | 24% | 14% |
| 1 or 2 Months | 15% | 6% | 10% | 13% |
| Never / No | 7% | 19% | 23% | 13% |
| Don't Know / Refused | 1% | 2% | 3% | 4% |

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-15A shows that 43 percent reported that they borrowed to help pay their energy bill.

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 the Past Year

| | Percent of Respondents |
|---------------------------|------------------------|
| Almost Every Month | 7% |
| Some Months | 20% |
| 1 or 2 Months | 16% |
| Never / No | 57% |
| Don't Know | <1% |

Table IV-15B shows the percent of respondents who reported that they borrowed from a friend or relative to pay the energy bill by vulnerable group. The table shows that respondents with children were most likely to report that they borrowed from a friend or relative to pay their home energy bill. Sixty-three percent of households with children reported that they borrowed from a friend or relative during the past year.

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 the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Almost Every Month | 3% | 8% | 11% | 11% |
| Some Months | 15% | 20% | 29% | 16% |
| 1 or 2 Months | 9% | 16% | 23% | 17% |
| Never / No | 73% | 56% | 37% | 57% |
| Don't Know | <1% | <1% | 0% | 0% |

Table IV-15C shows the percent of respondents who reported that they borrowed from a friend or relative to pay the energy bill by poverty group. The table shows that households with income at or below 50 percent of the poverty level were most likely to report that they borrowed from a friend or relative. Sixty-nine percent of these respondents reported that they borrowed from a friend or a relative because they did not have enough money to pay the home energy bill in the past year.

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 the Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Almost Every Month | 12% | 8% | 3% | 10% |
| Some Months | 36% | 19% | 16% | 10% |
| 1 or 2 Months | 21% | 17% | 13% | 18% |
| Never / No | 30% | 56% | 67% | 62% |
| Don't Know / Refused | 0% | <1% | <1% | 0% |

Table IV-16 compares responses to questions about responses to the energy affordability problem between the 2003 and 2008 surveys. The table shows that there were not statistically significant differences in the responses to these questions between the two surveys.

Table IV-16
Signs of the Problem
Comparison of Survey Results

| | 2003 Survey | 2008 Survey |
|---|-------------|-------------|
| Number of Respondents | 2,161 | 1,256 |
| Worried About Paying Home Energy Bill | 72% | 72% |
| Reduced Expenses for Household Necessities | 78% | 80% |

| | 2003 Survey | 2008 Survey |
|---|-------------|-------------|
| Borrowed From a Friend or Relative | 46% | 43% |

Note: statistically significant differences are underlined.

D. 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 in the year prior to the survey. Table IV-17A shows that 44 percent of the respondents reported that they took this action at some point during the past year.

Table IV-17A
Closed Off Part of Home Because Could Not Afford to Heat or Cool It
Due to Not Having Enough Money for the Energy Bill During the Past Year

| | Percent of Respondents |
|-----------------------------|------------------------|
| Almost Every Month | 17% |
| Some Months | 19% |
| 1 or 2 Months | 8% |
| Never / No | 55% |
| Don't Know / Refused | 1% |

Table IV-17B shows the responses to the question about whether the household closed off part of the home because they could not afford to heat or cool it by vulnerable group. The table shows that households with senior members, disabled members, and non-vulnerable households were most likely to report that they took this action.

Table IV-17B
Closed Off Part of Home Because Could Not Afford to Heat or Cool It
Due to Not Having Enough Money for the Energy Bill During Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Almost Every Month | 18% | 19% | 12% | 23% |
| Some Months | 21% | 21% | 16% | 22% |
| 1 or 2 Months | 7% | 8% | 9% | 7% |
| Never / No | 53% | 51% | 62% | 47% |
| Don't Know/Refused | 1% | 1% | 1% | 1% |

Table IV-17C shows whether households reported that they closed off part of their home because they could not afford to heat or cool it by poverty group. The table shows that there is not a large difference in the percent of respondents who reported this action by poverty group.

Table IV-17C
Closed Off Part of Home Because Could Not Afford to Heat or Cool It
Due to Not Having Enough Money for the Energy Bill During Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Almost Every Month | 19% | 16% | 19% | 10% |
| Some Months | 20% | 18% | 20% | 27% |
| 1 or 2 Months | 8% | 9% | 7% | 5% |
| Never / No | 51% | 55% | 54% | 58% |
| Don't Know | 1% | 2% | <1% | 0% |

Table IV-18A displays 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. The table shows that 28 percent of respondents reported that they took this action.

Table IV-18A
Kept Home at Temperature You Felt Was Unsafe or Unhealthy Due to Not
Having Enough Money for the Energy Bill During Past Year

| | Percent of Respondents |
|-----------------------------|------------------------|
| Almost Every Month | 6% |
| Some Months | 15% |
| 1 or 2 Months | 7% |
| Never / No | 71% |
| Don't Know / Refused | 1% |

Table IV-18B displays whether respondents reported that they kept their home at an unsafe or unhealthy temperature in the year preceding the survey by vulnerable group. The table shows that 24 percent of senior households, 34 percent of disabled households, 32 percent of households with children, and 30 percent of non-vulnerable households reported that they took this action.

Table IV-18B
Kept Home at Temperature You Felt Was Unsafe or Unhealthy Due to Not
Having Enough Money for the Energy Bill During Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Almost Every Month | 5% | 9% | 6% | 7% |
| Some Months | 14% | 18% | 18% | 9% |
| 1 or 2 Months | 5% | 7% | 8% | 14% |
| Never / No | 75% | 66% | 68% | 68% |

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

Table IV-18C displays whether respondents reported that they kept their home at an unsafe or unhealthy temperature in the year preceding the survey by poverty group. The table shows that there is not a significant relationship between poverty level and this action.

Table IV-18C
Kept Home at Temperature You Felt Was Unsafe or Unhealthy Due to Not Having Enough Money for the Energy Bill During Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Almost Every Month | 6% | 6% | 6% | 6% |
| Some Months | 14% | 16% | 16% | 16% |
| 1 or 2 Months | 9% | 6% | 7% | 7% |
| Never / No | 70% | 70% | 70% | 72% |
| Don't Know/Refused | 0% | 1% | 1% | 0% |

Table IV-19A shows the percent of respondents who said that they left their home for part of the day because it was too hot or too cold and they did not have enough money for the energy bill during the past year. The table shows that 23 percent of respondents reported that they took this action.

Table IV-19A
Left Home for Part of the Day Because it was Too Hot or Too Cold
Due to Not Having Enough Money for the Energy Bill During the Past Year

| | Left Home for Part of the Day Because Home was Too Hot or Too Cold |
|-----------------------------|--|
| Almost Every Month | 2% |
| Some Months | 10% |
| 1 or 2 Months | 11% |
| Never / No | 77% |
| Don't Know / Refused | <1% |

Table IV-19B shows the percent of respondents who said that they left their home for part of the day because it was too hot or too cold by vulnerable group. The table shows that 17 percent of senior households, 24 percent of disabled households, 27 percent of households with children, and 31 percent of non-vulnerable households reported that they took this action.

Table IV-19B
Left Home for Part of the Day Because it was Too Hot or Too Cold
Due to Not Having Enough Money for the Energy Bill During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Almost Every Month | 1% | 3% | 2% | 0% |
| Some Months | 9% | 10% | 13% | 10% |
| 1 or 2 Months | 7% | 11% | 12% | 21% |
| Never / No | 83% | 76% | 73% | 69% |
| Don't Know | 0% | 0% | <1% | 0% |

Table IV-19C shows the percent of respondents who said that they left their home for part of the day because it was too hot or too cold by poverty group. Households with lower poverty levels were more likely to report that they took this action. The table shows that 28 percent of households with income at or below 50 percent of poverty, 25 percent of households with income between 51 and 100 percent, 20 percent of households with income between 101 and 150 percent, and 20 percent of households with income above 150 percent of poverty reported that they took this action.

Table IV-19C
Left Home for Part of the Day Because it was Too Hot or Too Cold
Due to Not Having Enough Money for the Energy Bill During Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Almost Every Month | 1% | 3% | 2% | 1% |
| Some Months | 10% | 11% | 9% | 11% |
| 1 or 2 Months | 17% | 11% | 9% | 8% |
| Never / No | 72% | 76% | 81% | 80% |
| Don't Know | <1% | 0% | <1% | 0% |

Respondents were asked whether they used their kitchen stove or oven to provide heat in the year preceding the survey, due in part to their energy expenses. Table IV-20A shows that one third of the respondents reported that they took this dangerous action at some point during the past year.

Table IV-20A
Used Kitchen Stove or Oven to Provide Heat Due to Not
Having Enough Money for the Energy Bill During Past Year

| | Percent of Respondents |
|---------------------------|------------------------|
| Almost Every Month | 3% |
| Some Months | 14% |
| 1 or 2 Months | 16% |

| | Percent of Respondents |
|-------------------|------------------------|
| Never / No | 67% |
| Don't Know | <1% |

Table IV-20B displays the percent of respondents who reported that they used their kitchen stove or oven to provide heat during the past year by vulnerable group. The table shows that 27 percent of households with senior members, 37 percent of households with disabled members, 40 percent of households with children, and 33 percent of non-vulnerable households reported that they used their kitchen stove or oven to provide heat.

Table IV-20B
Used Kitchen Stove or Oven to Provide Heat Due to Not
Having Enough Money for the Energy Bill During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Almost Every Month | 1% | 4% | 3% | 1% |
| Some Months | 13% | 16% | 17% | 6% |
| 1 or 2 Months | 13% | 17% | 20% | 26% |
| Never / No | 73% | 63% | 60% | 67% |
| Don't Know/Refused | 0% | 0% | <1% | <1% |

Table IV-20C displays the percent of respondents who reported that they used their kitchen stove or oven to provide heat during the past year by poverty group. The table shows that 42 percent of households with income at or below 50 percent of the poverty level, 31 percent of household with income between 51 and 100 percent of poverty, 33 percent of households with income between 101 and 150 percent, and 25 percent of households with income above 150 percent of poverty reported that they took this action.

Table IV-20C
Used Kitchen Stove or Oven to Provide Heat Due to Not
Having Enough Money for the Energy Bill During the Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Almost Every Month | 6% | 2% | 2% | 0% |
| Some Months | 17% | 13% | 16% | 8% |
| 1 or 2 Months | 19% | 16% | 15% | 17% |
| Never / No | 58% | 69% | 66% | 75% |
| Don't Know | 0% | <1% | 0% | 0% |

Table IV-21 compares responses to questions about responses to the energy affordability problem between the 2003 and 2008 surveys. The table shows that while the differences were not large, the percentage of LIHEAP recipients who said that they took these actions in the past year because they could not afford their energy bill increased between the two surveys for three out of four indicators. The two differences that were statistically significant are underlined. The greatest difference was that in 2003, 39 percent of respondents said that they closed off part of their home and in 2008, 44 percent of respondents said that they closed off part of their home because they could not afford their energy bill.

**Table IV-21
Responses to the Problem
Comparison of Survey Results**

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

Note: statistically significant differences are underlined.

E. 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-22A shows that 47 percent of respondents reported that they took this action.

**Table IV-22A
Skipped Paying or Paid Less than Entire Home Energy Bill
Due to Not Having Enough Money for the Energy Bill During Past Year**

| | Percent of Respondents |
|---------------------------|------------------------|
| Almost Every Month | 10% |
| Some Months | 23% |
| 1 or 2 Months | 14% |
| Never / No | 52% |
| Don't Know | 1% |

Table IV-22B displays whether respondents reported that they skipped paying their home energy bill by vulnerable group. The table shows that 28 percent of senior households, 45 percent of disabled households, 70 percent of households with children, and 51 percent of non-vulnerable households reported that they took this action.

Table IV-22B
Skipped Paying or Paid Less than Entire Home Energy Bill
Due to Not Having Enough Money for the Energy Bill During Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Almost Every Month | 4% | 10% | 15% | 18% |
| Some Months | 14% | 21% | 36% | 20% |
| 1 or 2 Months | 10% | 14% | 19% | 13% |
| Never / No | 71% | 55% | 29% | 48% |
| Don't Know/Refused | 1% | 1% | <1% | 1% |

Table IV-22C displays whether respondents reported that they skipped paying their home energy bill by poverty group. The table shows that households with income at or below 50 percent of poverty were most likely to report that they took this action. Sixty-eight percent of households with income at or below 50 percent of poverty reported that they skipped paying their energy bill during the past year.

Table IV-22C
Skipped Paying or Paid Less than Entire Home Energy Bill
Due to Not Having Enough Money for the Energy Bill During the Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Almost Every Month | 14% | 10% | 8% | 7% |
| Some Months | 39% | 21% | 19% | 18% |
| 1 or 2 Months | 15% | 13% | 17% | 9% |
| Never / No | 31% | 54% | 55% | 64% |
| Don't Know / Refused | 0% | 1% | 0% | 2% |

Table IV-23A displays whether respondents received a notice or threat from an energy supplier to disconnect their electric or gas service, or to discontinue making fuel deliveries in the year preceding the survey. The table shows that 37 percent of respondents reported that they received a notice or threat.

Table IV-23A
Received Notice or Threat to Disconnect or Discontinue Electricity or Home
Heating Fuel Due to Not Having Enough Money for the Energy Bill During the Past Year

| | Percent of Respondents |
|---------------------------|------------------------|
| Almost Every Month | 5% |
| Some Months | 14% |
| 1 or 2 Months | 18% |

| | Percent of Respondents |
|------------|------------------------|
| Never / No | 63% |
| Don't Know | <1% |

Table IV-23B displays whether respondents received a notice or threat from an energy supplier by vulnerable group. The table shows that 20 percent of senior respondents, 38 percent of disabled respondents, 57 percent of respondents with children, and 41 percent of non-vulnerable respondents reported that they received a notice or threat.

Table IV-23B
Received Notice or Threat to Disconnect or Discontinue Electricity or Home Heating Fuel Due to Not Having Enough Money for the Energy Bill During Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Almost Every Month | 3% | 7% | 8% | 4% |
| Some Months | 6% | 12% | 23% | 19% |
| 1 or 2 Months | 11% | 19% | 26% | 18% |
| Never / No | 80% | 63% | 42% | 60% |
| Don't Know | 1% | <1% | 1% | 0% |

Table IV-23C displays whether respondents received a notice or threat from an energy supplier by poverty group. The table shows that households with income at or below 50 percent of the poverty level were more likely to report that they received a notice or threat. Fifty-seven percent of respondents with income at or below 50 percent of the poverty level reported that they received a notice or threat.

Table IV-23C
Received Notice or Threat to Disconnect or Discontinue Electricity or Home Heating Fuel Due to Not Having Enough Money for the Energy Bill During the Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Almost Every Month | 8% | 5% | 5% | 1% |
| Some Months | 28% | 11% | 10% | 15% |
| 1 or 2 Months | 21% | 19% | 15% | 12% |
| Never / No | 42% | 64% | 70% | 73% |
| Don't Know / Refused | <1% | 1% | <1% | 0% |

Respondents were asked whether they needed to use a different name to continue to receive energy service in the five years prior to the survey. Table IV-24A shows that three percent of respondents reported that they took this action.

Table IV-24A
Needed to Use a Different Name to Continue Receiving Energy Service Due to Not Having Enough Money for the Energy Bill During the Past Five Years

| | Percent of Respondents |
|---------------------------|------------------------|
| Yes | 3% |
| No | 97% |
| Don't Know/Refused | <1% |

Table IV-24B displays the responses to this question by vulnerable group. The table shows that there is not a significant difference in response by vulnerable group.

Table IV-24B
Needed to Use a Different Name to Continue Receiving Energy Service Due to Not Having Enough Money for the Energy Bill During the Past Five Years By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 2% | 3% | 4% | 5% |
| No | 98% | 97% | 96% | 95% |
| Don't Know / Refused | <1% | 1% | <1% | 0% |

Table IV-24C displays the responses to this question by poverty group. The table shows that households with income at or below 50 percent of poverty and households with income above 150 percent of poverty were more likely to report that they took this action.

Table IV-24C
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

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 7% | 2% | 1% | 8% |
| No | 94% | 98% | 99% | 92% |
| Don't Know / Refused | 0% | <1% | <1% | 0% |

Respondents were asked whether their electricity was shut off due to nonpayment in the year prior to the survey. Table IV-25A shows that nine percent of respondents reported that their electricity was shut off.

Table IV-25A
Electricity Was Shut Off Due to Nonpayment During the Past Year

| | Percent of Respondents |
|------------|------------------------|
| Yes | 9% |
| No | 91% |

Table IV-25B displays responses to whether the electricity was shut off due to nonpayment during the past year by vulnerable group. The table shows that four percent of senior households, eight percent of disabled households, 15 percent of households with children, and 14 percent of non-vulnerable households reported that the electricity was shut off due to non-payment in the past year.

Table IV-25B
Electricity Was Shut Off Due to Nonpayment During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 4% | 8% | 15% | 14% |
| No | 96% | 92% | 85% | 86% |

Table IV-25C displays responses to whether the electricity was shut off due to nonpayment during the past year by poverty group. The table shows that households with lower income were more likely to report that the electricity was shut off due to non-payment in the past year. While 18 percent of respondents with income at or below 50 percent of poverty reported that their electricity was shut off, nine percent of those with income between 51 and 100 percent of poverty, five percent of those with income between 101 and 150 percent of poverty, and three percent of those with income above 150 percent of poverty reported that their electricity had been shut off.

Table IV-25C
Electricity Was Shut Off Due to Nonpayment During the Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 18% | 9% | 5% | 3% |
| No | 82% | 91% | 95% | 97% |
| Don't Know | <1% | 0% | <1% | 0% |

Respondents were asked whether their natural gas service was shut off due to nonpayment in the year prior to the survey. Table IV-26A shows that six percent of respondents reported that their gas had been shut off due to nonpayment in the past year.

Table IV-26A
Gas Service Was Shut Off Due to Nonpayment During the Past Year

| | Percent of Respondents |
|-----------------------------|------------------------|
| Yes | 6% |
| No | 93% |
| Don't Know / Refused | <1% |

Table IV-26B displays whether respondents reported that their gas had been shut off in the past year by vulnerable group. The table shows that four percent of senior households, five percent of disabled households, ten percent of households with children, and 12 percent of non-vulnerable households reported that their gas had been shut off.

Table IV-26B
Gas Service Was Shut Off Due to Nonpayment During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 4% | 5% | 10% | 12% |
| No | 96% | 95% | 89% | 88% |
| Don't Know / Refused | <1% | <1% | <1% | 0% |

Table IV-26C displays whether respondents reported that their gas had been shut off in the past year by poverty group. The table shows that households with income below 50 percent of the poverty level were more likely to report that their gas service was shut off due to nonpayment. Twelve percent of households with income at or below 50 percent of the poverty level reported that their gas service had been shut off.

Table IV-26C
Gas Service Was Shut Off Due to Nonpayment During the Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 12% | 5% | 5% | 10% |
| No | 87% | 95% | 95% | 90% |
| Don't Know/Refused | <1% | <1% | <1% | 0% |

Table IV-27A shows whether respondents reported that their electric or natural gas service was shut off during the year preceding the survey. The table shows that twelve percent of households had one of their utilities shut off for nonpayment during the past year.

Table IV-27A
Electric or Gas Service Was Shut Off Due to Nonpayment During the Past Year

| | Percent of Respondents |
|------------|------------------------|
| Yes | 12% |
| No | 88% |

Table IV-27B displays whether respondents reported that their electric or gas had been shut off in the past year by vulnerable group. The table shows that six percent of senior households, nine percent of disabled households, 19 percent of households with children, and 22 percent of non-vulnerable households reported that their electric or gas had been shut off.

Table IV-27B
Electric or Gas Service Was Shut Off Due to Nonpayment During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 6% | 9% | 19% | 22% |
| No | 95% | 91% | 81% | 78% |

Table IV-27C displays whether respondents reported that their electric or gas had been shut off in the past year by poverty group. The table shows that households with income at or below 50 percent of poverty were more likely to report that their electric or gas had been shut off. Twenty-three percent of households with income at or below 50 percent of poverty reported that their electric or gas service had been shut off in the past year due to nonpayment.

Table IV-27C
Electric or Gas Service Was Shut Off Due to Nonpayment During the Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 23% | 10% | 8% | 12% |
| No | 77% | 90% | 92% | 88% |

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 they were unable to pay to repair or replace it. Table IV-28A shows that 13 percent of respondents reported that there was a time during the past year when their heating system was broken and they were unable to pay for its repair or replacement.

Table IV-28A
Heating System Broken and Unable to Pay for Repair or Replacement During the Past Year

| | Percent of Respondents |
|-------------------|------------------------|
| Yes | 13% |
| No | 87% |
| Don't Know | <1% |

Table IV-28B displays whether respondents reported that their heating system was broken by vulnerable group. The table shows that ten percent of senior households, 15 percent of disabled households, 15 percent of households with children, and nine percent of non-vulnerable households reported that their heating system was broken during the past year.

Table IV-28B
Heating System Broken and Unable to Pay for Repair or Replacement During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 10% | 15% | 15% | 9% |
| No | 90% | 86% | 85% | 91% |
| Don't Know | 0% | 0% | <1% | 0% |

Table IV-28C displays whether respondents reported that their heating system was broken by poverty group. The table shows that twenty percent of households with income at or below 50 percent of the poverty level reported that their heating system was broken during the past year and they could not pay for its repair or replacement.

Table IV-28C
Heating System Broken and Unable to Pay for Repair or Replacement During the Past Year
By Poverty Level

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 20% | 12% | 9% | 15% |
| No | 80% | 88% | 91% | 85% |
| Don't Know | 1% | 0% | 0% | 0% |

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 they ran out of a bulk fuel (including fuel oil, LPG, propane, kerosene, coal, and wood) and could not afford to pay for a delivery. Table IV-29A shows that thirteen percent of respondents reported that they were unable to use their main source of heat for this reason.

Table IV-29A
Unable to Use Main Source of Heat Because Unable
To Pay for a Fuel Delivery During the Past Year

| | Percent of Respondents |
|-----------------------------|------------------------|
| Yes | 13% |
| No | 87% |
| Don't Know / Refused | <1% |

Table IV-29B shows whether respondents could not pay for a bulk fuel delivery by vulnerable group. The table shows that seven percent of senior households, 15 percent of disabled households, 18 percent of households with children, and 18 percent of non-vulnerable households reported that they could not pay for a fuel delivery.

Table IV-29B
Unable to Use Main Source of Heat Because Unable
To Pay for a Fuel Delivery During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 7% | 15% | 18% | 18% |
| No | 93% | 85% | 82% | 82% |
| Don't Know / Refused | <1% | <1% | 0% | 0% |

Table IV-29C shows whether respondents could not pay for a bulk fuel delivery by poverty group. The table shows that there is not much variability in response by poverty group.

Table IV-29C
Unable to Use Main Source of Heat Because Unable
To Pay for a Fuel Delivery During Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 14% | 15% | 11% | 14% |
| No | 86% | 85% | 89% | 86% |
| Don't Know / Refused | 0% | <1% | <1% | 0% |

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 the utility company discontinued their gas or electric service because they were unable to pay their bill. Table IV-30A shows that 11 percent of respondents reported that they faced this situation.

Table IV-30A
Unable to Use Main Source of Heat Because Utility Company Discontinued
Gas or Electric Service Due to Nonpayment During the Past Year

| | Percent of Respondents |
|-------------------|------------------------|
| Yes | 11% |
| No | 89% |
| Don't Know | <1% |

Table IV-30B shows the percent who could not use their heat because their utility service was discontinued by vulnerable group. The table shows that five percent of senior households, ten percent of disabled households, 18 percent of households with children, and 14 percent of non-vulnerable households reported that their gas or electric service had been discontinued.

Table IV-30B
Unable to Use Main Source of Heat Because Utility Company Discontinued
Gas or Electric Service Due to Nonpayment During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 5% | 10% | 18% | 14% |
| No | 95% | 90% | 82% | 86% |
| Don't Know | 0% | 0% | <1% | 0% |

Table IV-30C shows the percent who could not use their heat because their utility service was discontinued by poverty group. The table shows that households with income at or below 50 percent of the poverty level were more likely to report that they faced this problem. Twenty percent of these households reported that they could not use their heat due to a utility discontinuation.

Table IV-30C
Unable to Use Main Source of Heat Because Utility Company Discontinued
Gas or Electric Service Due to Nonpayment During the Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 20% | 10% | 7% | 10% |
| No | 80% | 90% | 93% | 90% |
| Don't Know / Refused | <1% | 0% | 0% | 0% |

Table IV-31A 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.

The table shows that 28 percent of respondents reported that they could not use their heat during the past year for one of the three reasons.

Table IV-31A
Unable to Use Main Source of Heat for
Any of Three Reasons During the Past Year

| | Percent of Respondents |
|-----------------------------|------------------------|
| Yes | 28% |
| No | 72% |
| Don't Know / Refused | <1% |

Table IV-31B displays the percent of respondents who reported that they could not use their main source of heat for one of the three reasons discussed by vulnerable group. The table shows that 17 percent of senior households, 29 percent of disabled households, 38 percent of households with children, and 30 percent of non-vulnerable households reported that they could not use their main source of heat.

Table IV-31B
Unable to Use Main Source of Heat for
Any of Three Reasons During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 17% | 29% | 38% | 30% |
| No | 83% | 71% | 61% | 70% |
| Don't Know / Refused | <1% | <1% | <1% | 0% |

Table IV-31C displays the percent of respondents who reported that they could not use their main source of heat for one of the three reasons discussed by poverty group. The table shows that households with income below 50 percent of the poverty level were most likely to report that they had this problem. Thirty-nine 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 during the past year.

Table IV-31C
Unable to Use Main Source of Heat for
Any of Three Reasons During the Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 39% | 29% | 21% | 27% |
| No | 60% | 71% | 79% | 73% |
| Don't Know / Refused | 1% | <1% | <1% | 0% |

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 their air conditioner was broken and they were unable to pay to repair or replace it. Table IV-32A shows that 12 percent of respondents reported that they were unable to use their air conditioner.

Table IV-32A
Unable to Use Air Conditioner Because it Was Broken
And Unable to Pay for Repair or Replacement During the Past Year

| | Percent of Respondents |
|---------------------------|------------------------|
| Yes | 12% |
| No | 88% |
| Don't Know/Refused | 1% |

Table IV-32B displays whether respondents reported that they were unable to use their air conditioner by vulnerable group. The table shows that 11 percent of senior households, 14 percent of disabled households, 14 percent of households with children, and 7 percent of non-vulnerable households reported that they were unable to use the air conditioner.

Table IV-32B
Unable to Use Air Conditioner Because it Was Broken
And Unable to Pay for Repair or Replacement During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 11% | 14% | 14% | 7% |
| No | 89% | 86% | 86% | 92% |
| Don't Know / Refused | 1% | <1% | 1% | 1% |

Table IV-32C displays whether respondents reported that they were unable to use their air conditioner by poverty group. The table shows that there is not much variability in this response by poverty group.

Table IV-32C
Unable to Use Air Conditioner Because it Was Broken
And Unable to Pay for Repair or Replacement During the Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 14% | 12% | 10% | 14% |
| No | 85% | 87% | 89% | 85% |
| Don't Know / Refused | 1% | 0% | 1% | 1% |

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-33A shows that seven percent of respondents reported that they were unable to use their air conditioner because their electric service was discontinued.

Table IV-33A
Unable to Use Air Conditioner Because Utility Company
Discontinued Electric Service Due to Nonpayment During the Past Year

| | Percent of Respondents |
|------------|------------------------|
| Yes | 7% |
| No | 93% |

Table IV-33B displays the percent of respondents who reported that they were unable to use their air conditioner because their electricity was shut off by vulnerable group. The table shows that three percent of senior households, 11 percent of disabled households, 11 percent of households with children, and seven percent of non-vulnerable households reported that they had this problem.

Table IV-33B
Unable to Use Air Conditioner Because Utility Company
Discontinued Electric Service Due to Nonpayment During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 503 | 503 | 87 |
| Yes | 3% | 11% | 11% | 7% |
| No | 97% | 88% | 88% | 93% |
| Don't Know/ Refused | 0% | <1% | <1% | 0% |

Table IV-33C displays the percent of respondents who reported that they were unable to use their air conditioner because their electricity was shut off by poverty group. The table shows that households with income at or below 50 percent of the poverty level were more likely to report this problem. Fifteen percent of households with income at or below 50 percent of the poverty level reported that they could not use their air conditioner during the past year because their electric service had been discontinued.

Table IV-33C
Unable to Use Air Conditioner Because Utility Company
Discontinued Electric Service Due to Nonpayment During the Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 15% | 7% | 3% | 1% |
| No | 85% | 92% | 97% | 99% |
| Don't Know / Refused | 0% | <1% | 0% | 0% |

Table IV-34A 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.
- The utility company discontinued their electric service because they were unable to pay their bill.

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

Table IV-34A
Unable to Use Air Conditioner For Either of
Two Specified Reasons During the Past Year

| | Percent of Respondents |
|-----------------------------|------------------------|
| Yes | 17% |
| No | 83% |
| Don't Know / Refused | <1% |

Table IV-34B displays whether respondents reported that they could not use their air conditioner during the past year by vulnerable group. The table shows that 12 percent of senior households, 19 percent of disabled households, 23 percent of households with children, and 14 percent of non-vulnerable households reported that they could not use their air conditioner during the past year.

Table IV-34B
Unable to Use Air Conditioner For Either of
Two Specified Reasons During Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 12% | 19% | 23% | 14% |
| No | 87% | 81% | 76% | 85% |
| Don't Know / Refused | 1% | <1% | 1% | 1% |

Table IV-34C displays whether respondents reported that they could not use their air conditioner during the past year by poverty group. The table shows that 27 percent of households with income at or below 50 percent of poverty reported that they could not use their air conditioner, 18 percent of those with income between 51 and 100 percent of poverty, 12 percent of those with income between 101 and 150 percent and 14 percent of those with income above 150 percent of the poverty level reported that they could not use their air conditioner.

Table IV-34C
Unable to Use Air Conditioner For Either of
Two Specified Reasons During the Past Year
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 27% | 18% | 12% | 14% |
| No | 72% | 82% | 87% | 85% |
| Don't Know / Refused | 1% | <1% | 1% | 1% |

Respondents who reported that they had their service discontinued or could not pay for a fuel delivery were asked whether they had to go without showers or baths due to a lack of hot water. Table IV-35A shows that ten percent of respondents reported that they had to go without showers or baths.

Table IV-35A
Had to Go Without Showers or Baths Due to Lack of Hot Water During the Past Year

| | Percent of Respondents |
|---|------------------------|
| Yes | 10% |
| No | 12% |
| Did not Have Service Discontinued/ Was Able to Pay for Fuel Delivery | 78% |

Table IV-35B shows whether respondents reported that they had to go without showers or baths by vulnerable group. The table shows that five percent of senior households, 11 percent of disabled households, 17 percent of households with children, and 13 percent of non-vulnerable households reported that they had to go without showers or baths.

Table IV-35B
Had to Go Without Showers or Baths Due to Lack of Hot Water During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|---|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 5% | 11% | 17% | 13% |
| No | 6% | 11% | 17% | 19% |
| Did not Have Service Discontinued/ Was Able to Pay for Fuel Delivery | 88% | 78% | 66% | 68% |

Table IV-35C shows whether respondents reported that they had to go without showers or baths by poverty group. The table shows that 15 percent of households with income at or below 50 percent of the poverty level reported that they had to go without showers or baths.

Table IV-35C
Had to Go Without Showers or Baths Due to Lack of Hot Water During the Past Year
By Poverty Group

| | Poverty Level | | | |
|---|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 15% | 11% | 6% | 9% |
| No | 19% | 12% | 11% | 8% |
| Did not Have Service Discontinued/ Was Able to Pay for Fuel Delivery | 66% | 77% | 83% | 83% |

Respondents were asked whether they had to go without hot meals during the past year because their utility service was discontinued or they could not afford to pay for a fuel delivery. Table IV-36A shows that seven percent of respondents reported that they faced this problem.

Table IV-36A
Had to Go Without Hot Meals Due to Lack of Cooking Fuel During the Past Year

| | Percent of Respondents |
|---|------------------------|
| Yes | 7% |
| No | 15% |
| Did not Have Service Discontinued/ Was Able to Pay for Fuel Delivery | 78% |

Table IV-36B displays whether respondents reported that they had to go without hot meals during the past year by vulnerable group. The table shows that three percent of senior households, eight percent of disabled households, 12 percent of households with children, and eight percent of non-vulnerable households reported that they had to go without hot meals.

Table IV-36B
Had to Go Without Hot Meals Due to Lack of Cooking Fuel During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|---|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 3% | 8% | 12% | 8% |
| No | 9% | 14% | 22% | 24% |
| Did not Have Service Discontinued/ Was Able to Pay for Fuel Delivery | 88% | 78% | 66% | 68% |

Table IV-36C displays whether respondents reported that they had to go without hot meals during the past year by poverty group. The table shows that 11 percent of households with income at or below the poverty level reported that they had to go without hot meals.

Table IV-36C
Had to Go Without Hot Meals Due to Lack of Cooking Fuel During the Past Year
By Poverty Group

| | Poverty Level | | | |
|---|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 11% | 8% | 4% | 7% |
| No | 22% | 15% | 13% | 10% |
| Did not Have Service Discontinued/ Was Able to Pay for Fuel Delivery | 66% | 77% | 83% | 83% |

Respondents were asked whether they had to use candles or lanterns due to lack of lights in the past year because their utility service was discontinued or they could not afford to pay for a fuel delivery. Table IV-37A shows that seven percent of respondents reported that they faced this problem.

Table IV-37A
Had to Use Candles or Lanterns Due to Lack of Lights During the Past Year

| | Percent of Respondents |
|---|------------------------|
| Yes | 7% |
| No | 16% |
| Did not Have Service Discontinued/ Was Able to Pay for Fuel Delivery | 78% |

Table IV-37B displays the percent of households that reported they had to use candles or lanterns by vulnerable group. The table shows that four percent of senior respondents, seven percent of disabled respondents, 12 percent of respondents with children, and four percent of non-vulnerable respondents reported that they had to use candles or lanterns.

Table IV-37B
Had to Use Candles or Lanterns Due to Lack of Lights During the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|---|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 4% | 7% | 12% | 4% |
| No | 8% | 16% | 22% | 28% |
| Did not Have Service Discontinued/ Was Able to Pay for Fuel Delivery | 88% | 78% | 66% | 68% |

Table IV-37C displays the percent of households that reported they had to use candles or lanterns by poverty group. The table shows that households with income at or below 50 percent of the poverty level were more likely to report that they had used candles or lanterns. Fifteen percent of respondents with income at or below 50 percent of the poverty level reported that they had done so.

Table IV-37C
Had to Use Candles or Lanterns Due to Lack of Lights During the Past Year
By Poverty Group

| | Poverty Level | | | |
|---|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 15% | 7% | 4% | 2% |
| No | 19% | 16% | 13% | 16% |
| Did not Have Service Discontinued/ Was Able to Pay for Fuel Delivery | 66% | 77% | 83% | 83% |

Respondents were asked whether their electricity was shut off at the time of the survey. Table IV-38A shows that one percent of the respondents reported that their electricity was currently shut off.

Table IV-38A
Electricity Shut Off at Time of Survey

| | Percent of Respondents |
|---------------------------------------|------------------------|
| Yes | 1% |
| No | 8% |
| Not Shut Off in Past 12 Months | 91% |

Table IV-38B shows the percent who reported that their electricity was currently shut off by vulnerable group. The table shows that there was not much variability by vulnerable group.

Table IV-38B
Electricity Shut Off at Time of Survey
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|---------------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | <1% | 1% | <1% | 2% |
| No | 4% | 7% | 14% | 11% |
| Don't Know/Refused | 0% | 0% | 0% | 0% |
| Not Shut Off in Past 12 Months | 96% | 93% | 85% | 86% |

Table IV-38C shows the percent who reported that their electricity was currently shut off by poverty group. The table shows that there was not much variability by poverty group.

Table IV-38C
Electricity Shut Off at Time of Survey
By Poverty Group

| | Poverty Level | | | |
|---------------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | <1% | 1% | <1% | 0% |
| No | 18% | 8% | 4% | 3% |
| Not Shut Off in Past 12 Months | 82% | 91% | 95% | 97% |

Respondents were asked whether their natural gas service was shut off at the time of the survey. Table IV-39A shows that one percent of respondents reported that their natural gas service was currently shut off.

Table IV-39A
Gas Service Shut Off at Time of Survey

| | Percent of Respondents |
|---------------------------------------|------------------------|
| Yes | 1% |
| No | 5% |
| Not Shut Off in Past 12 Months | 94% |

Table IV-39B shows the percent who reported that their gas was currently shut off by vulnerable group. The table shows that there was not much variability by vulnerable group.

Table IV-39B
Gas Service Shut Off at Time of Survey
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|---------------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 1% | 1% | 2% | 1% |
| No | 3% | 4% | 9% | 11% |
| Not Shut Off in Past 12 Months | 96% | 95% | 90% | 89% |

Table IV-39C shows the percent who reported that their gas was currently shut off by poverty group. The table shows that there was not much variability by poverty group.

Table IV-39C
Gas Service Shut Off at Time of Survey
By Poverty Group

| | Poverty Level | | | |
|---------------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 1% | 1% | 1% | 1% |
| No | 11% | 4% | 4% | 9% |
| Not Shut Off in Past 12 Months | 88% | 95% | 95% | 90% |

Table IV-40A displays whether respondents reported that their electric or natural gas service was shut off at the time of the survey. The table shows that one percent reported that their electric or gas service was shut off.

Table IV-40A
Electric or Gas Service Shut Off at Time of Survey

| | Percent of Respondents |
|---------------------------------------|------------------------|
| Yes | 1% |
| No | 10% |
| Don't Know / Refused | 0% |
| Not Shut Off in Past 12 Months | 88% |

Table IV-40B shows the percent who reported that their electric or gas was currently shut off by vulnerable group. The table shows that there was not much variability by vulnerable group.

Table IV-40B
Electric or Gas Service Shut Off at Time of Survey by Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|---------------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 1% | 1% | 2% | 3% |
| No | 5% | 8% | 17% | 19% |
| Don't Know / Refused | 0% | 0% | 0% | 0% |
| Not Shut Off in Past 12 Months | 95% | 91% | 81% | 78% |

Table IV-40C shows the percent who reported that their electric or gas was currently shut off by poverty group. The table shows that there was not much variability by poverty group.

Table IV-40C
Electric or Gas Service Shut Off at Time of Survey by Poverty Group

| | Poverty Level | | | |
|---------------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 2% | 1% | 1% | 1% |
| No | 21% | 9% | 7% | 11% |
| Don't Know / Refused | 0% | 0% | 0% | 0% |
| Not Shut Off in Past 12 Months | 77% | 90% | 92% | 88% |

Table IV-41 compares responses to questions about the inability to pay energy bills between the 2003 and 2008 surveys. The table shows that the responses to these questions are fairly similar in the two surveys. There was a decline in the percentage of respondents who reported that they skipped paying or paid less than the entire home energy bill during the past year, from 52 percent to 47 percent. However, there were small increases in the percentage of respondents who said that the heating system was broken and they were unable to pay for its repair or replacement or they were unable to use the main source of heat because they were unable to pay for a fuel delivery. Both of these indicators increased from ten percent to 13 percent of respondents. The statistically significant differences are underlined.

Table IV-41
Inability to Pay Energy Bills During Past Year
Comparison of Survey Results

| | 2003 Survey | 2008 Survey |
|---|-------------|-------------|
| Number of Respondents | 2,161 | 1,256 |
| Skipped Paying or Paid Less than Entire Home Energy Bill | <u>52%</u> | <u>47%</u> |
| Received Notice or Threat to Disconnect or Discontinue Electricity or Home Heating Fuel | 38% | 37% |
| Electricity Shut off Due to Nonpayment | 8% | 9% |
| Heating System Broken and Unable to Pay for Repair or Replacement | <u>10%</u> | <u>13%</u> |
| Unable to Use Main Source of Heat Because Unable to Pay for a Fuel Delivery | <u>10%</u> | <u>13%</u> |
| Unable to Use Main Source of Heat Because Utility Company Discontinued Gas or Electric Service Due to Nonpayment | 11% | 13% |
| Unable to Use Air Conditioner Because it was Broken and Unable to Pay for Repair or Replacement | 12% | 12% |
| Unable to Use Air Conditioner Because Utility Company Discontinued Electric Service Due to Nonpayment | 6% | 7% |
| Had to Go Without Showers or Baths Due to Lack of Hot Water | 9% | 10% |
| Had to Go Without Hot Meals Due to Lack of Cooking Fuel | <u>5%</u> | <u>7%</u> |
| Had to Use Candles or Lanterns Due to Lack of Lights | 8% | 7% |

Note: statistically significant differences are underlined.

F. 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-42A shows that 28 percent of respondents reported that they did not make their full rent or mortgage payment due to energy bills during the past five years.

Table IV-42A
Did Not Make Full Rent or Mortgage Payment
Due to Energy Bills in the Past Five Years

| | Percent of Respondents |
|-----------------------------|------------------------|
| Yes | 28% |
| No | 71% |
| Don't Know / Refused | 1% |

Table IV-42B displays the percent of respondents who reported that they skipped a rent or mortgage payment by vulnerable group. The table shows that 14 percent of senior households 25 percent of disabled households, 44 percent of households with children, and 40 percent of non-vulnerable households reported that they skipped a payment.

Table IV-42B
Did Not Make Full Rent or Mortgage Payment
Due to Energy Bills in the Past Five Years
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 14% | 25% | 44% | 40% |
| No | 85% | 74% | 55% | 59% |
| Don't Know / Refused | 2% | 1% | 1% | <1% |

Table IV-42C displays whether the percent of respondents who reported that they skipped a rent or mortgage payment by poverty group. The table shows that 37 percent of households with income at or below 50 percent of poverty, 27 percent of households with income between 51 and 100 percent, 27 percent of households with income between 101 and 150 percent of poverty, and 20 percent of households with income above 150 percent of poverty reported that they skipped a payment.

Table IV-42C
Did Not Make Full Rent or Mortgage Payment
Due to Energy Bills in the Past Five Years
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 37% | 27% | 27% | 20% |
| No | 61% | 72% | 71% | 79% |
| Don't Know / Refused | 2% | 1% | 2% | 1% |

Table IV-42D displays whether the percent of respondents who reported that they skipped a rent or mortgage payment by home ownership. The table shows that 22 percent of households who own their home and 33 percent of households who do not own their home reported that they skipped a payment.

Table IV-42D
Did Not Make Full Rent or Mortgage Payment
Due to Energy Bills in the Past Five Years
By Home Ownership

| | Own Home | Does Not Own Home |
|------------------------------|----------|-------------------|
| Number of Respondents | 626 | 627 |
| Yes | 22% | 33% |
| No | 77% | 66% |
| Don't Know/Refused | 1% | 1% |

Respondents were asked whether they had been evicted from their home or apartment during the past five years due to their energy bills. Table IV-43A shows that four percent of the respondents reported that they had been evicted.

Table IV-43A
Evicted From Home or Apartment Due to Energy Bills in the Past Five Years

| | Percent of Respondents |
|------------|------------------------|
| Yes | 4% |
| No | 96% |

Table IV-43B displays whether respondents reported that they had been evicted by vulnerable group. The table shows that two percent of senior households, four percent of disabled households, six percent of households with children, and four percent of non-vulnerable households reported that they had been evicted.

Table IV-43B
Evicted From Home or Apartment Due to Energy Bills In the Past Five Years
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 2% | 4% | 6% | 4% |
| No | 98% | 96% | 94% | 96% |

Table IV-43C displays whether respondents reported that they had been evicted by poverty group. The table shows that seven percent of households with income at or below 50 percent of the poverty level reported that they had been evicted in the past five years.

Table IV-43C
Evicted From Home or Apartment Due to Energy Bills
In the Past Five Years
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 7% | 3% | 3% | 3% |
| No | 93% | 97% | 97% | 97% |

Respondents were asked whether they had a foreclosure on their mortgage in the past five years due to energy bills. Table IV-44A shows that four percent of respondents reported that they had.

Table IV-44A
Had a Foreclosure on Mortgage Due to Energy Bills
In the Past Five Years

| | Percent of Respondents |
|-------------------|------------------------|
| Yes | 4% |
| No | 96% |
| Don't Know | <1% |

Table IV-44B displays whether respondents reported that they had a foreclosure on their mortgage by vulnerable group. The table shows that three percent of senior households, five percent of disabled households, six percent of households with children, and none of the non-vulnerable households reported that they had a foreclosure.

Table IV-44B
Had a Foreclosure on Mortgage Due to Energy Bills
In the Past Five Years
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 3% | 5% | 6% | 0% |
| No | 97% | 95% | 94% | 100% |
| Don't Know | <1% | <1% | <1% | 0% |

Table IV-44C displays whether respondents reported that they had a foreclosure on their mortgage by poverty group. The table shows that there is not much variability in this statistic by poverty group.

Table IV-44C
Had a Foreclosure on Mortgage Due to Energy Bills
In the Past Five Years
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 5% | 4% | 4% | 4% |
| No | 94% | 96% | 96% | 96% |
| Don't Know | 1% | <1% | 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-45A shows that 11 percent of respondents reported that they moved in with friends or family.

Table IV-45A
Moved in with Friends or Family Due to Energy Bills
In the Past Five Years

| | Percent of Respondents |
|------------|------------------------|
| Yes | 11% |
| No | 89% |

Table IV-45B displays whether respondents reported that they moved in with friends or family by vulnerable group. The table shows that eight percent of senior households, 12 percent of disabled households, 15 percent of households with children, and 11 percent of non-vulnerable households reported that they moved in with friends or family during the past five years due to energy bills.

Table IV-45B
Moved in with Friends or Family Due to Energy Bills
In the Past Five Years
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 8% | 12% | 15% | 11% |
| No | 92% | 88% | 85% | 89% |

Table IV-45C displays whether respondents reported that they moved in with friends or family by poverty group. The table shows that households with income at or below 50 percent of the poverty level were more likely to report that they moved in with friends or family. Eighteen percent of respondents with income at or below 50 percent of the poverty level reported that they moved in with friends or family.

Table IV-45C
Moved in with Friends or Family Due to Energy Bills
In the Past Five Years
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 18% | 10% | 7% | 11% |
| No | 82% | 90% | 93% | 89% |

Respondents were asked whether they moved into a shelter or were homeless due to energy bills in the past five years. Table IV-46A shows that three percent of respondents reported that they had moved into a shelter or been homeless.

Table IV-46A
Moved into a Shelter or Was Homeless Due to Energy Bills
In the Past Five Years

| | Percent of Respondents |
|-------------------|------------------------|
| Yes | 3% |
| No | 97% |
| Don't Know | <1% |

Table IV-46B shows the percent of respondents who reported that they moved into a shelter or were homeless by vulnerable group. The table shows that one percent of senior households, four percent of disabled households, five percent of households with children, and five percent of non-vulnerable households reported that they had done so.

Table IV-46B
Moved into a Shelter or Was Homeless Due to Energy Bills
In the Past Five Years
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 1% | 4% | 5% | 5% |
| No | 99% | 96% | 95% | 96% |
| Don't Know | 0% | 0% | <1% | 0% |

Table IV-46C shows the percent of respondents who reported that they moved into a shelter or were homeless by poverty group. The table shows that households with income at or below 50 percent of the poverty level were more likely to report that they had moved into a shelter or been homeless. Nine percent of these households reported that they had done so.

Table IV-46C
Moved into a Shelter or Was Homeless Due to Energy Bills
In the Past Five Years
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 9% | 3% | 2% | 0% |
| No | 91% | 97% | 98% | 100% |
| Don't Know | <1% | 0% | 0% | 0% |

Table IV-47 compares responses to questions about housing problems between the 2003 and 2008 surveys. The table shows that the responses to these questions are very similar in the two surveys.

Table IV-47
Housing Problems During Past Five Years
Comparison of Survey Results

| | 2003 Survey | 2008 Survey |
|---|-------------|-------------|
| Number of Respondents | 2,161 | 1,256 |
| Did Not Make Full Rent or Mortgage Payment | 28% | 28% |
| Evicted from Home or Apartment | 4% | 4% |
| Moved in with Friends or Family | 9% | 11% |
| Moved into Shelter or Was Homeless | 4% | 3% |

G. Financial Problems

Respondents were asked whether they had gotten a payday loan to cover their expenses in the past five years due to their energy bills. Table IV-48A shows that 15 percent of respondents reported that they had gotten a payday loan.

Table IV-48A
Got a Payday Loan to Cover Expenses Due to Energy Bills
In the Past Five Years

| | Percent of Respondents |
|-----------------------------|------------------------|
| Yes | 15% |
| No | 84% |
| Don't Know / Refused | 1% |

Table IV-48B displays whether respondents reported that they got a payday loan by vulnerable group. The table shows that households with children were most likely to report that they did so. Twenty-six percent of these respondents reported that they had gotten a payday loan in the past five years.

Table IV-48B
Got a Payday Loan to Cover Expenses Due to Energy Bills
In the Past Five Years
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 8% | 14% | 26% | 12% |
| No | 91% | 85% | 74% | 86% |
| Don't Know/Refused | 1% | 1% | 1% | 2% |

Table IV-48C displays whether respondents reported that they got a payday loan by poverty group. The table shows that households at lower poverty levels were more likely to report that they had gotten a payday loan. Eighteen percent of respondents with income at or below 50 percent of the poverty level reported that they had done so, 17 percent of those with income between 51 and 100 percent, 13 percent of those with income between 101 and 150 percent, and 11 percent of those with income above 150 percent reported that they had gotten a payday loan.

Table IV-48C
Got a Payday Loan to Cover Expenses Due to Energy Bills
In the Past Five Years
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 18% | 17% | 13% | 11% |
| No | 80% | 82% | 86% | 89% |
| Don't Know/Refused | 2% | 1% | 1% | 0% |

Respondents were asked if unaffordable energy bills had forced them into bankruptcy in the year prior to the survey. Table IV-49 shows that three percent of respondents reported that they were forced into bankruptcy by unaffordable energy bills in the past year.

Table IV-49
Forced into Bankruptcy by Unaffordable Energy Bills
In the Past Year

| | Percent of Respondents |
|-------------------|------------------------|
| Yes | 3% |
| No | 97% |
| Don't Know | <1% |

H. Medical and Health Problems

Respondents were asked a series of questions about health risks or problems experienced as a result of their energy bills.

They were asked whether they went without food for at least one day due to their energy bills in the past five years. Table IV-50A shows that 32 percent of respondents reported that they had done so.

Table IV-50A
Went Without Food for at Least One Day Due to Energy Bills
In the Past Five Years

| | Percent of Respondents |
|------------|------------------------|
| Yes | 32% |
| No | 68% |

Table IV-50B displays the percentage of households that reported that they went without food by vulnerable group. The table shows that 24 percent of senior households, 39 percent of disabled households, 36 percent of households with children, and 32 percent of non-vulnerable households reported that they went without food.

Table IV-50B
Went Without Food for at Least One Day Due to Energy Bills
In the Past Five Years
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 24% | 39% | 36% | 32% |
| No | 75% | 61% | 64% | 68% |
| Don't Know / Refused | 1% | <1% | <1% | 0% |

Respondents were asked whether they went without medical or dental care due to their energy bills in the past five years. Table IV-51A shows that 42 percent of respondents reported that they had done so.

Table IV-51A
Went Without Medical or Dental Care Due to Energy Bills
In the Past Five Years

| | Percent of Respondents |
|-------------------|------------------------|
| Yes | 42% |
| No | 57% |
| Don't Know | <1% |

Table IV-51B displays whether respondents reported that they had gone without medical or dental care by vulnerable group. The table shows that 32 percent of senior households, 44 percent of disabled households, 48 percent of households with children, and 65 percent of non-vulnerable households reported that they had gone without medical or dental care in the past five years.

Table IV-51B
Went Without Medical or Dental Care Due to Energy Bills
In the Past Five Years
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 32% | 44% | 48% | 65% |
| No | 68% | 55% | 52% | 35% |
| Don't Know / Refused | 1% | 1% | 0% | 0% |

Table IV-51C displays whether respondents reported that they had gone without medical or dental care by whether they have health insurance. The table shows that while 36 percent of respondents where the entire household has health insurance reported that they had gone without medical or dental care, 55 percent of households where some family members have health care and 59 percent of respondents where none of the family members have health care reported that they had gone without medical or dental care in the past five years.

Table IV-51C
Went Without Medical or Dental Care Due to Energy Bills
In the Past Five Years
By Health Insurance Coverage

| | Members of Household With Health Insurance | | |
|------------------------------|--|----------------------------------|------|
| | Entire Household | Some, but not all family members | None |
| Number of Respondents | 878 | 162 | 130 |
| Yes | 36% | 55% | 59% |
| No | 63% | 45% | 41% |
| Don't Know/ Refused | <1% | 1% | <1% |

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-52A shows that 38 percent of respondents reported that they had gone without a full dose of prescription medication.

Table IV-52A
Didn't Fill Prescription or Took Less Than the Full Dose of
Prescribed Medicine Due to Energy Bills
In the Past Five Years

| | Percent of Respondents |
|-------------------|-------------------------------|
| Yes | 38% |
| No | 62% |
| Don't Know | 1% |

Table IV-52B displays whether respondents reported that they did not fill a prescription or took less than a full dose of prescribed medication by vulnerable group. The table shows that 31 percent of senior households, 42 percent of disabled households, 42 percent of households with children, and 47 percent of non-vulnerable households reported that they did not take a prescribed medication.

Table IV-52B
Didn't Fill Prescription or Took Less Than the Full Dose of
Prescribed Medicine Due to Energy Bills
In the Past Five Years
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|---------------|-----------------|-----------------------|-----------------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 31% | 42% | 42% | 47% |
| No | 68% | 58% | 58% | 52% |
| Don't Know / Refused | 1% | 1% | 1% | 1% |

Table IV-52C displays whether respondents reported that they did not fill a prescription or took less than a full dose of prescribed medication by the presence of a serious medical condition, including asthma, emphysema, COPD, diabetes, high blood pressure, heart disease, or stroke. The table shows that 42 percent of those with a serious medical condition reported that they did not take prescribed medication and 28 percent of those without a serious medical condition reported that they did not take a prescribed medication.

Table IV-52C
Didn't Fill Prescription or Took Less Than the Full Dose of
Prescribed Medicine Due to Energy Bills
In the Past Five Years
By Presence of Serious Medical Conditions

| | Didn't Fill Prescription or Took Less Than the Full Dose of Prescribed Medicine | |
|------------------------------|---|--|
| | Household Member With Asthma, Emphysema, or COPD, Diabetes, Blood Pressure, Heart Disease, or Stroke | No Household Member With Asthma, Emphysema, or COPD, Diabetes, Blood Pressure, Heart Disease, or Stroke |
| Number of Respondents | 876 | 378 |
| Yes | 42% | 28% |

| | Didn't Fill Prescription or Took Less Than the Full Dose of Prescribed Medicine | |
|------------------------------|---|--|
| | Household Member With Asthma, Emphysema, or COPD, Diabetes, Blood Pressure, Heart Disease, or Stroke | No Household Member With Asthma, Emphysema, or COPD, Diabetes, Blood Pressure, Heart Disease, or Stroke |
| No | 57% | 72% |
| Don't Know/ No Answer | 1% | <1% |

Table IV-52D displays whether respondents reported that they did not fill a prescription or took less than a full dose of prescribed medication by the presence of necessary medical equipment that uses electricity. The table shows that 49 percent of those who use medical equipment that requires electricity reported that they did not take prescribed medication and 34 percent of those who do not use medical equipment reported that they did not take a prescribed medication.

Table IV-52D
Didn't Fill Prescription or Took Less Than the Full Dose of Prescribed Medicine due to Energy Bills In the Past Five Years
By Presence of Necessary Medical Equipment the Uses Electricity

| | Didn't Fill Prescription or Took Less Than the Full Dose of Prescribed Medicine | |
|------------------------------|--|---|
| | Necessary Medical Equipment That Uses Electricity | No Necessary Medical Equipment That Uses Electricity |
| Number of Respondents | 297 | 955 |
| Yes | 49% | 34% |
| No | 50% | 65% |
| Don't Know/ No Answer | 1% | 1% |

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-53A shows that 21 percent of respondents reported that they were unable to pay their energy bills due to medical or prescription drug expenses in the past year.

Table IV-53A
Unable to Pay Energy Bills Due to Medical or Prescription Drug Expenses In the Past Year

| | Percent of Respondents |
|-------------------|-------------------------------|
| Yes | 21% |
| No | 78% |
| Don't Know | 1% |

Table IV-53B displays whether households reported that they were unable to pay their energy bills due to medical or prescription drug expenses by vulnerable group. The table shows that 15 percent of senior households, 26 percent of disabled households, 28 percent of households with children, and 13 percent of non-vulnerable households reported that they were unable to pay their energy bills due to medical or prescription drug expenses.

Table IV-53B
Unable to Pay Energy Bills Due to Medical or Prescription Drug Expenses
In the Past Year
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 15% | 26% | 28% | 13% |
| No | 85% | 74% | 71% | 82% |
| Don't Know / Refused | 1% | 1% | <1% | 5% |

Respondents were asked whether someone in the household became sick because the home was too cold in the past five years. Table IV-54A shows that 24 percent of respondents reported that someone in the home became sick and 17 reported that they needed to go to the doctor or hospital because of the illness.

Table IV-54A
Someone in Household Became Sick Because Home was Too Cold
In the Past Five Years

| | Became Sick | Needed to Go to the Doctor or Hospital |
|-------------------|-------------|--|
| Yes | 24% | 17% |
| No | 74% | 83% |
| Don't Know | 2% | <1% |

Table IV-54B displays whether someone in the household became sick because the home was too cold by vulnerable group. The table shows that 15 percent of senior households, 28 percent of disabled households, 33 percent of households with children, and 20 percent of non-vulnerable households reported that someone in the household became sick.

Table IV-54B
Someone in Household Became Sick Because Home was Too Cold
In the Past Five Years
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 15% | 28% | 33% | 20% |
| No | 82% | 70% | 66% | 75% |
| Don't Know / Refused | 3% | 2% | 2% | 5% |

Table IV-54C displays whether someone in the household became sick because the home was too cold and needed to go to the doctor or hospital by vulnerable group. The table shows that nine percent of senior households, 20 percent of disabled households, 26 percent of households with children, and 13 percent of non-vulnerable households reported that someone in the household became sick and needed to go to the doctor or hospital.

Table IV-54C
Someone in Household Became Sick Because Home was Too Cold
And Needed to Go to The Doctor or Hospital
In the Past Five Years
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 9% | 20% | 26% | 13% |
| No | 91% | 80% | 74% | 87% |
| Don't Know / Refused | 0% | <1% | <1% | 0% |

Respondents were asked whether someone in the household became sick because the home was too hot in the past five years. Table IV-55 shows that six percent of respondents reported that someone in the household became sick because the home was too hot and three percent needed to go to the doctor or hospital because of the illness.

Table IV-55
Someone in Household Became Sick Because Home was Too Hot
In the Past Five Years

| | Became Sick | Needed to Go to the Doctor or Hospital |
|-------------------|-------------|--|
| Yes | 6% | 3% |
| No | 93% | 97% |
| Don't Know | <1% | 0% |

Table IV-56A compares responses to questions about medical and health problems between the 2003 and 2008 surveys. The table shows that there were some large increases in the percentage of LIHEAP recipients who reported that they had these problems between the 2003 and 2008 surveys. The largest difference was in the percentage of respondents who said that they went without food for at least one day due to energy bills in the past five years. While 22 percent of respondents reported that they did so in 2003, 32 percent of respondents reported that they did so in 2008. The percent of respondents who reported that they did not fill their prescription or took less than the full dose of a prescribed medication due to their energy bills in the past five years increased from 30 percent in 2003 to 38 percent in 2008.

Table IV-56A
Medical and Health Problems During the Past Five Years
Comparison of Survey Results

| | 2003 Survey | 2008 Survey |
|--|-------------|-------------|
| Number of Respondents | 2,161 | 1,256 |
| Went Without Food for At Least One Day | <u>22%</u> | <u>32%</u> |
| Went Without Medical or Dental Care | <u>38%</u> | <u>42%</u> |
| Did Not Fill Prescription or Took Less Than Full Dose | <u>30%</u> | <u>38%</u> |
| Unable to Pay Energy Bill Due to Medical Expenses | 20% | 21% |

| | 2003 Survey | 2008 Survey |
|--|-------------|-------------|
| Became Sick Because Home was Too Cold | <u>21%</u> | <u>24%</u> |
| Became Sick Because Home was Too Hot | 7% | 6% |

Note: statistically significant differences are underlined.

Table IV-56B displays a comparison of medical and health problems reported in the 2003 and 2008 surveys by vulnerable group. The table shows that there was a large increase in the percentage of seniors who said they went without food from the 2003 to 2008 survey and a large increase in the percentage of nonvulnerable who said they went without medical or dental care from the 2003 to the 2008 survey.

**Table IV-56B
Medical and Health Problems During the Past Five Years
Comparison of Survey Results
By Vulnerable Group**

| | 2003 Survey | | | | 2008 Survey | | | |
|--|-------------|----------|----------------|----------------|-------------|----------|----------------|----------------|
| | Senior | Disabled | Child Under 18 | Non-Vulnerable | Senior | Disabled | Child Under 18 | Non-Vulnerable |
| Number of Respondents | 888 | 1,013 | 919 | 476 | 542 | 627 | 503 | 87 |
| Went Without Food for At Least One Day | 11% | 25% | 28% | 24% | 24% | 39% | 36% | 32% |
| Went Without Medical or Dental Care | 29% | 39% | 40% | 49% | 32% | 44% | 48% | 65% |
| Did Not Fill Prescription or Took Less Than Full Dose | 23% | 32% | 34% | 38% | 31% | 42% | 42% | 47% |
| Unable to Pay Energy Bill Due to Medical Expenses | 16% | 19% | 24% | 18% | 15% | 26% | 28% | 13% |
| Became Sick Because Home was Too Cold | 11% | 29% | 24% | 21% | 15% | 26% | 28% | 13% |
| Became Sick Because Home was Too Hot | 6% | 7% | 9% | 4% | 5% | 9% | 8% | 3% |

V. The Need For LIHEAP

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

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

Table V-1A
Received LIHEAP During Past Year¹³

| | Percent of Respondents |
|-------------------|------------------------|
| Yes | 86% |
| No | 11% |
| Don't Know | 3% |

Table V-1B displays whether respondents recalled receipt of LIHEAP by vulnerable group. The non-vulnerable households were more likely to say that they did not know or refuse to provide an answer for whether they had received LIHEAP.

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

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 83% | 87% | 88% | 86% |
| No | 14% | 11% | 10% | 5% |
| Don't Know / Refused | 3% | 2% | 2% | 10% |

Table V-1C displays whether respondents recalled receipt of LIHEAP by poverty group. The table shows that households with income above 150 percent of the poverty level were less likely to recall benefit receipt.

¹³ Interviewers used the name for the LIHEAP program particular to the state of the recipient interviewed. If the respondent was initially confused or did not recall the program based on the state-designated name, interviewers were trained to assist their memory by describing energy assistance benefits, and using the term energy assistance throughout the survey instead of the state-designated LIHEAP name.

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

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 87% | 86% | 88% | 81% |
| No | 9% | 12% | 9% | 17% |
| Don't Know / Refused | 4% | 2% | 3% | 3% |

Respondents were asked in how many of the past five years they received LIHEAP. Table V-2A shows that 20 percent reported that they received LIHEAP in only one of the past five years and 26 percent reported that they received LIHEAP in each of the past five years.

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

| Number of Years Received LIHEAP | Percent of Respondents |
|---------------------------------|------------------------|
| 1 | 20% |
| 2 | 20% |
| 3 | 16% |
| 4 | 9% |
| 5 | 26% |
| Don't Know / Refused | 9% |

Table V-2B displays the number of years that respondents reported they received LIHEAP in the past five years by vulnerable group. The table shows that households with children and non-vulnerable households were less likely than senior and disabled households to report that they received LIHEAP in each of the past five years.

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

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| 1 | 18% | 19% | 23% | 22% |
| 2 | 17% | 16% | 24% | 27% |
| 3 | 14% | 17% | 19% | 10% |
| 4 | 9% | 8% | 7% | 14% |
| 5 | 29% | 31% | 22% | 18% |
| Don't Know / Refused | 13% | 10% | 6% | 9% |

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

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

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| 1 | 31% | 17% | 16% | 23% |
| 2 | 22% | 18% | 21% | 28% |
| 3 | 17% | 17% | 16% | 15% |
| 4 | 6% | 9% | 9% | 8% |
| 5 | 18% | 29% | 29% | 14% |
| Don't Know / Refused | 5% | 10% | 10% | 11% |

Respondents were asked whether they had applied or planned to apply for LIHEAP benefits this year. Table V-3A shows that 88 percent of the respondents reported that they did plan to apply for LIHEAP.

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

| | Percent of Respondents |
|-------------------|------------------------|
| Yes | 88% |
| No | 7% |
| Don't Know | 6% |

Table V-3B shows the percentage of respondents who reported that they plan to apply for LIHEAP in the coming year by vulnerable group. The table shows that non-vulnerable households were less likely than the other groups to report that they plan to apply for LIHEAP.

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

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 542 | 627 | 503 | 87 |
| Yes | 90% | 92% | 86% | 74% |
| No | 5% | 5% | 8% | 16% |
| Don't Know / Refused | 5% | 4% | 6% | 9% |

Table V-3C displays the percent of households who reported that they plan to apply for LIHEAP next year by poverty group. The table shows that households with income above 150 percent of the poverty level were less likely to report that they plan to apply for LIHEAP.

Table V-3C
Applied or Plans to Apply for LIHEAP In Coming Winter or Next Summer
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 207 | 580 | 362 | 77 |
| Yes | 85% | 88% | 91% | 76% |
| No | 8% | 6% | 6% | 12% |
| Don't Know | 6% | 6% | 3% | 13% |

Table V-4 compares responses to questions about LIHEAP receipt between the 2003 and 2008 surveys. The table shows that there were some increases in questions about the number of years respondents had received LIHEAP and whether respondents planned to apply for LIHEAP in the coming year. These results seem to indicate that LIHEAP recipients now face more continuous energy bill problems than they did in 2003.

Table V-4
LIHEAP Receipt
Comparison of Survey Results

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

Note: statistically significant differences are underlined.

B. Utility Payment

The 2008 survey added some additional questions about efforts to meet utility bill payment obligations. Respondents were asked whether they tried to work out a payment arrangement with their gas or electric utility company in the past year. Table V-5 shows that 54 percent of the respondents reported that they had tried to work out a payment arrangement with their utility company in the past year and that 84 percent of those who reported that they tried to work out a payment arrangement with their utility company reported that they were able to do so.

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

| | Tried to Work Out Payment Arrangement | Was Able to Work Out a Payment Arrangement |
|------------------------------|--|---|
| Number of Respondents | 1,256 | 682 |
| Yes | 54% | 84% |
| No | 45% | 15% |
| Don't Know | 1% | 1% |

Respondents who reported that they tried to work out a payment arrangement with their gas or electric company were asked whether they contacted a social service agency for assistance at that time. Table V-6 shows that half of the respondents reported that they did contact a fuel fund or social services agency at this time. Seventy-two percent of those who reported that they contacted a fuel fund or social services agency reported that the agency was able to help them.

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

| | Contacted a Fuel Fund or Social Services Agency | Fuel Fund or Social Services Agency Was Able to Help |
|------------------------------|--|---|
| Number of Respondents | 682 | 340 |
| Yes | 50% | 72% |
| No | 49% | 25% |
| Don't Know | 2% | 4% |

Respondents who reported that they tried to work out a payment arrangement with their gas or electric company were asked whether they applied for LIHEAP assistance at this time. Table V-7 shows that 67 percent of the respondents reported that they did apply for LIHEAP at this time. Seventy-five percent of those who reported that they applied for LIHEAP reported that LIHEAP was able to help them.

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

| | Applied for Assistance from LIHEAP | Received Assistance from LIHEAP |
|------------------------------|---|--|
| Number of Respondents | 682 | 458 |
| Yes | 67% | 75% |
| No | 29% | 22% |
| Don't Know | 4% | 2% |

Respondents who said that the social services agency was able to help them or those who said that LIHEAP was able to help them were asked whether the assistance was sufficient to prevent

termination of their gas or electric service. Table V-8 shows that 87 percent of the respondents said that the assistance was sufficient to prevent service termination

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

| | Percent of Respondents |
|------------------------------|------------------------|
| Number of Respondents | 431 |
| Yes | 87% |
| No | 12% |
| Don't Know | 1% |

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-9 shows that 77 percent of respondents reported that they would have worried about paying their home energy bill, 63 percent said they would have kept their home at unsafe or unhealthy levels, and 59 percent said they would have had their electricity or home heating fuel discontinued if LIHEAP had not been available.

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

| | Worried About Paying Home Energy Bill | Kept Home at Unsafe or Unhealthy Levels | Had Electricity or Home Heating Fuel Discontinued |
|------------------------------|---------------------------------------|---|---|
| Number of Respondents | 294 | 761 | 845 |
| Yes | 77% | 63% | 59% |
| No | 21% | 33% | 36% |
| Don't Know / Refused | 1% | 4% | 5% |

Table V-10 compares the percentage of respondents that reported they would have faced problems if LIHEAP had not been available in the 2003 and 2008 surveys. The table shows that there were significant increases in the percentage of respondents that reported they would have faced these problems if LIHEAP had not been available.

Table V-10
LIHEAP Receipt
Comparison of Survey Results

| | 2003 Survey | | 2008 Survey | |
|--|-------------|------------------------|-------------|------------------------|
| | Respondents | Percent of Respondents | Respondents | Percent of Respondents |
| Worried About Paying Home Energy Bill | 511 | <u>66%</u> | 294 | <u>77%</u> |

| | 2003 Survey | | 2008 Survey | |
|--|--|------------|-------------|------------|
| | Kept Home at Unsafe or Unhealthy Levels | 1,392 | <u>54%</u> | 761 |
| Had Electricity or Home Heating Fuel Discontinued | 1,555 | <u>48%</u> | 845 | <u>59%</u> |

Note: statistically significant differences are underlined.

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-11 shows that 12 percent of respondents said that LIHEAP helped them to restore their main source of heat. Table V-11 also shows that nine percent of respondents said that LIHEAP restored to heat that was not available due to broken heating equipment.

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

| | Restored Heat Due to Shutoff | Restored Heat Due to Broken Equipment |
|--|-------------------------------------|--|
| Yes | 12% | 9% |
| No | 8% | 5% |
| Don't Know | <1% | <1% |
| Did Not Experience Loss of Heat/or Did Not Receive LIHEAP | 81% | 86% |

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-12A shows that 90 percent of respondents said that LIHEAP was very important and eight percent said that it was somewhat important.

Table V-12A
Importance of LIHEAP

| | Percent of Respondents |
|------------------------------|-------------------------------|
| Number of Respondents | 1,082 |
| Very Important | 90% |
| Somewhat Important | 8% |
| Of Little Importance | 1% |
| Not At All Important | 1% |
| Don't Know / Refused | <1% |

Table V-12B displays respondents reports on the importance of LIHEAP by vulnerable group. The table shows that there is not a significant difference in the importance rating by vulnerable group.

Table V-12B
Importance of LIHEAP
By Vulnerable Group

| | Senior | Disabled | Child Under 18 | Non-Vulnerable |
|------------------------------|--------|----------|----------------|----------------|
| Number of Respondents | 451 | 545 | 442 | 74 |
| Very Important | 88% | 91% | 91% | 91% |
| Somewhat Important | 10% | 6% | 6% | 9% |
| Of Little Importance | 1% | 2% | 1% | 0% |
| Not At All Important | 1% | 1% | 1% | 0% |
| Don't Know | 1% | 0% | 1% | 0% |

Table V-12C displays respondents reports on the importance of LIHEAP by poverty group. The table shows that respondents with higher poverty levels were less likely to report that LIHEAP was very important. While 93 percent of households with income at or below 50 percent of the poverty level said that LIHEAP was very important, 92 percent of those with income between 51 and 100 percent, 86 percent of those with income between 101 and 150 percent and 81 percent of those with income above 150 percent of poverty reported that LIHEAP was very important in helping them meet their needs.

Table V-12C
Importance of LIHEAP
By Poverty Group

| | Poverty Level | | | |
|------------------------------|---------------|---------|----------|-------|
| | 0-50% | 51-100% | 101-150% | >150% |
| Number of Respondents | 181 | 497 | 319 | 62 |
| Very Important | 93% | 92% | 86% | 81% |
| Somewhat Important | 4% | 6% | 12% | 13% |
| Of Little Importance | 1% | 1% | 1% | 3% |
| Not At All Important | <1% | 1% | 1% | 3% |
| Don't Know | 1% | <1% | <1% | 0% |

VI. Regional Analysis

This section of the report examines differences in household characteristics and key indicators of energy insecurity by region of residence.

Table VI-1 displays the presence of children under 18 and single parent households by region. The table shows that LIHEAP recipients in the Midwest were less likely to have children and less likely to be single parent households.

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

| | Northeast | Midwest | South | West |
|--|-----------|---------|-------|------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Percent with Children | 43% | 33% | 43% | 46% |
| Percent in Single-Parent Households | 17% | 13% | 19% | 21% |

Table VI-2 displays the household poverty level by region. The table shows that LIHEAP recipients in the Northeast were more likely to have income at or below 50 percent of the poverty level and LIHEAP recipients in the Northeast and West were less likely to have income above 150 percent of the poverty level.

Table VI-2
Poverty Level
By Region

| | Northeast | Midwest | South | West |
|------------------------------|-----------|---------|-------|------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| 0%-50% | 21% | 13% | 17% | 14% |
| 51%-100% | 44% | 46% | 49% | 49% |
| 101%-150% | 27% | 31% | 24% | 35% |
| >150% | 3% | 10% | 6% | 2% |
| Missing Income Data | 5% | 0% | 5% | 0% |

Table VI-3 displays the types of income and benefits received by region. The table shows that LIHEAP recipients in the Midwest were most likely to have wages or self employment income, LIHEAP recipients in the Midwest and South were most likely to have retirement income, and LIHEAP recipients in the Northeast and South were most likely to receive non-cash benefits.

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

| | Northeast | Midwest | South | West |
|--|------------------|----------------|--------------|-------------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Wages or Self-Employment Income | 29% | 34% | 25% | 31% |
| Retirement Income | 34% | 45% | 44% | 34% |
| Public Assistance | 40% | 35% | 37% | 38% |
| Non-Cash Benefits | 69% | 48% | 63% | 54% |

Table VI-4 displays whether household members were unemployed during the year by region. The table shows that there is not much variability in this statistic by region.

Table VI-4
Unemployed During the Year
By Region

| | Northeast | Midwest | South | West |
|------------------------------|------------------|----------------|--------------|-------------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Yes | 29% | 27% | 29% | 34% |
| No | 70% | 72% | 71% | 66% |
| Don't Know / Refused | <1% | <1% | 0% | <1% |

Table VI-5 displays health insurance coverage by region. The table shows that LIHEAP recipients in the West were least likely to have health insurance coverage for the entire family and were most likely to report that no one in the household has health insurance.

Table VI-5
Health Insurance Coverage
By Region

| Household Members With Health Insurance: | Northeast | Midwest | South | West |
|---|------------------|----------------|--------------|-------------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Entire Household | 75% | 71% | 67% | 58% |
| Some, but not all family members | 11% | 13% | 15% | 15% |
| None | 6% | 12% | 11% | 17% |
| Children Only | 7% | 3% | 6% | 9% |
| Adults Only | 0% | 0% | <1% | <1% |
| Don't Know / Refused | <1% | 1% | 2% | 1% |

Table VI-6 displays mean energy burden by region. The table shows that LIHEAP recipients in the Northeast and South have the highest pre-LIHEAP energy burdens and LIHEAP recipients in the South have the highest post-LIHEAP energy burdens.

Table VI-6
Mean Energy Burden
By Region

| | Northeast | Midwest | South | West |
|------------------------------|------------------|----------------|--------------|-------------|
| Number of Respondents | 287 | 344 | 169 | 133 |
| Pre-LIHEAP | 19% | 13% | 19% | 15% |
| Post-LIHEAP | 13% | 9% | 17% | 11% |

Table VI-7 displays whether the respondent reported that he/she worried about paying the home energy bill by region. The table shows that households in the Northeast and South were most likely to report that they worried about the energy bill every month.

Table VI-7
Worried About Paying Home Energy Bill Due to
Not Having Enough Money for the Energy Bill
During Past Year
By Region

| | Northeast | Midwest | South | West |
|------------------------------|------------------|----------------|--------------|-------------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Almost Every Month | 31% | 26% | 32% | 24% |
| Some Months | 27% | 30% | 28% | 32% |
| 1 or 2 Months | 15% | 13% | 14% | 20% |
| Never / No | 27% | 31% | 26% | 24% |
| Don't Know / Refused | <1% | 1% | 1% | 0% |

Table VI-8 displays respondent reports on whether they borrowed from a friend or relative to pay the home energy bill by region. The table shows that households in the Northeast, South, and West were more likely than those in the Midwest to report that they borrowed from a friend or relative to pay the home energy bill.

Table VI-8
Borrowed from a Friend or Relative to Pay Home Energy Bill Due to
Not Having Enough Money for the Energy Bill
During Past Year
By Region

| | Northeast | Midwest | South | West |
|------------------------------|------------------|----------------|--------------|-------------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Almost Every Month | 10% | 4% | 8% | 7% |
| Some Months | 21% | 18% | 21% | 21% |
| 1 or 2 Months | 14% | 15% | 21% | 19% |
| Never / No | 55% | 63% | 49% | 53% |
| Don't Know / Refused | 0% | 0% | <1% | 0% |

Table VI-9 displays whether respondents left the home for part of the day because it was too hot or too cold by region. The table shows that LIHEAP recipients in the West were most likely to report that they left the home because it was too hot or too cold.

Table VI-9
Left Home for Part of the Day Because it was Too Hot or Too Cold
Due to Not Having Enough Money for the Energy Bill
During Past Year
By Region

| | Northeast | Midwest | South | West |
|------------------------------|-----------|---------|-------|------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Almost Every Month | 2% | 2% | 2% | 2% |
| Some Months | 12% | 8% | 8% | 16% |
| 1 or 2 Months | 11% | 10% | 9% | 17% |
| Never / No | 75% | 80% | 82% | 65% |
| Don't Know / Refused | <1% | <1% | 0% | 0% |

Table VI-10 displays whether the respondent used the kitchen stove or oven to provide heat by region. The table shows that there is not much variability in this indicator by region.

Table VI-10
Used Kitchen Stove or Oven to Provide Heat
Due to Not Having Enough Money for the Energy Bill
During Past Year
By Region

| | Northeast | Midwest | South | West |
|------------------------------|-----------|---------|-------|------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Almost Every Month | 3% | 1% | 3% | 4% |
| Some Months | 11% | 17% | 17% | 11% |
| 1 or 2 Months | 21% | 15% | 12% | 15% |
| Never / No | 65% | 66% | 68% | 70% |
| Don't Know / Refused | 0% | 0% | 1% | <1% |

Table VI-11 shows whether respondents reported that they skipped paying or paid less than their entire home energy bill by region. The table shows that LIHEAP recipients in the Northeast and West were most likely to report that they skipped paying their energy bill.

Table VI-11
Skipped Paying or Paid Less than Entire Home Energy Bill
Due to Not Having Enough Money for the Energy Bill
During Past Year
By Region

| | Northeast | Midwest | South | West |
|------------------------------|-----------|---------|-------|------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Almost Every Month | 10% | 8% | 12% | 11% |
| Some Months | 25% | 20% | 21% | 28% |
| 1 or 2 Months | 16% | 14% | 11% | 17% |
| Never / No | 48% | 57% | 56% | 43% |
| Don't Know / Refused | 1% | 1% | <1% | <1% |

Table VI-12 displays whether respondents reported that they received a termination notice by region. The table shows that LIHEAP recipients in the Northeast were most likely to report that they received such a notice.

Table VI-12
Received Notice or Threat to Disconnect or Discontinue Electricity or Home Heating Fuel
Due to Not Having Enough Money for the Energy Bill
During Past Year
By Region

| | Northeast | Midwest | South | West |
|------------------------------|-----------|---------|-------|------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Almost Every Month | 5% | 5% | 7% | 2% |
| Some Months | 16% | 12% | 12% | 16% |
| 1 or 2 Months | 22% | 14% | 16% | 19% |
| Never / No | 57% | 69% | 64% | 63% |
| Don't Know / Refused | 1% | <1% | <1% | <1% |

Table VI-13 displays whether recipients reported that they did not make their full rent or mortgage payment in the past five years by region. The table shows that LIHEAP recipients in the Northeast and in the West were more likely to report that they missed a rent or mortgage payment.

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

| | Northeast | Midwest | South | West |
|------------------------------|-----------|---------|-------|------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Yes | 32% | 25% | 25% | 31% |
| No | 67% | 74% | 73% | 69% |
| Don't Know /Refused | 1% | 1% | 2% | <1% |

Table VI-14 displays whether respondents reported that they went without food for at least one day due to energy bills in the past five years by region. The table shows that LIHEAP recipients in the West were most likely to report that they went without food.

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

| | Northeast | Midwest | South | West |
|------------------------------|-----------|---------|-------|------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Yes | 29% | 31% | 33% | 39% |
| No | 70% | 69% | 67% | 61% |
| Don't Know / Refused | <1% | <1% | <1% | 1% |

Table VI-15 displays whether respondents reported that they went without medical or dental care due to energy bills in the past five years by region. The table shows that LIHEAP recipients in the South and West were most likely to report that they did so.

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

| | Northeast | Midwest | South | West |
|------------------------------|-----------|---------|-------|------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Yes | 37% | 42% | 48% | 50% |
| No | 62% | 58% | 52% | 49% |
| Don't Know / Refused | <1% | <1% | 0% | <1% |

Table VI-16 displays whether respondents reported that they did not fill their prescription or took less than the full dose of a prescribed medication due to their energy bills in the past five years by region. The table shows that there is not much variation in this statistic by region.

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

| | Northeast | Midwest | South | West |
|------------------------------|-----------|---------|-------|------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Yes | 36% | 37% | 39% | 41% |
| No | 63% | 62% | 60% | 59% |
| Don't Know / Refused | <1% | 1% | 1% | <1% |

Table VI-17 displays whether someone in the household became sick because the home was too cold by region. The table shows that households in the West were most likely to report that this was a problem.

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

| | Northeast | Midwest | South | West |
|------------------------------|------------------|----------------|--------------|-------------|
| Number of Respondents | 421 | 429 | 241 | 166 |
| Yes | 23% | 23% | 22% | 32% |
| No | 74% | 75% | 77% | 67% |
| Don't Know / Refused | 3% | 2% | 1% | 1% |

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

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

| | 2008 Survey | | | |
|------------------------------|--------------------|----------------|--------------|-------------|
| | Northeast | Midwest | South | West |
| Number of Respondents | 421 | 429 | 241 | 166 |
| 1 | 21% | 18% | 21% | 20% |
| 2 | 20% | 17% | 20% | 26% |
| 3 | 18% | 15% | 15% | 17% |
| 4 | 7% | 9% | 11% | 9% |
| 5 | 27% | 31% | 16% | 22% |
| Don't Know / Refused | 6% | 10% | 16% | 6% |

VII. Conclusion

The 2008 NEADA study confirmed that LIHEAP recipient households are likely to be vulnerable to temperature extremes. They are likely to have seniors, disabled members, or children in the home. Over 90 percent of LIHEAP recipients had at least one of these vulnerable household members. The study also showed that these households face many challenges in addition to their energy bills, including unemployment, lack of health insurance, and medical issues.

Energy Costs

LIHEAP recipients reported that they faced high and increasing energy costs. Over one third of the respondents reported energy costs over \$2,000 in the past year and almost half of the respondents said that their energy bills had increased over the previous year. Three quarters of those who said that their energy bills were more difficult to pay, said that the increased difficulty was partly caused by lower income or loss of employment.

Almost all respondents said that they had taken at least one constructive action to reduce energy costs, such as turning down the heat when they go to bed, washing their clothes in cold water, or using compact fluorescent light bulbs. The percentage who reported that they had taken these actions increased significantly from the 2003 survey.

Responses to High Energy Costs

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

Inability to Pay Energy Bills

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

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

Housing and Financial Problems

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

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

Medical and Health Problems

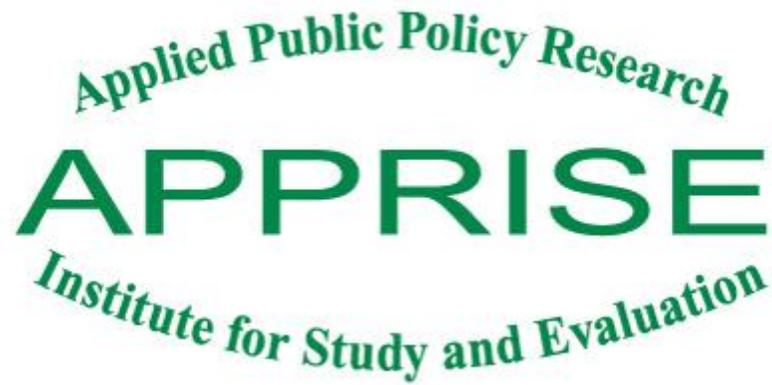
Many of the LIHEAP recipients faced significant medical and health problems in the past five years, partly as a result of high energy costs. All of these problems increased significantly since the 2003 survey. Nearly one third reported that they went without food, over 40 percent sacrificed medical care, and nearly one quarter had someone in the home become sick because the home was too cold.

The Need for LIHEAP

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

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

Appendix A: Survey Instrument



**NEADA 2008 National Energy Assistance SURVEY
Final INSTRUMENT
September 2008**

Screenener

Hello. This is (INTERVIEWER) from Braun Research calling for (NAME) regarding the National 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 Directors' Association about this survey. I'm calling to ask you a few brief questions about your energy bills. In the survey, we will also talk about (**state specific LIHEAP name**). And by (**state specific LIHEAP name**), we mean the home energy assistance benefits that your household received through your Community-Based Organization. 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**) in the past 12 months?

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

A. Experience with Energy Assistance

A1. In how many of the past 5 years have you received (**STATE SPECIFIC LIHEAP NAME**)?

- 01 ONCE
- 02 TWICE
- 03 THREE TIMES
- 04 FOUR TIMES
- 05 FIVE TIMES
- 07 DON'T KNOW
- 08 REFUSED

A2. Have you or will you apply for (**STATE SPECIFIC LIHEAP NAME**) for the coming summer or next winter?

- 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 |
| B3. Close off one or more rooms? | 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 |
|---|-----|----|------------|---------|
| B4. Keep shades and curtains closed in daytime? | YES | NO | DON'T KNOW | REFUSED |
| B5. 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 |
|--|-----|----|------------|---------|
| B6. Wash your clothes in cold water? | YES | NO | DON'T KNOW | REFUSED |
| B7. 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:

| <u>Housing Problems</u> | 01 | 02 | 07 | 08 |
|--|-----|----|------------|---------|
| B8. Didn't make full rent or mortgage payment? | YES | NO | DON'T KNOW | REFUSED |
| B9. Was evicted from home or apartment? | YES | NO | DON'T KNOW | REFUSED |
| B10. Had a foreclosure on your mortgage? | YES | NO | DON'T KNOW | REFUSED |
| B11. Moved in with friends or family? | YES | NO | DON'T KNOW | REFUSED |
| B12. Moved into a shelter or been homeless? | YES | NO | DON'T KNOW | REFUSED |

| | 01 | 02 | 07 | 08 |
|---|-----|----|------------|---------|
| <u>Financial</u> | YES | NO | DON'T KNOW | REFUSED |
| B13. Got a payday loan to cover your expenses? | | | | |
| <u>Other Expenses</u> | 01 | 02 | 07 | 08 |
| B14. Went without food for at least one day? | YES | NO | DON'T KNOW | REFUSED |
| B15. Went without medical or dental care? | YES | NO | DON'T KNOW | REFUSED |
| B16. Didn't fill a prescription or took less than the full dose of a prescribed medicine? | YES | NO | DON'T KNOW | REFUSED |
| <u>Utility Service and Health</u> | 01 | 02 | 07 | 08 |
| B17. Needed to use a different person's name to obtain or continue receiving energy service? | YES | NO | DON'T KNOW | REFUSED |
| B18. Had someone in your household get sick because your home was too cold? | YES | NO | DON'T KNOW | REFUSED |
| B19. (Ask if B18=1, YES) Did someone in the household need to go to the doctor or hospital because of this illness? | YES | NO | DON'T KNOW | REFUSED |
| B20. Had someone in your household get sick because your home was too hot? | YES | NO | DON'T KNOW | REFUSED |
| B21. (Ask if B20=1, YES) Did someone in the household need to go to the doctor or hospital because of this illness? | YES | NO | DON'T KNOW | REFUSED |
| B22. Had fire caused by unsafe heating or lighting? | YES | NO | DON'T KNOW | REFUSED |
| B23. Had to leave your home due to carbon monoxide? | YES | NO | DON'T KNOW | REFUSED |
| B24. Someone in your household had carbon monoxide poisoning? | YES | NO | DON'T KNOW | REFUSED |
| <u>Utility Payment</u> | 01 | 02 | 07 | 08 |
| B25. In the past year, have you tried to work out a payment arrangement with your gas or electric utility company? | YES | NO | DON'T KNOW | REFUSED |
| B26. (Ask if B25=1, YES) Were you able to work out a payment arrangement? | YES | NO | DON'T KNOW | REFUSED |
| B27. (Ask if B25=1, YES) Did you contact a fuel fund or social services agency for assistance at this time? | YES | NO | DON'T KNOW | REFUSED |
| B28. (Ask if B27=1, YES) Was the fuel fund or social services agency able to help you? | YES | NO | DON'T KNOW | REFUSED |
| B29. (Ask if B25=1, YES) Did you apply for | YES | NO | DON'T KNOW | REFUSED |

- assistance from **(STATE SPECIFIC LIHEAP NAME)** at this time?
- B30. (Ask if B29=1, YES) Did you receive assistance from **(STATE SPECIFIC LIHEAP NAME)** at this time? YES NO DON'T KNOW REFUSED
- B31. (Ask if B30=1, YES or B28=1, YES) Was the **(STATE SPECIFIC LIHEAP NAME)** or social services assistance sufficient to prevent the utility from terminating your electric or gas service? YES NO DON'T KNOW REFUSED

C. Energy Insecurity Scale

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? | | YES | NO | DON'T KNOW | | REFUSED |
| 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 C12=1, YES OR C13=1, YES, OR C16=1, YES, OR C10A=1, YES, OR C10C=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 [C12=2, NO, C13=2, NO, C16=2, NO, C10A=2, NO, AND C10C=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 [C12=2, NO, C13=2, NO, C16=2, NO, C10A=2, NO, AND C10C=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? (DO NOT READ LIST EXCEPT TO PROMPT)

- 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? (DO NOT READ LIST EXCEPT TO PROMPT) **VARY THE ORDER OF RESPONSES

- 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? (DO NOT PROMPT. MARK ALL THAT APPLY.)

- 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? (DO NOT READ LIST EXCEPT TO PROMPT)

(OPTIONAL INTERVIEWER NOTE: I WOULD LIKE YOU TO THINK ABOUT HOW DIFFICULT IT IS TO PAY ALL YOUR BILLS WITH YOUR CURRENT INCOME, COMPARED TO HOW DIFFICULT IT WAS LAST YEAR.) **VARY THE ORDER OF RESPONSES

- 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? (DO NOT READ LIST EXCEPT TO PROMPT) **VARY THE ORDER OF RESPONSES

- 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? (DO NOT PROMPT.)

- 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 home energy bill | YES | NO | DON'T KNOW | REFUSED |
| D6b. Higher gasoline costs | YES | NO | DON'T KNOW | REFUSED |
| D6c. Increased property taxes | YES | NO | DON'T KNOW | REFUSED |
| D6d. Increased rent | YES | NO | DON'T KNOW | REFUSED |
| D6e. Increased medical expenses | YES | NO | DON'T KNOW | REFUSED |
| D6f. Increased prescription drugs | YES | NO | DON'T KNOW | REFUSED |
| D6g. 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

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 D5 IF D4 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, or COPD, diabetes, blood pressure, heart disease, or stroke?

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

E9. Would you say that in general your health is excellent, very good, good, fair, or poor?

- 01 EXCELLENT
- 02 VERY GOOD
- 03 GOOD
- 04 FAIR
- 05 POOR
- 97 DON'T KNOW
- 98 REFUSED

E10. Does any adult in your household require help with personal care needs because of a physical, mental, or emotional problem? These needs include bathing or showering, dressing, eating, getting in or out of bed or chairs, walking, and using the toilet.

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

E11. Which fuel is used most for heating your home? (DO NOT READ LIST EXCEPT TO PROMPT)

- 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]

E12. Is heat included in your rent?

- 01 YES

- 02 NO
- 99 DO NOT PAY RENT
- 07 DON'T KNOW
- 08 REFUSED

E13. What is the main way that you cool your home on the hottest days of the summer? (DO NOT READ LIST EXCEPT TO PROMPT)

- 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

E14. In the past 12 months, what was the cost of electricity, gas, and other fuels (oil, coal, kerosene, wood, etc.) for your home? (give option to provide monthly cost) (DO NOT READ LIST EXCEPT TO PROMPT.)

- 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

E15. How many of the adults in your household have health insurance? (DO NOT READ LIST EXCEPT TO PROMPT.)

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

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

E16. How many of the children in your household have health insurance? (DO NOT READ LIST EXCEPT TO PROMPT.)

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

E17. 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

E18. In the past 12 months, did any member of your household have any necessary medical equipment that uses electricity?

(OPTIONAL INTERVIEWER NOTE: I WOULD LIKE YOU TO THINK ABOUT ANY NECESSARY MEDICAL EQUIPMENT THAT USES ELECTRICITY, SUCH AS AN OXYGEN MACHINE OR A NEBULIZER.)

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

E19. 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

E20. 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

E21. 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

E22. 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

E23. In the past 12 months, did you or any member of your household receive Food Stamps or live in public or subsidized housing?

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

E24. What is your household's annual income? (give option to provide monthly income) (DO NOT READ LIST EXCEPT TO PROMPT.)

- 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
- 97 DON'T KNOW
- 98 REFUSED

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