

2014 State Plan

Low-Income Home Energy
Assistance Program Federal
Fiscal Year 2015



Prepared By:
Ohio Development Services Agency
Community Services Division
Office of Community Assistance

Ohio

John R. Kasich, Governor

Development
Services Agency

David Goodman, Director

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DETAILED MODEL PLAN (LIHEAP)

Mandatory Grant Application SF-424

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
Expiration Date: 06/30/2017

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

| | | | |
|---|------------------------------------|---|---|
| * 1.a. Type of Submission: Plan | * 1.b. Frequency: Annual | * 1.c. Consolidated Application/Plan/Funding Request? Explanation: | * 1.d. Version: Initial |
| | | 2. Date Received: | State Use Only: |
| | | 3. Applicant Identifier: | |
| | | 4a. Federal Entity Identifier: | 5. Date Received By State: |
| | | 4b. Federal Award Identifier: | 6. State Application Identifier: |

7. APPLICANT INFORMATION

| | | | |
|---|---------------|--|----------------------------|
| * a. Legal Name: State of Ohio | | | |
| * b. Employer/Taxpayer Identification Number (EIN/TIN): 31-1334820 | | * c. Organizational DUNS: 808847743 | |
| * d. Address: | | | |
| * Street 1: | P.O. BOX 1001 | Street 2: | 77 S. HIGH ST., 25TH FLOOR |
| * City: | COLUMBUS | County: | Franklin |
| * State: | OH | Province: | |
| * Country: | United States | * Zip / Postal Code: | 43216 - 1001 |

e. Organizational Unit:

| | |
|--|--|
| Department Name: Development Services Agency | Division Name: Community Services Division |
|--|--|

f. Name and contact information of person to be contacted on matters involving this application:

| | | | |
|--|---|--|------------------------------|
| Prefix: | * First Name: Sharon | Middle Name: | * Last Name: Smith |
| Suffix: | Title: Assistant Deputy Chief | Organizational Affiliation: Ohio Development Services Agency | |
| * Telephone Number: 614-644-6637 | Fax Number: 614-728-6832 | * Email: sharon.smith@development.ohio.gov | |

* 8a. TYPE OF APPLICANT: A: State Government

b. Additional Description:

* 9. Name of Federal Agency:

| | | |
|------------------------------------|---|-----------------------------------|
| | Catalog of Federal Domestic Assistance Number: | CFDA Title: |
| 10. CFDA Numbers and Titles | 93568 | Low-Income Home Energy Assistance |

11. Descriptive Title of Applicant's Project Low Income Home Energy Assistance (LIHEAP)

12. Areas Affected by Funding: Statewide

13. CONGRESSIONAL DISTRICTS OF:

| | |
|-----------------------------|--------------------------------------|
| * a. Applicant OH | b. Program/Project: LIHEAP |
|-----------------------------|--------------------------------------|

Attach an additional list of Program/Project Congressional Districts if needed.

| | | | |
|---|-----------------------------------|--|------------------------------|
| 14. FUNDING PERIOD: | | 15. ESTIMATED FUNDING: | |
| a. Start Date: 10/01/2014 | b. End Date: 09/30/2015 | * a. Federal (\$): \$0 | b. Match (\$): \$0 |
| * 16. IS SUBMISSION SUBJECT TO REVIEW BY STATE UNDER EXECUTIVE ORDER 12372 PROCESS? | | | |
| a. This submission was made available to the State under the Executive Order 12372 | | | |
| Process for Review on : | | | |
| b. Program is subject to E.O. 12372 but has not been selected by State for review. | | | |
| c. Program is not covered by E.O. 12372. | | | |
| * 17. Is The Applicant Delinquent On Any Federal Debt? | | | |
| NO | | | |
| Explanation: | | | |
| 18. By signing this application, I certify (1) to the statements contained in the list of certifications** and (2) that the statements herein are true, complete and accurate to the best of my knowledge. I also provide the required assurances** and agree to comply with any resulting terms if I accept an award. I am aware that any false, fictitious, or fraudulent statements or claims may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001) | | | |
| **I Agree ✓ | | | |
| ** The list of certifications and assurances, or an internet site where you may obtain this list, is contained in the announcement or agency specific instructions. | | | |
| 18a. Typed or Printed Name and Title of Authorized Certifying Official Ryan Burgess | | 18c. Telephone (area code, number and extension) (614) 466- 8737 Ext. | |
| | | 18d. Email Address ryan.burgess@development.ohio.gov | |
| 18b. Signature of Authorized Certifying Official  | | 18e. Date Report Submitted (Month, Day, Year) 09/22/2014 | |
| Attach supporting documents as specified in agency instructions. | | | |

Section 1 - Program Components

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
 ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
 OMB Clearance No.: 0970-0075
 Expiration Date: 06/30/2017

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

Department of Health and Human Services
 Administration for Children and Families
 Office of Community Services
 Washington, DC 20447

August 1987, revised 05/92, 02/95, 03/96, 12/98, 11/01
 OMB Approval No. 0970-0075
 Expiration Date: 02/28/2005

THE PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) Use of this model plan is optional. However, the information requested is required in order to receive a Low Income Home Energy Assistance Program (LIHEAP) grant in years in which the grantee is not permitted to file an abbreviated plan. Public reporting burden for this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Section 1 Program Components

Program Components, 2605(a), 2605(b)(1) - Assurance 1, 2605(c)(1)(C)

| 1.1 Check which components you will operate under the LIHEAP program. (Note: You must provide information for each component designated here as requested elsewhere in this plan.) | | Dates of Operation | |
|---|---------------------------|--------------------|------------|
| | | Start Date | End Date |
| ✓ | Heating assistance | 10/01/2014 | 09/30/2015 |
| | Cooling assistance | | |
| ✓ | Crisis assistance | 11/01/2014 | 04/15/2015 |
| ✓ | Weatherization assistance | 07/01/2014 | 06/30/2015 |

Provide further explanation for the dates of operation, if necessary

The winter crisis program dates are indicated above. The summer crisis program dates are 07/01/2015 - 09/15/2015.

Estimated Funding Allocation, 2604(C), 2605(k)(1), 2605(b)(9), 2605(b)(16) - Assurances 9 and 16

| 1.2 Estimate what amount of available LIHEAP funds will be used for each component that you will operate: The total of all percentages must add up to 100%. | Percentage (%) |
|---|------------------|
| Heating assistance | 43.50% |
| Cooling assistance | 0.00% |
| Crisis assistance | 25.00% |
| Weatherization assistance | 15.00% |
| Carryover to the following federal fiscal year | 6.50% |
| Administrative and planning costs | 10.00% |
| Services to reduce home energy needs including needs assessment (Assurance 16) | 0.00% |
| Used to develop and implement leveraging activities | 0.00% |
| TOTAL | 100.00% |

Alternate Use of Crisis Assistance Funds, 2605(c)(1)(C)

1.3 The funds reserved for winter crisis assistance that have not been expended by March 15 will be reprogrammed to:

| | | | |
|-------------------------------------|---------------------------|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Heating assistance | | Cooling assistance |
| | Weatherization assistance | <input checked="" type="checkbox"/> | Other (specify): summer crisis assistance |

Categorical Eligibility, 2605(b)(2)(A) - Assurance 2, 2605(c)(1)(A), 2605(b)(8A) - Assurance 8

1.4 Do you consider households categorically eligible if one household member receives one of the following categories of benefits in the left column below? No

If you answered "Yes" to question 1.4, you must complete the table below and answer questions 1.5 and 1.6.

| | Heating | Cooling | Crisis | Weatherization |
|--------------------------------|---------|---------|--------|----------------|
| TANF | | | | |
| SSI | | | | |
| SNAP | | | | |
| Means-tested Veterans Programs | | | | |

| | Program Name | Heating | Cooling | Crisis | Weatherization |
|------------------|--------------|---------|---------|--------|----------------|
| Other(Specify) 1 | | | | | |

1.5 Do you automatically enroll households without a direct annual application? No

If Yes, explain:

1.6 How do you ensure there is no difference in the treatment of categorically eligible households from those not receiving other public assistance when determining eligibility and benefit amounts?

SNAP Nominal Payments

1.7a Do you allocate LIHEAP funds toward a nominal payment for SNAP households? No

If you answered "Yes" to question 1.7a, you must provide a response to questions 1.7b, 1.7c, and 1.7d.

1.7b Amount of Nominal Assistance: \$0

1.7c Frequency of Assistance

| | |
|--------------------------|-----------------------|
| <input type="checkbox"/> | Once Per Year |
| <input type="checkbox"/> | Once every five years |
| <input type="checkbox"/> | Other - Describe: |

1.7d How do you confirm that the household receiving a nominal payment has an energy cost or need?

Determination of Eligibility - Countable Income

1.8. In determining a household's income eligibility for LIHEAP, do you use gross income or net income ?

| | |
|-------------------------------------|--------------|
| <input checked="" type="checkbox"/> | Gross Income |
| <input type="checkbox"/> | Net Income |

1.9. Select all the applicable forms of countable income used to determine a household's income eligibility for LIHEAP

| | |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | Wages |
| <input checked="" type="checkbox"/> | Self - Employment Income |
| <input checked="" type="checkbox"/> | Contract Income |
| <input type="checkbox"/> | Payments from mortgage or Sales Contracts |
| <input checked="" type="checkbox"/> | Unemployment insurance |
| <input checked="" type="checkbox"/> | Strike Pay |
| <input checked="" type="checkbox"/> | Social Security Administration (SSA) benefits |

| | <input checked="" type="checkbox"/> Including MediCare deduction | | Excluding MediCare deduction |
|---|--|--|------------------------------|
| ✓ | Supplemental Security Income (SSI) | | |
| ✓ | Retirement / pension benefits | | |
| | General Assistance benefits | | |
| ✓ | Temporary Assistance for Needy Families (TANF) benefits | | |
| | Supplemental Nutrition Assistance Program (SNAP) benefits | | |
| | Women, Infants, and Children Supplemental Nutrition Program (WIC) benefits | | |
| | Loans that need to be repaid | | |
| ✓ | Cash gifts | | |
| ✓ | Savings account balance | | |
| ✓ | One-time lump-sum payments, such as rebates/credits, winnings from lotteries, refund deposits, etc. | | |
| | Jury duty compensation | | |
| ✓ | Rental income | | |
| | Income from employment through Workforce Investment Act (WIA) | | |
| | Income from work study programs | | |
| ✓ | Alimony | | |
| ✓ | Child support | | |
| ✓ | Interest, dividends, or royalties | | |
| ✓ | Commissions | | |
| ✓ | Legal settlements | | |
| | Insurance payments made directly to the insured | | |
| | Insurance payments made specifically for the repayment of a bill, debt, or estimate | | |
| | Veterans Administration (VA) benefits | | |
| | Earned income of a child under the age of 18 | | |
| | Balance of retirement, pension, or annuity accounts where funds cannot be withdrawn without a penalty. | | |
| | Income tax refunds | | |
| | Stipends from senior companion programs, such as VISTA | | |
| | Funds received by household for the care of a foster child | | |

| | |
|---|--|
| | Ameri-Corp Program payments for living allowances, earnings, and in-kind aid |
| ✓ | Reimbursements (for mileage, gas, lodging, meals, etc.) |
| | Other *Savings Account Balance = Interest earned from savings account |
| If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here. | |

Section 2 - HEATING ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP) MODEL PLAN SF - 424 - MANDATORY

Section 2 - Heating Assistance

Eligibility, 2605(b)(2) - Assurance 2

2.1 Designate the income eligibility threshold used for the heating component:

| Add | Household size | Eligibility Guideline | Eligibility Threshold |
|-----|---------------------|-----------------------|-----------------------|
| 1 | All Household Sizes | State Median Income | 60.00% |

2.2 Do you have additional eligibility requirements for HEATING ASSISTANCE? No

2.3 Check the appropriate boxes below and describe the policies for each.

Do you require an Assets test ? No

Do you have additional/differing eligibility policies for:

| | |
|---|----|
| Renters? | No |
| Renters Living in subsidized housing ? | No |
| Renters with utilities included in the rent ? | No |

Do you give priority in eligibility to:

| | |
|---------------------------------------|----|
| Elderly? | No |
| Disabled? | No |
| Young children? | No |
| Households with high energy burdens ? | No |
| Other? | |

Explanations of policies for each "yes" checked above:

Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

2.4 Describe how you prioritize the provision of heating assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.

- Early Application: eligible household with elderly and/or disabled will receive a new program year Energy Assistance Programs Application earlier.
- Households which have a member who is age 60 or older and/or is disabled will be evaluated for an increased benefit.

2.5 Check the variables you use to determine your benefit levels. (Check all that apply):

| |
|---|
| <input checked="" type="checkbox"/> Income |
| <input checked="" type="checkbox"/> Family (household) size |
| <input checked="" type="checkbox"/> Home energy cost or need: |
| <input checked="" type="checkbox"/> Fuel type |
| <input checked="" type="checkbox"/> Climate/region |
| Individual bill |
| Dwelling type |
| Energy burden (% of income spent on home energy) |
| Energy need |
| <input checked="" type="checkbox"/> Other - Describe: |

- Increased benefit amounts for the elderly and/or disabled applicants.
- Decreased benefit amounts for the Percentage of Income Payment Plan Plus (PIPP Plus) applicants.

Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

2.6 Describe estimated benefit levels for FY 2015:

| | | | |
|------------------------|------|------------------------|-------|
| Minimum Benefit | \$76 | Maximum Benefit | \$634 |
|------------------------|------|------------------------|-------|

2.7 Do you provide in-kind (e.g., blankets, space heaters) and/or other forms of benefits? No

If yes, describe.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 3 - COOLING ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
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**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
 MODEL PLAN
 SF - 424 - MANDATORY**

Section 3 - Cooling Assistance

Eligibility, 2605(c)(1)(A), 2605 (b)(2) - Assurance 2

3.1 Designate The income eligibility threshold used for the Cooling componenet:

| Add | Household size | Eligibility Guideline | Eligibility Threshold |
|-----|----------------|-----------------------|-----------------------|
| 1 | | | 0.00% |

3.2 Do you have additional eligibility requirements for COOLING ASSISTANCE? No

3.3 Check the appropriate boxes below and describe the policies for each.

Do you require an Assets test ?

Do you have additional/differing eligibility policies for:

Renters?

Renters Living in subsidized housing ?

Renters with utilities included in the rent ?

Do you give priority in eligibility to:

Elderly?

Disabled?

Young children?

Households with high energy burdens ?

Other?

Explanations of policies for each "yes" checked above:

3.4 Describe how you prioritize the provision of cooling assistance to vulnerable populations, e.g., benefit amounts, early application periods, etc.

Determination of Benefits 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

3.5 Check the variables you use to determine your benefit levels. (Check all that apply):

- Income**
- Family (household) size**
- Home energy cost or need:**
 - Fuel type**
 - Climate/region**
- Individual bill**
- Dwelling type**
- Energy burden (% of income spent on home energy)**
- Energy need**
- Other - Describe:**

Benefit Levels, 2605(b)(5) - Assurance 5, 2605(c)(1)(B)

3.6 Describe estimated benefit levels for FY 2015:

| | | | |
|------------------------|-----|------------------------|-----|
| Minimum Benefit | \$0 | Maximum Benefit | \$0 |
|------------------------|-----|------------------------|-----|

3.7 Do you provide in-kind (e.g., fans, air conditioners) and/or other forms of benefits?

If yes, describe.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 4 - CRISIS ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
 ADMINISTRATION FOR CHILDREN AND FAMILIES

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**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
 MODEL PLAN
 SF - 424 - MANDATORY**

Section 4: CRISIS ASSISTANCE

Eligibility - 2604(c), 2605(c)(1)(A)

4.1 Designate the income eligibility threshold used for the crisis component

| Add | Household size | Eligibility Guideline | Eligibility Threshold |
|-----|---------------------|-----------------------|-----------------------|
| 1 | All Household Sizes | State Median Income | 60.00% |

4.2 Provide your LIHEAP program's definition for determining a crisis.

- For Heating Crisis Assistance: an actual disconnection, notice of disconnection, or less than 25 percent supply of deliverable fuel, or furnace disrepair.
- For Summer Crisis Assistance: medical certification of need for room air conditioner, or elderly/disabled household.

4.3 What constitutes a life-threatening crisis?

Extreme cold/heat - natural disasters, power outages

Crisis Requirement, 2604(c)

4.4 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households? 48Hours

4.5 Within how many hours do you provide an intervention that will resolve the energy crisis for eligible households in life-threatening situations? 18Hours

Crisis Eligibility, 2605(c)(1)(A)

4.6 Do you have additional eligibility requirements for CRISIS ASSISTANCE? No

4.7 Check the appropriate boxes below and describe the policies for each

| | |
|---|----|
| Do you require an Assets test ? | No |
| Do you give priority in eligibility to : | |
| Elderly? | No |
| Disabled? | No |
| Young Children? | No |
| Households with high energy burdens? | No |
| Other? | No |

In Order to receive crisis assistance:

| | |
|--|-----|
| Must the household have received a shut-off notice or have a near empty tank? | Yes |
| Must the household have been shut off or have an empty tank? | Yes |
| Must the household have exhausted their regular heating benefit? | No |
| Must renters with heating costs included in their rent have received an eviction notice ? | No |
| Must heating/cooling be medically necessary? | Yes |
| Must the household have non-working heating or cooling equipment? | No |
| Other? | |

Do you have additional / differing eligibility policies for:

| | |
|--|----|
| Renters? | No |
| Renters living in subsidized housing? | No |

| | | | |
|--|-------------------------------------|-------------------------------------|--------------------------|
| Renters with utilities included in the rent? | | No | |
| Explanations of policies for each "yes" checked above: | | | |
| For winter heating crisis assistance, an actual disconnection, notice of disconnection, or less than 25% supply of deliverable fuel, or furnace disrepair. For summer cooling crisis assistance, medical certification of need for room air conditioner, or elderly/disabled household. | | | |
| Determination of Benefits | | | |
| 4.8 How do you handle crisis situations? | | | |
| <input checked="" type="checkbox"/> | Separate component | | |
| <input type="checkbox"/> | Fast Track | | |
| <input type="checkbox"/> | Other - Describe: | | |
| 4.9 If you have a separate component, how do you determine crisis assistance benefits? | | | |
| <input checked="" type="checkbox"/> | Amount to resolve the crisis. | | |
| <input type="checkbox"/> | Other - Describe: | | |
| Crisis Requirements, 2604(c) | | | |
| 4.10 Do you accept applications for energy crisis assistance at sites that are geographically accessible to all households in the area to be served? | | | |
| Yes Explain. | | | |
| Sites are accessible to households in all 88 counties in Ohio | | | |
| 4.11 Do you provide individuals who are physically disabled the means to: | | | |
| Submit applications for crisis benefits without leaving their homes? | | | |
| Yes If No, explain. | | | |
| Travel to the sites at which applications for crisis assistance are accepted? | | | |
| Yes If No, explain. | | | |
| If you answered "No" to both options in question 4.11, please explain alternative means of intake to those who are homebound or physically disabled? | | | |
| Benefit Levels, 2605(c)(1)(B) | | | |
| 4.12 Indicate the maximum benefit for each type of crisis assistance offered. | | | |
| Winter Crisis | \$750 | maximum benefit | |
| Summer Crisis | \$175 | maximum benefit | |
| Year-round Crisis | \$0 | maximum benefit | |
| 4.13 Do you provide in-kind (e.g. blankets, space heaters, fans) and/or other forms of benefits? | | | |
| Yes If yes, Describe | | | |
| Space heaters can be provided through the Winter Crisis Program as a last resort if there is no operable heating system. Air conditioners and fans can be provided as part of the Summer Crisis Program. Generators can be provided on loan to households in instances of natural disasters such as power outages. | | | |
| 4.14 Do you provide for equipment repair or replacement using crisis funds? | | | |
| Yes | | | |
| If you answered "Yes" to question 4.14, you must complete question 4.15. | | | |
| 4.15 Check appropriate boxes below to indicate type(s) of assistance provided. | | | |
| | Winter Crisis | Summer Crisis | Year-round Crisis |
| Heating system repair | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Heating system replacement | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cooling system repair | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Cooling system replacement | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

| | | | |
|-----------------------------------|--|--|--|
| Wood stove purchase | | | |
| Pellet stove purchase | | | |
| Solar panel(s) | | | |
| Utility poles / gas line hook-ups | | | |
| Other (Specify): | | | |

4.16 Do any of the utility vendors you work with enforce a moratorium on shut offs?

Yes

If you responded "Yes" to question 4.16, you must respond to question 4.17.

4.17 Describe the terms of the moratorium and any special dispensation received by LIHEAP clients during or after the moratorium period.

The Public Utilities Commission of Ohio issues a Winter Reconnect Order that assures Ohio households facing hardship that their heating service can be established, maintained or reconnected during the winter heating season. The time frame coincides with the Winter Crisis Program

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 5 - WEATHERIZATION ASSISTANCE

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
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August 1987, revised 05/92,02/95,03/96,12/98,11/01
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**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
 MODEL PLAN
 SF - 424 - MANDATORY**

Section 5: WEATHERIZATION ASSISTANCE

Eligibility, 2605(c)(1)(A), 2605(b)(2) - Assurance 2

5.1 Designate the income eligibility threshold used for the Weatherization component

| Add | Household Size | Eligibility Guideline | Eligibility Threshold |
|-----|---------------------|------------------------|-----------------------|
| 1 | All Household Sizes | HHS Poverty Guidelines | 200.00% |

5.2 Do you enter into an interagency agreement to have another government agency administer a WEATHERIZATION component?No

5.3 If yes, name the agency. Ohio Development Services Agency administers the grant with 28 local subgrantees, some local units of government.

5.4 Is there a separate monitoring protocol for weatherization?Yes

WEATHERIZATION - Types of Rules

5.5 Under what rules do you administer LIHEAP weatherization? (Check only one.)

Entirely under LIHEAP (not DOE) rules

Entirely under DOE WAP (not LIHEAP) rules

Mostly under LIHEAP rules with the following DOE WAP rule(s) where LIHEAP and WAP rules differ (Check all that apply):

Income Threshold

Weatherization of entire multi-family housing structure is permitted if at least 66% of units (50% in 2- & 4-unit buildings) are eligible units or will become eligible within 180 days

Weatherize shelters temporarily housing primarily low income persons (excluding nursing homes, prisons, and similar institutional care facilities).

Other - Describe:

Mostly under DOE WAP rules, with the following LIHEAP rule(s) where LIHEAP and WAP rules differ (Check all that apply.)

Income Threshold

Weatherization not subject to DOE WAP maximum statewide average cost per dwelling unit.

Weatherization measures are not subject to DOE Savings to Investment Ration (SIR) standards.

Other - Describe:

The differences are as follows: US Dept of Energy income eligibility requirements (200% of the Federal Poverty Level); Health and Safety is limited to no more than 25% of Program Operations (Materials + Support total) for LIHEAP (limit is 14.9% for DOE); and an additional \$600 for incidental repairs is available per single family unit with LIHEAP funds (in an effort to avoid deferrals).

Eligibility, 2605(b)(5) - Assurance 5

5.6 Do you require an assets test? No

5.7 Do you have additional/differing eligibility policies for :

Renters No

Renters living in subsidized housing? No

5.8 Do you give priority in eligibility to:

Elderly? Yes

Disabled? Yes

Young Children? Yes

House holds with high energy burdens? Yes

Other? High Energy Users

Yes

If you selected "Yes" for any of the options in questions 5.6, 5.7, or 5.8, you must provide further explanation of these policies in the text field below.

Also points for leveraging funds with utility funding sources, leveraging with non-utility funding sources, and one additional point for every 6 months the client is on the wait list for services.

Benefit Levels

5.9 Do you have a maximum LIHEAP weatherization benefit/expenditure per household? No

5.10 If yes, what is the maximum? \$0

Types of Assistance, 2605(c)(1), (B) & (D)

5.11 What LIHEAP weatherization measures do you provide ? (Check all categories that apply.)

| | |
|---|---|
| <input checked="" type="checkbox"/> Weatherization needs assessments/audits | <input checked="" type="checkbox"/> Energy related roof repair |
| <input checked="" type="checkbox"/> Caulking and insulation | <input checked="" type="checkbox"/> Major appliance Repairs |
| <input checked="" type="checkbox"/> Storm windows | <input checked="" type="checkbox"/> Major appliance replacement |
| <input checked="" type="checkbox"/> Furnace/heating system modifications/ repairs | <input checked="" type="checkbox"/> Windows/sliding glass doors |
| <input checked="" type="checkbox"/> Furnace replacement | <input checked="" type="checkbox"/> Doors |
| Cooling system modifications/ repairs | <input checked="" type="checkbox"/> Water Heater |
| Water conservation measures | Cooling system replacement |
| <input checked="" type="checkbox"/> Compact florescent light bulbs | Other - Describe: |

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 6 - Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)

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Section 6: Outreach, 2605(b)(3) - Assurance 3, 2605(c)(3)(A)

6.1 Select all outreach activities that you conduct that are designed to assure that eligible households are made aware of all LIHEAP assistance available:

- Place posters/flyers in local and county social service offices, offices of aging, Social Security offices, VA, etc.
- Publish articles in local newspapers or broadcast media announcements.
- Include inserts in energy vendor billings to inform individuals of the availability of all types of LIHEAP assistance.
- Mass mailing(s) to prior-year LIHEAP recipients.
- Inform low income applicants of the availability of all types of LIHEAP assistance at application intake for other low-income programs.
- Execute interagency agreements with other low-income program offices to perform outreach to target groups.
- Other (specify):

To make it easier for applicants to receive information about their applications, the State of Ohio maintains an Interactive Voice Response System (IVR) on its toll-free telephone line. The caller is first prompted to enter his or her Social Security number. The system can then advise callers if their application has been received, and later, whether the application was approved, the amount of the benefit, and when it will be issued. The system is also able to direct callers to the Local Delegate Agency providing crisis assistance and weatherization services, by prompting callers to enter the first few letters of their county of residence. The IVR system is available on a 24-hour basis. The system hardware was last updated in FY 2007. The State of Ohio plans has purchased a new IVR system for FY 2014 with enhancements such as the capability of appointment scheduling for agencies and real-time on-demand features for high volume periods. This system is scheduled to go live at the end of August.

The State of Ohio has contracted with a service called Language Line. If a caller does not speak English the operator puts the caller on hold and contacts the service. Language Line immediately connects an interpreter to the call, to enable the applicant to interact with the LIHEAP office. Language Line can provide interpreters in all languages.

In addition, the State of Ohio has initiated a website to further facilitate applicants in tracking their application status. By logging on and simply entering three out of four of the following items: client number, last four digits of the social security number, last name, or mailing zip code, the user is able to ascertain what point in processing their application has reached.

In order to insure that Ohio's elderly are aware of LIHEAP, funds are used by the Ohio Department of Aging (ODA) to conduct program outreach and public education activities in all counties. During the last heating season, the Area Agencies on Aging and their local outreach workers helped more than 18,000 older and disabled adults complete applications for assistance. This included 3,230 homebound individuals. A complete report on last year's ODA outreach effort is included in Appendix H.

Through coordination with the Ohio Benefit Bank (OBB) which is a free web-based application system for free tax preparation and other public benefit programs, low and moderate income Ohioans can claim the credits, such as the Federal Earned Income Tax Credit and public benefits such as the Child Care Tax Credit, food stamps, child care subsidies, home energy assistance and children's health care insurance. The OBB is a one-stop, counselor assisted program that converts complex eligibility requirements into easy to answer questions. In addition to the state and federal benefits that OBB provides assistance with for food, medical and utility assistance, the OBB provides eligibility assessments and helps with filling out application forms for veteran's education benefits to pay for tuition, fees, housing, books and more for education or training.

The Ohio Association of Foodbanks has been working with Ohio's Inter-Service Family Assistance Council (ISFAC) and their regional counterparts (RISFAC) to get information about benefits and eligibility (including LIHEAP) to veterans and their families. Currently 6 AmeriCorps members serve at some of Ohio's National Guard bases as VetsCorps members, a program of the association that specifically targets outreach including for LIHEAP to veterans and families of active duty service men and women.

A free Lung Health Clinic for eligible LIHEAP clients is offered through a grantee, The Breathing Association.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 7 - Coordination, 2605(b)(4) - Assurance 4

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Section 7: Coordination, 2605(b)(4) - Assurance 4

7.1 Describe how you will ensure that the LIHEAP program is coordinated with other programs available to low-income households (TANF, SSI, WAP, etc.).

| | |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | Joint application for multiple programs |
| <input type="checkbox"/> | Intake referrals to/from other programs |
| <input type="checkbox"/> | One - stop intake centers |
| <input type="checkbox"/> | Other - Describe: |

The state will assure through the inquiry process that there are referrals to the Ohio Home Weatherization Assistance Program (HWAP); the Percentage of Income Payment Plan Plus (PIPP Plus), fuel funds, and any other related programs. These efforts will be undertaken in order to provide more comprehensive service to the households involved.

In addition, by using a combined Energy Assistance Programs application system, all applicants who meet the criteria for one federally- funded or state-administered program will automatically have eligibility determined for the others administered by the Office of Community Assistance.

HEAP applicants will be notified of energy conservation and assistance efforts by the major utility and fuel companies in Ohio. Educational pamphlets and speakers, which address ways to conserve energy, will be made available by HWAP.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 8 - Agency Designation,, 2605(b)(6) - Assurance 6

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Section 8: Agency Designation, 2605(b)(6) - Assurance 6 (Required for state grantees and the Commonwealth of Puerto Rico)

8.1 How would you categorize the primary responsibility of your State agency?

| | |
|-------------------------------------|---|
| <input type="checkbox"/> | Administration Agency |
| <input type="checkbox"/> | Commerce Agency |
| <input type="checkbox"/> | Community Services Agency |
| <input type="checkbox"/> | Energy / Environment Agency |
| <input type="checkbox"/> | Housing Agency |
| <input type="checkbox"/> | Welfare Agency |
| <input checked="" type="checkbox"/> | Other - Describe: The Ohio Development Services Agency is committed to creating jobs and building strong communities, while ensuring accountability and transparency of taxpayer money and exceptional customer service. |

Alternate Outreach and Intake, 2605(b)(15) - Assurance 15

If you selected "Welfare Agency" in question 8.1, you must complete questions 8.2, 8.3, and 8.4, as applicable.

8.2 How do you provide alternate outreach and intake for HEATING ASSISTANCE?

8.3 How do you provide alternate outreach and intake for COOLING ASSISTANCE?

8.4 How do you provide alternate outreach and intake for CRISIS ASSISTANCE?

| 8.5 LIHEAP Component Administration. | Heating | Cooling | Crisis | Weatherization |
|---|----------------|----------------|---|--|
| 8.5a Who determines client eligibility? | Other | Non-Applicable | Other | Other |
| 8.5b Who processes benefit payments to gas and electric vendors? | Other | Non-Applicable | Community Action Agencies Non-profits Other | |
| 8.5c who processes benefit payments to bulk fuel vendors? | Other | Non-Applicable | Community Action Agencies Non-profits Other | |
| 8.5d Who performs installation of weatherization measures? | | | | Local City Government Local County Government Community Action Agencies Non-profits |

If any of your LIHEAP components are not centrally-administered by a state agency, you must complete questions 8.6, 8.7, 8.8, and, if applicable, 8.9.

8.6 What is your process for selecting local administering agencies?

Most HEAP agencies are community action agencies that serve the same population in other ways. One-Stop access to an array of programs.

8.7 How many local administering agencies do you use? 62

8.8 Have you changed any local administering agencies in the last year?

Yes

8.9 If so, why?

| | |
|---|--|
| | Agency was in noncompliance with grantee requirements for LIHEAP - |
| | Agency is under criminal investigation |
| | Added agency |
| ✓ | Agency closed |
| | Other - describe |

- New HEAP providers have resulted from problems and other programs or agency fiscal capacity issues.
- 2 agencies voluntarily relinquished CSBG funding amid audit findings, disallowed costs.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 9 - Energy Suppliers,, 2605(b)(7) - Assurance 7

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Section 9: Energy Suppliers, 2605(b)(7) - Assurance 7

9.1 Do you make payments directly to home energy suppliers?

Heating Yes

Cooling

Crisis Yes

Are there exceptions? Yes

If yes, Describe.

*For the Crisis Program, payments are made directly to suppliers by both the state office and the Local Delegate Agencies (LDAs), unless an energy supplier has a debarment against them. The State of Ohio is determining the feasibility of making direct crisis payments to home energy suppliers for all grantees in the future.

9.2 How do you notify the client of the amount of assistance paid?

Heating: All households who complete an application receive written notice of eligibility or ineligibility. If the household is found eligible and has a bill in their name, the letter states the name of the home energy supplier and the amount of the benefit to be directed to that supplier on behalf of the client. If the household is found ineligible, the reason is stated. A Notice of Fair Hearing Rights is also contained in that letter.

Crisis: LDAs are required by the terms of the executed agreement to provide each applicant with a written Notice of Decision. This Notice must state reason(s) for denial of assistance and the applicants fair hearing rights. If the household is found eligible, the notice must indicate the amount of benefit to be paid to the vendor by the LDA. Notices are reviewed by ODSA program monitors during site visits.

Cooling: Not Applicable

Weatherization: Same as Crisis

9.3 How do you assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment?

Heating: Energy Suppliers who wish to receive payments on behalf of eligible households are required to sign a participation agreement with ODSA. A sample copy is attached.

Crisis Heating: ODSA will execute grant agreements with its LDAs, which require those agencies to perform according to the dictates of this assurance. All vendor agreements and the energy suppliers' data base are updated and maintained by ODSA staff.

9.4 How do you assure that no household receiving assistance under this title will be treated adversely because of their receipt of LIHEAP assistance?

ODSA has a website to email or toll free hotlines strictly for HEAP and PIPP Plus programs, (800) 282-0880 available statewide for questions regarding energy assistance programs, status of application, appeal and complaint. The website address is: <http://energyhelp.ohio.gov>.

9.5. Do you make payments contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households?

No

If so, describe the measures unregulated vendors may take.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 10 - Program, Fiscal Monitoring, and Audit, 2605(b)(10) - Assurance 10

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Section 10: Program, Fiscal Monitoring, and Audit, 2605(b)(10)

10.1. How do you ensure good fiscal accounting and tracking of LIHEAP funds?

The following description is applicable to heating and cooling crisis (with respect to sub grantees) and weatherization.

ODSA will serve as liaison with delegate departments and agencies for review of performance and integration of efforts for the plan. Audit procedures will be specified to ascertain compliance with contractual agreements and to monitor performance/cost benefits. Errors, non-compliance and other issues will be handled through liaison with appropriate officials in delegate agencies so that corrective actions can be initiated.

Responsibilities for outreach, intake and designated program services at the local level are delegated to local agencies as considered necessary or prudent by the Deputy Chief, Ohio Office of Community Assistance.

Selected local agencies must have the ability to identify and perform adequate outreach to Ohio's low-income households.

Grant agreements/contracts will be executed between ODSA and each delegate agency, defining in detail the scope of services and the responsibilities according to existing federal regulations and the approved State Plan.

To assure that all Local Delegate Agencies (LDA) receive the necessary assistance and guidance in their responsibilities, ODSA will also provide technical assistance and monitoring of programs. ODSA will also perform office audits of LDAs and receive and review LDA's A-133 audits.

Assistance will be provided through an administrative staff and will include the provision of printed forms, applications, guidelines and instructions; timely and comprehensive training of LDA staff on all operational and administrative functions; on-site technical assistance through regular and special visits; communication of special concerns or issues of interpretation on a regular basis; monitoring of program efficiency and effectiveness through on-site visits and periodic data review; investigation and resolution of applicant complaints, if any.

Audit Process

10.2. Is your LIHEAP program audited annually under the Single Audit Act and OMB Circular A - 133?

Yes

10.3. Describe any audit findings rising to the level of material weakness or reportable condition cited in the A-133 audits, Grantee monitoring assessments, inspector general reviews, or other government agency reviews of the LIHEAP agency from the most recently audited fiscal year.

No Findings ✓

| Finding | Type | Brief Summary | Resolved? | Action Taken |
|---------|------|---------------|-----------|--------------|
| 1 | | | | |

10.4. Audits of Local Administering Agencies

What types of annual audit requirements do you have in place for local administering agencies/district offices?

Select all that apply.

Local agencies/district offices are required to have an annual audit in compliance with Single Audit Act and OMB Circular A-133

Local agencies/district offices are required to have an annual audit (other than A-133)

Local agencies/district offices' A-133 or other independent audits are reviewed by Grantee as part of compliance process.

Grantee conducts fiscal and program monitoring of local agencies/district offices

Compliance Monitoring

10.5. Describe the Grantee's strategies for monitoring compliance with the Grantee's and Federal LIHEAP policies and procedures: Select all that apply

Grantee employees:

Internal program review

| |
|---|
| Departmental oversight |
| Secondary review of invoices and payments |
| Other program review mechanisms are in place. Describe: |
| |
| Local Administering Agencies / District Offices: |
| ✓ On - site evaluation |
| Annual program review |
| ✓ Monitoring through central database |
| Desk reviews |
| ✓ Client File Testing / Sampling |
| ✓ Other program review mechanisms are in place. Describe: |
| A structured monitoring system was implemented by the state for on-site visits by trained personnel for review of all computer collected/compiled data and through identification of special problems. The State of Ohio implemented a web-based centralized client application and data base called the Ohio Community and Energy Assistance Network (OCEAN) in 2006. This system is shared by the State and the local agencies and allows for real-time reporting as well as access to client intake processes, income calculations, eligibility determination and client comments. There is also an audit log which tracks any updates to a client's record. |
| 10.6 Explain, or attach a copy of your local agency monitoring schedule and protocol. |
| HEAP agencies are monitored annually |
| 10.7. Describe how you select local agencies for monitoring reviews. |
| Site Visits: All agencies targeted for monitoring annually |
| Desk Reviews: Available as needed using electronic system |
| 10.8. How often is each local agency monitored ? |
| Target is 1 time per year |
| 10.9. What is the combined error rate for eligibility determinations? OPTIONAL |
| 10.10. What is the combined error rate for benefit determinations? OPTIONAL |
| 10.11. How many local agencies are currently on corrective action plans for eligibility and/or benefit determination issues? 0 |
| 10.12. How many local agencies are currently on corrective action plans for financial accounting or administrative issues? 0 |
| If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here. |

Section 11 - Timely and Meaningful Public Participation, , 2605(b)(12) - Assurance 12, 2605(c)(2)

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Section 11: Timely and Meaningful Public Participation, 2605(b)(12), 2605(C)(2)

11.1 How did you obtain input from the public in the development of your LIHEAP plan?
 Select all that apply.

Tribal Council meeting(s)

Public Hearing(s)

Draft Plan posted to website and available for comment

Hard copy of plan is available for public view and comment

Comments from applicants are recorded

Request for comments on draft Plan is advertised

Stakeholder consultation meeting(s)

Comments are solicited during outreach activities

Other - Describe:

To facilitate input from the public regarding the structure of the Home Energy Assistance Program, the State of Ohio will:

Request written comments regarding ways to improve the 2014 HEAP program from all local delegate agencies.

Make available on the State of Ohio, Home Energy Assistance Program website (<http://energyhelp.Ohio.gov>) the proposed state plan, comments and testimony of public hearings.

Conduct public hearings and webinars regarding the proposed plan.

Receive from the Ohio Department of Aging a report and review surveys taken by Area Agencies on Aging in which elderly customers expressed energy assistance needs and their views on Ohio's HEAP.

11.2 What changes did you make to your LIHEAP plan as a result of this participation?

None

Public Hearings, 2605(a)(2) - For States and the Commonwealth of Puerto Rico Only

11.3 List the date and location(s) that you held public hearing(s) on the proposed use and distribution of your LIHEAP funds?

| | Date | Event Description |
|---|------------|--|
| 1 | 08/07/2014 | LIHEAP Public Hearing, 77 S High St, Columbus, OH, 31st Floor, South B&C |

11.4. How many parties commented on your plan at the hearing(s)? None

11.5 Summarize the comments you received at the hearing(s).

None

11.6 What changes did you make to your LIHEAP plan as a result of the comments received at the public hearing(s)?

None

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 12 - Fair Hearings,2605(b)(13) - Assurance 13

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Section 12: Fair Hearings, 2605(b)(13) - Assurance 13

12.1 How many fair hearings did the grantee have in the prior Federal fiscal year? 0

12.2 How many of those fair hearings resulted in the initial decision being reversed? 0

12.3 Describe any policy and/or procedural changes made in the last Federal fiscal year as a result of fair hearings?

None

12.4 Describe your fair hearing procedures for households whose applications are denied.

A household may file an appeal for the following reasons:

1. If the Regular or Crisis application was denied;
2. If the application was neither approved nor denied within 30 days after application, unless such delay was the result of the household's lack of cooperation in providing necessary and reliable evidence with which to determine eligibility;
3. If the payment was in an amount less than designated in the notice of eligibility;
4. If the payment was unduly delayed after receipt of notice of eligibility;
5. If the household was suspended from the program for violation of program rules and regulations, and contests that suspension.

Client may make appeal to the OCA/HEAP state office, P.O. Box 2169, Columbus, Ohio 43216 or by completing an "Appeal Form". The letter or appeal form must contain the following: Applicants name, address, telephone number, social security number, the batch number, if known, the reason for the appeal and the applicant's signature. Failure to sign will delay the appeal process. Assistance at this inquiry stage can be obtained by calling the HEAP toll-free number, 1-800-282-0880. Hearing-impaired applicants with telecommunications device for the deaf (TDD) can call toll-free 1-800-686-1557.

Within 30 days of receipt of the appeal, the appeal will be approved or denied. After the appeal notification form is received appellants wishing to further their appeal will have five working days to notify HEAP to have a hearing scheduled.

All formal hearings will be conducted to the following standards:

- The hearing will be conducted at a place of reasonably convenience to the appellant;
- The appellant will be granted the opportunity to review any written evidence which is to be used in the hearing;
- The hearing officer will be a State of Ohio Employee not involved in the decision to be appealed and;
- The appellant and the HEAP office will be granted at their own expense the following rights:
 - The right to bring a representative of his/her choice to the hearing;
 - The right to present written or oral statements and other evidence;
 - The right to have witnesses subpoenaed;
 - The right to cross-examine witnesses and;
 - The right to bring an interpreter, if needed, to the hearing.

Testimony must be given under oath - the hearing must be recorded and the decision must be based only on the record.

The hearing must be scheduled to be held within 40 working days following appellant's request to have a hearing scheduled, unless otherwise agreed by the parties. For good cause, the hearing officer may continue the hearing upon the request of either party. The decision will be transmitted to the applicant via certified mail. All decisions at this level are final.

12.5 When and how are applicants informed of these rights?

Applicants are notified of their fair hearing rights in the following manners.

- 1) Verbal Notification: When an applicant calls our toll-free call center, HEAP staff will advise applicants of their applications' status and appeal rights.

- 2) Written Notification: Whether an application is approved or denied, all applicants are notified of appeal rights in the letter containing the original determination of eligibility.
- 3) Agency Notification: For crisis assistance, all applicants are interviewed face-to-face. Applicants are informed of their appeal rights during that interview. Also, the Appeal Procedure described below is incorporated into Energy Assistance Guidelines issued by OCA to all local grantees.
- 4) Weatherization: Attached are the HWAP appeals procedures, which are followed in that program.

12.6 Describe your fair hearing procedures for households whose applications are not acted on in a timely manner.

Same as 12.4

12.7 When and how are applicants informed of these rights?

Same as 12.5

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 13 - Reduction of home energy needs,2605(b)(16) - Assurance 16

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Section 13: Reduction of home energy needs, 2605(b)(16) - Assurance 16

13.1 Describe how you use LIHEAP funds to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance?

13.2 How do you ensure that you don't use more than 5% of your LIHEAP funds for these activities?

13.3 Describe the impact of such activities on the number of households served in the previous Federal fiscal year.

13.4 Describe the level of direct benefits provided to those households in the previous Federal fiscal year.

13.5 How many households applied for these services?

13.6 How many households received these services?

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 14 - Leveraging Incentive Program ,2607A

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Section 14:Leveraging Incentive Program, 2607(A)

14.1 Do you plan to submit an application for the leveraging incentive program?

Yes

14.2 Describe instructions to any third parties and/or local agencies for submitting LIHEAP leveraging resource information and retaining records.

The State of Ohio, Office of Community Assistance has and will continue to engage in activities, which enhance the value basic LIHEAP assistance to eligible households. These activities are consistent with general definitions of "leveraging" as found in section 707 of public law 101-501, section 2607A. Regulations implementing the leveraging incentive program are contained 45 CFR Part 96. The State of Ohio will describe those activities for award of additional federal funds appropriated for this purpose.

14.3 For each type of resource and/or benefit to be leveraged in the upcoming year that will meet the requirements of 45 C.F.R. Â§ 96.87(d)(2)(iii), describe the following:

| Resource | What is the type of resource or benefit ? | What is the source(s) of the resource ? | How will the resource be integrated and coordinated with LIHEAP? |
|----------|---|---|--|
| 1 | Fuel Funds | Electric Utilities | Several regulated gas or electric utilities in Ohio raise and provide private funds for eligible low-income customers. Many of these fuel funds are directly administered by the State LIHEAP office or its grantees, which employ a certification of eligibility by the state office and its delegate agencies and often requires verification that the LIHEAP benefits are exhausted to qualify for assistance. Other policies, such as amount of benefit and months of availability, may vary by fund. Determination of income eligibility and certification of same is performed by the delegate agencies, as already specified in Ohio's state plan. Ohio's private fuel funds could not operate according to their program rules without information provided and/or verified by the Ohio LIHEAP program. |
| 2 | Universal Service Funds | Universal Service Rider | On July 6, 1999 Ohio Governor Robert Taft signed Amended Substitute Senate Bill 3 (S.B.3), the Electric Restructuring Act. This legislation conferred a number of new duties and funding sources on ODSA/OCA, which will result in some changes from the state's past activities and reports filed under the LIHEAP Leveraging Incentive program. In previous years Ohio's LIHEAP leveraging activities have centered around the Ohio Energy Credits Program (OEC) and the Percentage of Income Payment Plan (PIPP), plus cooling assistance. The latter program is not affected by S.B.3. However, the Electric Restructuring Act did require some significant changes in OEC and PIPP. As all of Ohio's previous reports have shown, OEC was instituted by the Ohio General assembly in the late 1970's and provided financial assistance to low-income elderly and disabled households to defray heating costs in winter. The Ohio General Revenue Fund supported OEC and those dollars were administered by the Ohio Department of Taxation. One feature of S.B.3 was to transfer the funding and administrative authority for OEC to ODSA/OCA. Further the statute required ODSA/OCA to consolidate OEC and LIHEAP into one program, so that eligible households could access both state and federal energy assistance via one application. This consolidation was accomplished in the FY2001 program. State General Revenue Funds were made available to ODSA/OCA for benefits and administrative costs on July 1, 2000. With respect to PIPP, S.B.3 conferred administrative responsibilities and a funding source on ODSA/OCA for PIPP electric accounts only. Beginning in FY2001, ODSA/OCA began to operate the PIPP program on behalf of low-income customers of Ohio's investor-owned electric distribution companies. Natural gas PIPP account administration remains the responsibility of investor-owned gas distribution companies and was not affected by S.B.3. A fuller explanation of PIPP can be found below. The Electric Restructuring Act directed electric distribution companies to collect from all ratepayer classes a Universal Service Rider, i.e., a surcharge on retail electric sales. This rider replaces PIPP's current funding source, also collected from all ratepayers. The difference between the PIPP and Universal Service Riders, spelled out in the state legislation, is that Universal Service Rider collections are remitted to ODSA/OCA to be deposited in the Universal Service Fund (USF) maintained in the State Treasury. However S.B.3 authorizes the USF, administered by ODSA/OCA, to support PIPP, its administrative costs and energy efficiency and consumer education services targeted to PIPP households. In collaboration with staff from the Public Utilities Commission of Ohio (PUCO), ODSA/OCA staff calculated recommended Universal Service Rider rates. The recommendations were presented to the Public Benefits Advisory Board (also created by S.B.3) to assist the Director of ODSA in devising and implementing the Universal Service program), which then advised the Director to ask PUCO to order the investor-owned electric distribution companies to put them into effect. The electric companies began charging Universal Service Rider rates on September 1, 2000, and began remitting those funds to ODSA the following month. Regulations governing the Universal Service program were filed |

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| | | | with the Ohio General Assembly's Joint Legislative Committee on Agency Rule Review (JCARR) on July 10, 2000. New rules for administering the Universal Service program for customers of electric distribution utilities were final and filed with JCARR on December 7, 2009 with an effective date of November 1, 2010 and approved in February 2010. The new Universal Service program is called PIPP Plus and contains an arrearage credit component. |
| 3 | Percentage of Income Payment Plan (PIPP) | PUCO | The Public Utilities Commission of Ohio (PUCO), in its ruling in case number 83-303-GE-COI created the Percent of Income Plan (PIPP). In its Opinion and Order, the PUCO established an eligibility standard for participation in PIPP at 150% of the federal poverty guidelines, explicitly citing its adoption of general LIHEAP standards as a known and verifiable criterion for which an agency, namely Ohio's Home Energy Assistance Program, already existed. The ODSA/OCA, was involved throughout the litigation of the 83-303 case provided considerable testimony and information to PUCO about LIHEAP-eligible families and energy affordability problems they face. The Commission by its ruling in 83-303-GE-COI and subsequent cases, has established in the Ohio Administrative Code the direct role of Ohio's LIHEAP program in determining whether a household meets the 150% of the poverty standard and a requirement that anyone enrolling in PIPP must also apply for LIHEAP assistance (Rules 4901:1-18-01 through 4901:1-18-12 of the Ohio Administrative Code). During the life of Ohio's PIPP, utilities under PUCO jurisdiction and Ohio HEAP have continued to define and refine the connections between PIPP and HEAP. For example, the crisis assistance program includes a requirement that applicants enroll or be reinstated in PIPP or an alternative payment plan and the amount of the crisis assistance benefit is calculated according to the PIPP rules cited above. Eventually this led to the creation of a combination (or simultaneous) HEAP/PIPP application. The evolution of PIPP and its integration with HEAP in Ohio has been ongoing since December 1, 1983. Crisis assistance benefits are specifically calculated in terms of PIPP and enrollment criteria include application for LIHEAP. The PUCO, in the original 83-303 Opinion expressed in its vision of a truly coordinated and interdependent program to assist low-income Ohio Utility customers and Ohio HEAP. The Commission and companies under its jurisdiction have jointly addressed that goal since December, 1983. In 1990, the Commission initiated case number 90-705-GE-PIPP. The purpose of this case was to review and modify certain aspects of the PIPP program in light of utilities' and Ohio HEAP's experience with the program over the past several years, especially since the development of the HEAP/PIPP combined application mentioned above. Negotiations took place among the ODSA/OCA, PUCO staff and representatives of Ohio's regulated natural gas and electric utilities. In June, 1991 those parties signed a stipulation, which, among other regulatory changes, established a system whereby the ODSA/OCA was authorized to perform a service previously carried out by the utilities. Because Ohio HEAP certified or confirms the income eligibility of households to participate in PIPP, the next logical step was for the state office to reverify PIPP eligibility. This means Ohio HEAP certifies that a household remains eligible for PIPP because its income is still at or below 150% of the poverty guidelines. This process also establishes a household's new monthly PIPP payment, based on any changes in income identified by HEAP. The utilities for whom Ohio HEAP performs PIPP income re-verification will compensate the state office for this service on a per-account basis. The state will incur no additional administrative costs in providing the utilities with the information they need to administer PIPP. In the administration of the PIPP program there have been several accommodations with utility companies that leverage resources for HEAP recipients. Based on contracts with the ODSA, utilities were no longer allowed to charge security deposits for customers being enrolled in the PIPP program. With the adoption of the new 'PIPP Plus' rules that became effective November 1, 2010, neither natural gas nor electric companies will be permitted to charge security deposits or late fees to PIPP customers. |
| 4 | Percentage of Income Payment Plan (PIPP) continued | PUCO | When the Crisis HEAP customer enrolls in PIPP, they are required to only pay the initial PIPP payment. Under the revised rules, PIPP payments are 6% of the monthly income or a \$10 minimum payment, whichever is greater for natural gas and the greater of 6% of the monthly household income or \$10 for electricity. Total electric households will pay the greater of 10% of the monthly household income or \$10. Additionally, to try to incentivize better payment behavior under the new rules, every month a PIPP customer pays their installment on-time and in-full, they will receive an arrearage credit of 1/24th of the accumulated arrearage as of November 1, 2010 and a credit of the remainder of the bill (delta) for that particular month. |
| 5 | LIHEAP Weatherization | ODSA | Up to 15% of Ohio's LIHEAP grant can be transferred to the Home Weatherization Assistance Program as authorized by Section 5117.21 of the Ohio Revised Code. The transferred LIHEAP monies were then held out for 'match' by private utility companies. Three companies, East Ohio Gas, Columbia Gas and Dayton Power and Light put up their funds to provide weatherization services to their low-income customers. Coordination of services to Ohioans with incomes at or below 150% of the federal poverty guidelines has always been a major goal and effort of the Ohio Office of Community Assistance. Rules promulgated by the Public Utilities Commission of Ohio (PUCO) mandate that households apply for both HEAP and HWAP when enrolling in the Percent of Income Payment Plan (PIPP Plus). Households with unusually high consumption are targeted for services made possible by the combination of LIHEAP Weatherization and utility dollars. * Leveraged resources/benefits that are counted under criterion (iii) in 45 CFR 96.87(d)(2) must be identified and described in the grantee's LIHEAP plan and distributed as indicated in the plan. In addition, leveraging resources/benefits that are counted under criterion (ii) must be carried out under one or more components of the grantee's regular LIHEAP program. |

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 15 - Training

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
 ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
 OMB Clearance No.: 0970-0075
 Expiration Date: 06/30/2017

**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
 MODEL PLAN
 SF - 424 - MANDATORY**

Section 15: Training

15.1 Describe the training you provide for each of the following groups:

a. Grantee Staff:

Formal training on grantee policies and procedures

How often?

Annually

Biannually

As needed

Other - Describe:

Employees are provided with policy manual

Other-Describe:

b. Local Agencies:

Formal training conference

How often?

Annually

Biannually

As needed

Other - Describe:

On-site training

How often?

Annually

Biannually

As needed

Other - Describe:

Employees are provided with policy manual

Other - Describe

c. Vendors

Formal training conference

How often?

Annually

Biannually

As needed

Other - Describe:

Policies communicated through vendor agreements

Policies are outlined in a vendor manual



Other - Describe:

Quick Reference for vendors to access OCEAN.

15.2 Does your training program address fraud reporting and prevention?

Yes

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 16 - Performance Goals and Measures, 2605(b)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
Expiration Date: 06/30/2017

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY

Section 16: Performance Goals and Measures, 2605(b) - Required for States Only

16.1 Describe your progress toward meeting the data collection and reporting requirements of the four required LIHEAP performance measures. Include timeframes and plans for meeting these requirements and what you believe will be accomplished in the coming federal fiscal year.

The Ohio Community and Energy Assistance Network (OCEAN) is the database used by the Office of Community Assistance to manage clients, capture metrics on the programs administered by this office and build reports. OCEAN already captures most of the data necessary to build a report based on the four required performance measures. The database will be fully capable of providing the required data for the performance measures by the end of the federal fiscal year.

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 17 - Program Integrity, 2605(b)(10)

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
ADMINISTRATION FOR CHILDREN AND FAMILIES

August 1987, revised 05/92,02/95,03/96,12/98,11/01
OMB Clearance No.: 0970-0075
Expiration Date: 06/30/2017

**LOW INCOME HOME ENERGY ASSISTANCE PROGRAM(LIHEAP)
MODEL PLAN
SF - 424 - MANDATORY**

Section 17: Program Integrity, 2605(b)(10)

17.1 Fraud Reporting Mechanisms

a. Describe all mechanisms available to the public for reporting cases of suspected waste, fraud, and abuse. Select all that apply.

Online Fraud Reporting

Dedicated Fraud Reporting Hotline

Report directly to local agency/district office or Grantee office

Report to State Inspector General or Attorney General

Forms and procedures in place for local agencies/district offices and vendors to report fraud, waste, and abuse

Other - Describe:

- OCA has in place a dedicated email address for fraud reporting.
- Forms: OCEAN tickets, forms with fax number, dedicated email address

b. Describe strategies in place for advertising the above-referenced resources. Select all that apply

Printed outreach materials

Addressed on LIHEAP application

Website

Other - Describe:

- Annual Energy Assistance Kickoff Training (attached agency schedule and agenda)
- Energy Assistance Guidelines (attached)

17.2. Identification Documentation Requirements

a. Indicate which of the following forms of identification are required or requested to be collected from LIHEAP applicants or their household members.

| Type of Identification Collected | Collected from Whom? | | |
|---|---|---|---|
| | Applicant Only | All Adults in Household | All Household Members |
| Social Security Card is photocopied and retained | Required | Required | Required |
| | <input checked="" type="checkbox"/> Requested | <input checked="" type="checkbox"/> Requested | <input checked="" type="checkbox"/> Requested |
| Social Security Number (Without actual Card) | <input checked="" type="checkbox"/> Required | <input checked="" type="checkbox"/> Required | <input checked="" type="checkbox"/> Required |
| | Requested | Requested | Requested |
| Government-issued identification card (i.e.: driver's license, state ID, Tribal ID, passport, etc.) | Required | Required | Required |
| | Requested | Requested | Requested |

| | ✓ | | ✓ | | ✓ | | |
|---|-------|-------------------------|--------------------------|----------------------------------|-----------------------------------|--------------------------------|---------------------------------|
| | Other | Applicant Only Required | Applicant Only Requested | All Adults in Household Required | All Adults in Household Requested | All Household Members Required | All Household Members Requested |
| 1 | | | | | | | |

b. Describe any exceptions to the above policies.

17.3 Identification Verification

Describe what methods are used to verify the authenticity of identification documents provided by clients or household members. Select all that apply

- Verify SSNs with Social Security Administration
- Match SSNs with death records from Social Security Administration or state agency
- Match SSNs with state eligibility/case management system (e.g., SNAP, TANF)
- Match with state Department of Labor system
- Match with state and/or federal corrections system
- Match with state child support system
- Verification using private software (e.g., The Work Number)
- In-person certification by staff (for tribal grantees only)
- Match SSN/Tribal ID number with tribal database or enrollment records (for tribal grantees only)

Other - Describe:

Central Client Database run reconciliation SSN, address

17.4. Citizenship/Legal Residency Verification

What are your procedures for ensuring that household members are U.S. citizens or aliens who are qualified to receive LIHEAP benefits? Select all that apply.

- Clients sign an attestation of citizenship or legal residency
- Client's submission of Social Security cards is accepted as proof of legal residency
- Noncitizens must provide documentation of immigration status
- Citizens must provide a copy of their birth certificate, naturalization papers, or passport

Noncitizens are verified through the SAVE system

Tribal members are verified through Tribal enrollment records/Tribal ID card

Other - Describe:

17.5. Income Verification

What methods does your agency utilize to verify household income? Select all that apply.

- Require documentation of income for all adult household members
 - Pay stubs
 - Social Security award letters
 - Bank statements
 - Tax statements
 - Zero-income statements

Unemployment Insurance letters

Other - Describe:

- Tax statements: IRS transcript
- Zero-income statements: with assistance letter

Computer data matches:

Income information matched against state computer system (e.g., SNAP, TANF)

| |
|--|
| Proof of unemployment benefits verified with state Department of Labor |
| Social Security income verified with SSA |
| Utilize state directory of new hires |
| <input checked="" type="checkbox"/> Other - Describe: As a HEAP Grantee, we do not have access to JFS database for income verification. |

| |
|---|
| 17.6. Protection of Privacy and Confidentiality |
| Describe the financial and operating controls in place to protect client information against improper use or disclosure. Select all that apply. |
| <input checked="" type="checkbox"/> Policy in place prohibiting release of information without written consent |
| <input checked="" type="checkbox"/> Grantee LIHEAP database includes privacy/confidentiality safeguards |
| <input checked="" type="checkbox"/> Employee training on confidentiality for: |
| <input checked="" type="checkbox"/> Grantee employees |
| <input checked="" type="checkbox"/> Local agencies/district offices |
| <input checked="" type="checkbox"/> Employees must sign confidentiality agreement |
| <input checked="" type="checkbox"/> Grantee employees |
| <input checked="" type="checkbox"/> Local agencies/district offices |
| <input checked="" type="checkbox"/> Physical files are stored in a secure location |
| Other - Describe: |

| |
|---|
| 17.7. Verifying the Authenticity |
| What policies are in place for verifying vendor authenticity? Select all that apply. |
| All vendors must register with the State/Tribe. |
| <input checked="" type="checkbox"/> All vendors must supply a valid SSN or TIN/W-9 form |
| <input checked="" type="checkbox"/> Vendors are verified through energy bills provided by the household |
| Grantee and/or local agencies/district offices perform physical monitoring of vendors |
| Other - Describe and note any exceptions to policies above: |

| |
|---|
| 17.8. Benefits Policy - Gas and Electric Utilities |
| What policies are in place to protect against fraud when making benefit payments to gas and electric utilities on behalf of clients? Select all that apply. |
| <input checked="" type="checkbox"/> Applicants required to submit proof of physical residency |
| <input checked="" type="checkbox"/> Applicants must submit current utility bill |
| <input checked="" type="checkbox"/> Data exchange with utilities that verifies: |
| <input checked="" type="checkbox"/> Account ownership |
| Consumption |
| <input checked="" type="checkbox"/> Balances |
| <input checked="" type="checkbox"/> Payment history |
| <input checked="" type="checkbox"/> Account is properly credited with benefit |
| Other - Describe: |
| <input checked="" type="checkbox"/> Centralized computer system/database tracks payments to all utilities |
| <input checked="" type="checkbox"/> Centralized computer system automatically generates benefit level |
| <input checked="" type="checkbox"/> Separation of duties between intake and payment approval |
| <input checked="" type="checkbox"/> Payments coordinated among other energy assistance programs to avoid duplication of payments |
| <input checked="" type="checkbox"/> Payments to utilities and invoices from utilities are reviewed for accuracy |
| <input checked="" type="checkbox"/> Computer databases are periodically reviewed to verify accuracy and timeliness of payments made to utilities |
| <input checked="" type="checkbox"/> Direct payment to households are made in limited cases only |

| |
|--|
| <input checked="" type="checkbox"/> Procedures are in place to require prompt refunds from utilities in cases of account closure |
| <input checked="" type="checkbox"/> Vendor agreements specify requirements selected above, and provide enforcement mechanism |
| Other - Describe: |

17.9. Benefits Policy - Bulk Fuel Vendors

What procedures are in place for averting fraud and improper payments when dealing with bulk fuel suppliers of heating oil, propane, wood, and other bulk fuel vendors? Select all that apply.

| |
|--|
| <input checked="" type="checkbox"/> Vendors are checked against an approved vendors list |
| <input checked="" type="checkbox"/> Centralized computer system/database is used to track payments to all vendors |
| <input checked="" type="checkbox"/> Clients are relied on for reports of non-delivery or partial delivery |
| Two-party checks are issued naming client and vendor |
| <input checked="" type="checkbox"/> Direct payment to households are made in limited cases only |
| <input checked="" type="checkbox"/> Vendors are only paid once they provide a delivery receipt signed by the client |
| Conduct monitoring of bulk fuel vendors |
| <input checked="" type="checkbox"/> Bulk fuel vendors are required to submit reports to the Grantee |
| <input checked="" type="checkbox"/> Vendor agreements specify requirements selected above, and provide enforcement mechanism |
| Other - Describe: |

17.10. Investigations and Prosecutions

Describe the Grantee's procedures for investigating and prosecuting reports of fraud, and any sanctions placed on clients/staff/vendors found to have committed fraud. Select all that apply.

| |
|--|
| <input checked="" type="checkbox"/> Refer to state Inspector General |
| <input checked="" type="checkbox"/> Refer to local prosecutor or state Attorney General |
| <input checked="" type="checkbox"/> Refer to US DHHS Inspector General (including referral to OIG hotline) |
| <input checked="" type="checkbox"/> Local agencies/district offices or Grantee conduct investigation of fraud complaints from public |
| <input checked="" type="checkbox"/> Grantee attempts collection of improper payments. If so, describe the recoupment process |
| Payment reversal / restitution plans |
| <input checked="" type="checkbox"/> Clients found to have committed fraud are banned from LIHEAP assistance. For how long is a household banned? 12 months |
| <input checked="" type="checkbox"/> Contracts with local agencies require that employees found to have committed fraud are reprimanded and/or terminated |
| <input checked="" type="checkbox"/> Vendors found to have committed fraud may no longer participate in LIHEAP |
| Other - Describe: |

If any of the above questions require further explanation or clarification that could not be made in the fields provided, attach a document with said explanation here.

Section 18: Certification Regarding Debarment, Suspension, and Other Responsibility Matters

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

Instructions for Certification

- 1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.**
- 2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.**
- 3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.BrBbr.**
- 4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.**
- 5. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.**
- 6. The prospective primary participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency entering into this transaction.**
- 7. The prospective primary participant further agrees by submitting this proposal that it will include the clause titled ``Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," provided by the department or**

agency entering into this covered transaction, without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

8. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

9. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

10. Except for transactions authorized under paragraph 6 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

Certification Regarding Debarment, Suspension, and Other Responsibility Matters--Primary Covered Transactions

(1) The prospective primary participant certifies to the best of its knowledge and belief, that it and its principals:

(a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

(b) Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

(c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and

(d) Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions

Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
- 5. The prospective lower tier participant agrees by submitting this proposal that, [[Page 33043]] should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.**
- 6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled ``Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.**
- 7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.**
- 8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is**

normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment, Suspension, Ineligibility an Voluntary Exclusion--Lower Tier Covered Transactions

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

✓ By checking this box, the prospective primary participant is providing the certification set out above.

Section 19: Certification Regarding Drug-Free Workplace Requirements

This certification is required by the regulations implementing the Drug-Free Workplace Act of 1988: 45 CFR Part 76, Subpart, F. Sections 76.630(c) and (d)(2) and 76.645(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For the Department of Health and Human Services, the central point is: Division of Grants Management and Oversight, Office of Management and Acquisition, Department of Health and Human Services, Room 517-D, 200 Independence Avenue, SW Washington, DC 20201.

Certification Regarding Drug-Free Workplace Requirements (Instructions for Certification)

- 1. By signing and/or submitting this application or grant agreement, the grantee is providing the certification set out below.**
- 2. The certification set out below is a material representation of fact upon which reliance is placed when the agency awards the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, the agency, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.**
- 3. For grantees other than individuals, Alternate I applies.**
- 4. For grantees who are individuals, Alternate II applies.**
- 5. Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.**
- 6. Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).**
- 7. If the workplace identified to the agency changes during the performance of the grant, the grantee shall inform the agency of the change(s), if it previously identified the workplaces in question (see paragraph five).**
- 8. Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:**

***Controlled substance* means a controlled substance in Schedules I through V of the**

Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 CFR 1308.11 through 1308.15);

Conviction means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

Criminal drug statute means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

Employee means the employee of a grantee directly engaged in the performance of work under a grant, including: (i) All direct charge employees; (ii) All indirect charge employees unless their impact or involvement is insignificant to the performance of the grant; and, (iii) Temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of subrecipients or subcontractors in covered workplaces).

Certification Regarding Drug-Free Workplace Requirements

Alternate I. (Grantees Other Than Individuals)

The grantee certifies that it will or will continue to provide a drug-free workplace by:

- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
- (b) Establishing an ongoing drug-free awareness program to inform employees about --
 - (1) The dangers of drug abuse in the workplace;
 - (2) The grantee's policy of maintaining a drug-free workplace;
 - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
 - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;**
- c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);**
- (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will --**
 - (1) Abide by the terms of the statement; and**
 - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;**
- (e) Notifying the agency in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;**
- (f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted -**
 - (1) Taking appropriate**

personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
 (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
 (g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).
 (B) The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

Ohio Development Services Agency

*** Address Line 1**

Office of Community Assistance

Address Line 2

77 South High Street, 25th Floor, PO Box 1001

Address Line 3

Columbus

*** City**

Ohio

*** State**

43216-1001

*** Zip Code**

Check if there are workplaces on file that are not identified here.

Alternate II. (Grantees Who Are Individuals)

(a) The grantee certifies that, as a condition of the grant, he or she will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant;

(b) If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, he or she will report the conviction, in writing, within 10 calendar days of the conviction, to every grant officer or other designee, unless the Federal agency designates a central point for the receipt of such notices. When notice is made to such a central point, it shall include the identification number(s) of each affected grant.

[55 FR 21690, 21702, May 25, 1990]

✓ By checking this box, the prospective primary participant is providing the certification set out above.

Section 20: Certification Regarding Lobbying

The submitter of this application certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Statement for Loan Guarantees and Loan Insurance

The undersigned states, to the best of his or her knowledge and belief, that:

If any funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this commitment providing for the United States to insure or guarantee a loan, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. Submission of this statement is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required statement shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

✓ By checking this box, the prospective primary participant is providing the certification set out above.

Assurances

Assurances

(1) use the funds available under this title to--

(A) conduct outreach activities and provide assistance to low income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy, consistent with paragraph (5);

(B) intervene in energy crisis situations;

(C) provide low-cost residential weatherization and other cost-effective energy-related home repair;and

(D)plan, develop, and administer the State's program under this title including leveraging programs, and the State agrees not to use such funds for any purposes other than those specified in this title;

(2) make payments under this title only with respect to--

(A) households in which one or more individuals are receiving--

(i)assistance under the State program funded under part A of title IV of the Social Security Act;

(ii) supplemental security income payments under title XVI of the Social Security Act;

(iii) food stamps under the Food Stamp Act of 1977; or

(iv) payments under section 415, 521, 541, or 542 of title 38, United States Code, or under section 306 of the Veterans' and Survivors' Pension Improvement Act of 1978; or

(B) households with incomes which do not exceed the greater of -

(i) an amount equal to 150 percent of the poverty level for such State; or

(ii) an amount equal to 60 percent of the State median income;

(except that a State may not exclude a household from eligibility in a fiscal year solely on the basis of household income if such income is less than 110 percent of the poverty level for such State, but the State may give priority to those households with the highest home energy costs or needs in relation to household income.

(3) conduct outreach activities designed to assure that eligible households, especially households with elderly individuals or disabled individuals, or both, and households with high home energy burdens, are made aware of the assistance available under this title, and any similar energy-related assistance available under subtitle B of title VI (relating to community services block grant program) or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;(4) coordinate its activities under this title with similar and related programs administered by the Federal Government and such State, particularly low-income energy-related programs under subtitle B of title VI (relating to community services block grant program), under the supplemental security income program, under part A of title IV of the Social Security Act, under title XX of the Social Security Act, under the low-income weatherization assistance program under title IV of the Energy Conservation and Production Act, or under any other provision of law which carries out programs which were administered under the Economic Opportunity Act of 1964 before the date of the enactment of this Act;(5) provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size, except that the State may not differentiate in implementing this section between the households described in clauses 2(A) and 2(B) of this subsection;

(6) to the extent it is necessary to designate local administrative agencies in order to carry out the purposes of this title, to give special consideration, in the designation of such agencies, to any local public or private nonprofit agency which was receiving Federal funds under any low-income energy assistance program or weatherization program under the Economic Opportunity Act of 1964 or any other provision of law on the day before the date of the enactment of this Act, except that -

(A) the State shall, before giving such special consideration, determine that the agency involved meets program and fiscal requirements established by the State; and

(B) if there is no such agency because of any change in the assistance furnished to programs for economically disadvantaged persons, then the State shall give special consideration in the designation of local administrative agencies to any successor agency which is operated in substantially the same manner as the predecessor agency which did receive funds for the fiscal year preceding the fiscal year for which the determination is made;

(7) if the State chooses to pay home energy suppliers directly, establish procedures to --

(A) notify each participating household of the amount of assistance paid on its behalf;

(B) assure that the home energy supplier will charge the eligible household, in the normal billing process, the difference between the actual cost of the home energy and the amount of the payment made by the State under this title;

(C) assure that the home energy supplier will provide assurances that any agreement entered into with a home energy supplier under this paragraph will contain provisions to assure that no household receiving assistance under this title will be treated adversely because of such assistance under applicable provisions of State law or public regulatory requirements; and

(D) ensure that the provision of vendor payments remains at the option of the State in consultation with local grantees and may be contingent on unregulated vendors taking appropriate measures to alleviate the energy burdens of eligible households, including providing for agreements between suppliers and individuals eligible for benefits under this Act that seek to reduce home energy costs, minimize the risks of home energy crisis, and encourage regular payments by individuals receiving financial assistance for home energy costs;

(8) provide assurances that,

(A) the State will not exclude households described in clause (2)(B) of this subsection from receiving home energy assistance benefits under clause (2), and

(B) the State will treat owners and renters equitably under the program assisted under this title;

(9) provide that--

(A) the State may use for planning and administering the use of funds under this title an amount not to exceed 10 percent of the funds payable to such State under this title for a fiscal year; and

(B) the State will pay from non-Federal sources the remaining costs of planning and administering the program assisted under this title and will not use Federal funds for such remaining cost (except for the costs of the activities described in paragraph (16));

(10) provide that such fiscal control and fund accounting procedures will be established as may be necessary to assure the proper disbursement of and accounting for Federal funds paid to the State under this title, including procedures for monitoring the assistance provided under this title, and provide that the State will comply with the provisions of chapter 75 of title 31, United States Code (commonly known as the "Single Audit Act");

(11) permit and cooperate with Federal investigations undertaken in accordance with section 2608;

(12) provide for timely and meaningful public participation in the development of the plan described in subsection (c);

(13) provide an opportunity for a fair administrative hearing to individuals whose claims for assistance under the plan described in subsection (c) are denied or are not acted upon with reasonable promptness; and

(14) cooperate with the Secretary with respect to data collecting and reporting under section 2610.

(15) * beginning in fiscal year 1992, provide, in addition to such services as may be offered by State Departments of Public Welfare at the local level, outreach and intake functions for crisis situations and heating and cooling assistance that is administered by additional State and local governmental entities or community-based organizations (such as community action agencies, area agencies on aging and not-for-profit neighborhood-based organizations), and in States where such organizations do not administer functions as of September 30, 1991, preference in awarding grants or contracts for intake services shall be provided to those agencies that administer the low-income weatherization or energy crisis intervention programs.

*** This assurance is applicable only to States, and to territories whose annual regular LIHEAP allotments exceed \$200,000. Neither territories with annual allotments of \$200,000 or less nor Indian tribes/tribal organizations are subject to Assurance 15.**

(16) use up to 5 percent of such funds, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance, including needs assessments, counseling, and assistance with energy vendors, and report to the Secretary concerning the impact of such activities on the number of households served, the level of direct benefits provided to those households, and the number of households that remain unserved.

Plan Attachments

PLAN ATTACHMENTS

The following documents must be attached to this application

- **Delegation Letter is required if someone other than the Governor or Chairman Certified this Report.**
- **Heating component benefit matrix, if applicable**
- **Cooling component benefit matrix, if applicable**
- **Minutes, notes, or transcripts of public hearing(s).**

APPENDIX A

Randall Hunt, Office of Community Assistance
2015 Ohio State Plan
Delegation Letters



JOHN R. KASICH
GOVERNOR
STATE OF OHIO

September 4, 2014

Ms. Jeannie Chaffin, Director
Administration for Children and Families
U.S. Department of Health and Human Services
Office of Community Services
Division of State Assistance
370 L'Enfant Promenade, S.W., 5th Floor West
Washington, D.C. 20447

Dear Ms. Chaffin:

This letter is to advise you that, until further notice, I hereby delegate authority to the Director of the Ohio Development Services Agency to act for the State of Ohio, and for me as Governor, in making applications and in providing certification to the assurances contained in the Community Services Block Grant Act, Title VI, of the Omnibus Reconciliation Act of 1981, as amended, for the Community Services Block Grant. The Ohio Development Services Agency will also make applications and provide certification to the 16 assurances contained in Title XXVI, Section 2605 (b) of the Omnibus Budget Reconciliation Act of 1981, Public Law 97-35, as amended in the administration, and operation of its Low-Income Home Energy Assistance Program.

Any questions regarding the implementation of these programs should be directed to Randall Hunt, Deputy Chief of the Ohio Development Services Agency's Office of the Community Assistance at (614) 644-6846 or by email at Randall.Hunt@development.ohio.gov.

Thank you for your consideration in this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "John R. Kasich", is written over a circular stamp.

John R. Kasich
Governor
State of Ohio



**Development
Services Agency**

John R. Kasich, Governor

David Goodman, Director

August 23, 2013

Jeannie Chaffin, Director
Administration for Children and Families
U.S. Department of Health and Human Services
Office of Community Services
Division of State Assistance
370 L'Enfant Promenade, S.W., 5th Floor W.
Washington, D.C. 20447

Dear Ms. Chaffin:

This letter is to advise you that, until further notice, I hereby delegate authority to Ryan Burgess, the Assistant Director of the Ohio Development Services Agency formerly known as the Ohio Department of Development, to act for the State of Ohio, and for me as Governor, in making applications and in providing certification to the assurances contained in the Community Services Block Grant Act, Title VI, of the Omnibus Reconciliation Act of 1981, as amended, for the Community Services Block Grant. The Ohio Development Services Agency will also make applications and provide certification to the 16 assurances contained in Title XXVI, section 2605 (b) of the Omnibus Budget Reconciliation Act of 1981, Public Law 97-35, as amended in the administration, and operation of its Low-Income Home Energy Assistance Program.

Thank you for your consideration in this matter. Any questions regarding the implementation of these programs should be directed to Randall Hunt, Chief of the Ohio Development Service Agency's Office of Community Assistance at (614) 644-6846 or by email at randall.hunt@development.ohio.gov.

Sincerely,

David Goodman
Director

APPENDIX B

Randall Hunt, Office of Community Assistance
2015 Ohio State Plan
Public Hearing Documentation

1 BEFORE THE OHIO DEVELOPMENT SERVICES AGENCY

2 OFFICE OF COMMUNITY ASSISTANCE

3 STATE OF OHIO

4 - - -

5 In re: :
6 HEAP Public Hearing :

7 - - -

8 TRANSCRIPT OF PROCEEDINGS

9 - - -

10 SHARON SMITH,
11 Hearing Officer, Presiding

12 - - -

13 Thursday, August 7, 2014
14 10:10 o'clock a.m.
15 Vern Riffe Center
16 77 South High Street
17 31st Floor
18 Columbus, Ohio 43215

19 - - -

20 JILLIAN VOGEL

21 PROFESSIONAL REPORTER

22 - - -

23 ANDERSON REPORTING SERVICES, INC.
24 3242 West Henderson Road
25 Columbus, Ohio 43220
(614) 326-0177
FAX (614) 326-0214

1 APPEARANCES:

2 MS. SHARON SMITH, Assistant Deputy Chief of OCA
 3 MS. SUSAN MOSER, Section Supervisor, EPP/PIPP
 4 Plus

4 ALSO PRESENT:

5 MICHAEL HIGGINS, OCA
 6 ROCHELLE STEWART, OCA
 7 JARED STROBERG, OCA
 8 RANDY HUNT, OCA
 9 SUSAN MILLER, OCA
 10 KATRINA METZLER, OCA
 11 CHASE MCSWEENEY, OCA
 12 HOWARD A. TIBBS, OCA
 13 ALICIA SULLIVAN, OCA
 14 MARK ALDERMAN, OCA
 15 CELESTE KROLAK, OCA
 16 SADICHA WHITE, OCA
 17 BRIAN CUNNINGHAM, OCA
 18 WHITNEY SULLINGER, OCA
 19 THELMA (CANDY) BELL, OCA
 20 STEPHANIE MCCORMICK, OCA
 21 ROBIN LONG, OCA
 22 WAMU HAYDE, ODSA
 23 KAREN FABIANO, ODSA

15 APPEARING VIA WEBINAR:

16 DIANE DOZIER, Cincinnati CAA
 17 MATTI CARSON, Cincinnati CAA
 18 GWEN ROBINSON, Cincinnati CAA
 19 SUMMER BLAKENY, MYCAP
 20 STACEY GARDNER-BUCKSHAW, Akron Summit CAA
 21 PATTI SPENCER, Akron Summit CAA
 22 DELORES HENDERSON, Akron Summit CAA
 23 MARY BISHOP, Akron Summit CAA
 24 ELIZA KELLEY, Jefferson County CAA
 25 KIM DALLAS, Jefferson County CAC
 ROBIN GILLETTE, Jefferson County CAC
 HEATHER WESLEY, Jefferson County CAC
 HELEN FOX, Jefferson County CAC
 LINDA MUMONO, Jefferson County CAC
 REGINA CLEMONS, Impact Community Action
 SHONDA HAYES, Impact Community Action
 ROBIN HAMPTON, Hocking-Athens-Perry Community
 Action
 JUSTIN MCGHEE, Hocking-Athens-Perry Community
 Action

1 APPEARANCES CONTINUED:

2 MEGAN MEADOWS, Lancaster-Fairfield CAA
3 BARB MILLER, Lancaster-Fairfield CAA
4 LINDA WILSON, Lancaster-Fairfield CAA
5 TONYA STEWART, Public Utilities Commission of
6 Ohio,
7 MARTVA COWAN, Lima-Allen CAA
8 TIFFANY FIFE, Ironton-Lawrence County CAA
9 JOEL HAGWORTH, Ironton=Lawrence County CAA
10 DOMINIQUE HUGHES, Western Reserve Area Agency
11 on the Aging.
12 JENNY BARGAR, Harcatus Community Action
13 JEFF SPEARMAN, Ashtabula
14 AMANDA COLLIER, Pickaway County Community
15 Action
16 ROBERT HAMILTON, Counsel for Economic
17 Opportunities

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1 THURSDAY MORNING SESSION

2 August 7, 2014

3 10:10 o'clock a.m.

4 - - -

5 P R O C E E D I N G S

6 - - -

7 BE IT REMEMBERED THAT, on the 7th day of August, 2014, this
8 cause came on for hearing before the Ohio Development Services
9 Agency, Office of Community Assistance, and the parties appearing
10 in person and/or by counsel, as hereinafter set forth, the
11 following proceedings were had:

12 - - -

13 HEARING OFFICER SMITH: Good morning. This is Sharon Smith.
14 I'm going to start off by welcoming you all and thank you for
15 participating. Then I'm going to turn it over to Karen Fabiano
16 to say a little welcome to all of you, and then Randy Hunt will
17 welcome you.

18 So, again, thank you for attending.

19 MS. FABIANO: Well, good morning. I'm Karen Fabiano. This
20 is new and futuristic for all of us, but we'll see how this goes.

21 So thank you for participating and certainly feel free to
22 ask questions after we make our comments.

23 MR. HUNT: My name is Randy Hunt. I'm the Office Chief for
24 the Office of Community Assistance. I want to welcome you all
25 here, too, as well.

Some of you may have participated in the public hearing in

1 person before, so you know that we do have a stenographer that's
2 going to be recording any testimony or any remarks. So if
3 there's something that you would like to comment on during the
4 comment period, we'll let you know. And feel free to do that,
5 and that information will be captured.

6 We just wanted to welcome you here and thank Sharon and her
7 team for getting the State's plan ready and putting the
8 presentation together for folks this morning.

9 HEARING OFFICER SMITH: Thank you.

10 Randy had mentioned this is a little bit new for us. So I'm
11 going to try to do this so we can all follow along on the
12 presentation. So bear with me for just a moment.

13 I am going to go ahead and start presenting. The PowerPoint
14 presentation will catch up with me.

15 I'm going to first talk about the HEAP program and the
16 winter crisis program. What we did last year, in terms of the
17 updates for the program, are such that we anticipate having
18 131,166,688 million, if I said that correctly, in terms of
19 funding for the HEAP program. We'll be transferring, as we
20 typically do every year, 15 percent for the weatherization
21 program; and we anticipate that amount to be \$23,147,082 for
22 that.

23 We're anticipating having a total of \$154,313,750 available
24 in funding for the HEAP program.

25 The funding level has not been confirmed yet for the HEAP

1 program, but the funding level -- specifically, we hope we'll
2 have at least that 154 million; however, until the Department of
3 Health and Human Services provides us with commitment for the
4 funding level, we won't be able to confirm that amount.

5 The gas is still our leading fuel type for the HEAP program
6 in terms of what's being used by our customers, with propane
7 being a second. The fuel type -- the gas fuel type is about 70
8 percent of our customers. Our propane is at about 20 percent in
9 terms of, again, the leading fuel type in use by the customers
10 that we serve.

11 Our average HEAP benefit is \$229.86 for our 2014 HEAP
12 program with a large percentage of the households still below
13 75 percent of the federal poverty guidelines. Actually, that's
14 it; 48 percent of the customers or households that we serve are
15 at the 75 percentage of federal poverty guidelines.

16 The applications that we've received up through July 30th
17 for the 2014 program were 419,534, which was just a little bit
18 lower than what we had received during the 2013 program, which
19 was 454,090. The difference could probably be attributed to the
20 change in the federal poverty guidelines from 200 percent of the
21 federal poverty guidelines for eligibility down to 175 percent.

22 During the 2014 winter crisis program, which was just ended
23 March 31st, the benefit -- average benefit amount was \$281.23.
24 And again, most of the households served were below 75 percent of
25 the federal poverty guidelines, and 53 percent of the households

1 served were at that level.

2 The 2015 HEAP outreach has already started. We did things a
3 little bit differently this year in terms of -- we decided to
4 stagger the applications being mailed out, still going to the
5 elderly and the disabled first. But we were able to stagger them
6 in order to minimize the calls coming into the call center, or
7 try to slow down the volume of the calls coming into the call
8 center is probably a better way to say that, because the -- as
9 soon as the applications are out -- you guys are already
10 familiar -- the call center gets slammed with a large volume of
11 calls. And because of that large volume of calls, we thought if
12 we staggered the applications going out and we did it for the
13 elderly and disabled, but by zip code, we were able to control --
14 we hope -- control the volume of calls coming in.

15 But all of the applications -- we started out mailing them
16 earlier in order to, again, try to control the volume coming in;
17 but we started mailing those applications out on July 22nd. And
18 we're mailing them out in batches of 30,000, and we're mailing
19 them out twice a week.

20 The completion date for the applications to all be out and
21 distributed is September 1st. We have over 400,000 applications
22 that will be distributed to individuals once the mailing is
23 completed. And the applications have already begun to be
24 distributed to the Community Action Agencies, Second Harvest Food
25 Banks and to other service providers that are out there. The

1 total distribution will probably be a little over 500,000 once
2 we're done with the application distribution.

3 The income guidelines changed just a small amount, and that
4 information is on the posters and also has been provided to all
5 the Community Action Agencies and other service providers. So,
6 again, it's an insignificant amount that they changed; but it did
7 change just a little bit.

8 The countable income and the excluded income has not
9 changed, but I did provide that information to you on the
10 PowerPoints that were e-mailed out to all of you. But the Social
11 Security number and the citizenship requirements, there has been
12 no change there. But significant enough to mention, again, that
13 the Social Security numbers will continue to be required for all
14 household members regardless of their ages.

15 The energy assistance applications will continue to request
16 documentation of citizenship or residency. Our application did
17 change somewhat. It now is a three-fold application. So we hope
18 to simplify it. I know that for some of the Community Action
19 Agencies, for some of the households, for clients and customers
20 that we serve, there was a little concern about the small piece
21 of paper that was an attachment to last year's application. So
22 we corrected that. So you'll see or you've already seen that the
23 application is a three-fold with no attachments that can become
24 separated or lost.

25 So with that -- unless any of you have any questions on the

1 HEAP program that are here in attendance or maybe online. If
2 there are any questions on the HEAP program, and some of the
3 information that I provided on the -- last year's outcomes.

4 There not being any questions, I'll turn it over to Sue
5 Moser, who is with the PIPP program.

6 MS. DOZIER: Sharon, I'm sorry. Diane Dozier from
7 Cincinnati.

8 HEARING OFFICER SMITH: Hi Diane, how are you?

9 MS. DOZIER: How is everybody?

10 I had a question on the application. We have not yet
11 received them, yet we have been printing and making copies of the
12 one that's in motion. Do you know when we'll get them?

13 HEARING OFFICER SMITH: They were supposed to start being
14 mailed out for August 22nd, but we will go ahead and get
15 applications to you right now. So I'll convey that to the staff,
16 and they'll get your applications mailed out to you.

17 MS. DOZIER: And will that include the posters as well?

18 HEARING OFFICER SMITH: Sure will.

19 MS. DOZIER: Okay. Thank you.

20 HEARING OFFICER SMITH: You're welcome.

21 MS. GARDNER-BUCKSHAW: This is Stacey from Akron Summit
22 Community Action. We need to ditto that request. We haven't
23 received our applications either.

24 HEARING OFFICER SMITH: Great. Well, make sure that --

25 MS. GARDNER-BUCKSHAW: Thank you.

1 HEARING OFFICER SMITH: Actually, I think they're already in
2 the process of being mailed out to the agencies as I mentioned
3 earlier, but I'll confirm that. And again, I'll make sure,
4 particularly, that your applications are in the mail to you.

5 MS. GARDNER-BUCKSHAW: Thank you.

6 HEARING OFFICER SMITH: Any other questions?

7 Well, with that, I'll turn it over to Sue Moser.

8 You know what, we're going to pause for just a moment and
9 ask you guys to state your names, those that are participating
10 via webinar, so that it can be recorded into the record.

11 Now, we'll start with Diane -- with Ms. Dozier, if that
12 helps.

13 (Thereupon, appearances were entered for the record)

14 MS. MOSER: Okay. Well, I'm Susan Moser, and I'm the
15 Section Supervisor for PIPP/Plus and EPP; and I do have my
16 presentation. You should be able to follow along, but we will
17 put the whole presentation out on the website for you after this
18 so that if anybody did not get it in the mail, you have access to
19 everything that Sharon told you.

20 Okay. With PIPP Plus, this year we've had another banner
21 year. Only our numbers did come down a little bit from last
22 year. This year, as of June 30th, we had 461,511 customers in
23 PIPP Plus. But as you can see from this, this does not include
24 Dominion.

25 We are having technical difficulties with getting our

1 customer information report from Dominion. We are working with
2 them on it. We have been working with them for a couple of
3 months to try and find out what the problem is, but we are not
4 able to import that. There are things that are not lining up for
5 us to do that.

6 So we don't have Dominion data for a lot of things; and like
7 I said, we're working on it because it's a huge problem for us.
8 And I think that's why some of these numbers are so much less,
9 because Dominion probably has 50 or 60 thousand people on PIPP
10 also. So if we add those numbers in, they're probably pretty
11 close to what we had last year.

12 And last year, in May, we had 556,421 customers on PIPP
13 counting gas and electric and just counting everybody who the
14 utilities had on. And there were 418,000 distinct customers,
15 where this year we're only showing 490,000. So those numbers are
16 definitely higher than that due to the fact that we just don't
17 have Dominion's data.

18 MS. STEWART: Sue?

19 MS. MOSER: Yes.

20 MS. STEWART: Sue, this is Tonya. As of the numbers that
21 were reported to us in June --

22 MS. MOSER: Yes.

23 MS. STEWART: -- we have 90,000 PIPP customers.

24 MS. MOSER: Oh, okay. That's more than I thought. So you
25 can add 90,000 to my numbers.

1 As for the trends, our trend is pretty much staying the
2 same. If we're adding the 90,000 from Dominion, you know, we're
3 not moving too much with the number of people, which I guess
4 is -- the good thing is we're not increasing drastically either.
5 We're staying the same. So that's a good thing.

6 With the number of distinct clients that we have, that's
7 when -- you know, if they're on for gas and for electric, we're
8 only counting them once.

9 MS. DOZIER: It's Diane Dozier. Let me ask you this
10 question: You said, if they're on for gas and electric, you're
11 only counting them once, right?

12 MS. MOSER: We have a slide that has distinct clients on it.

13 MS. DOZIER: Okay.

14 MS. MOSER: This one -- okay. Because my big number of
15 500,000, that includes, like, if we counted people twice if
16 they're on for gas and electric. So if we take that out and just
17 count them once if they're on for both of them, to get the total
18 number of households that are on PIPP, the numbers come down
19 somewhat; but we still have 390,000 people without counting the
20 Dominion people. But I don't know that Dominion would make that
21 increase that much because a lot of those customers are going to
22 be captured by being on with First Energy and some with AEP.

23 So 2012 was a year where the numbers were really down a lot,
24 but they have come up. And they're pretty much the same now as
25 what they were then.

1 MS. WHITE: Do you know why, Sue?

2 MS. MOSER: I don't know why they went down in 2012, and it
3 could be that -- no. I don't know.

4 One of the other things we're constantly looking at are our
5 payments and who's paying and how much they're paying. The
6 electric utilities seem to be doing well again and, you know,
7 getting like -- over 60 percent of the customers are paying. The
8 gas from the numbers that we get from the customer information
9 reports are not doing as well as what the electric are.

10 Duke, again, leads the pack with about 69 percent of their
11 customers are paying in full and on time and getting arrearage
12 credits. That's probably due to the fact that they're combined
13 utilities with gas and electric. So they have more incentive to
14 keep them both on because they can both go off.

15 For the month of June, we did break -- the customers did
16 receive over -- almost \$25 million in arrearage credits. Almost
17 \$16 million of that were from the current bill. The remaining
18 part of the bill that's not covered by the installment, that we
19 write off. So that's another \$16 million that the customers just
20 will never owe, which is a good thing, in addition to like \$9,000
21 of their old arrearages going away.

22 MS. WHITE: Sue, another question -- Sadicha White on the --
23 excuse me. The companies like Vectren and Columbia Gas, why are
24 their percentages so much lower than the others?

25 MS. MOSER: Well, they are gas utilities.

1 MS. WHITE: Uh-huh.

2 MS. MOSER: And it could be that the time of the year --
3 this is from June and so less people --

4 MS. WHITE: June to June?

5 MS. MOSER: No. This is just for June.

6 MS. WHITE: Oh, just for June. I'm sorry. Okay.

7 MS. MOSER: This is just for June, and it can be, too, that
8 because they're -- the gas utilities, it's not as imperative that
9 they keep their service on. And some people may actually be
10 going off of PIPP even though they're not supposed to be, you
11 know, because, you know, it's cheaper for them at this time not
12 to be on PIPP than to pay the high installment; but that can cost
13 them later.

14 MR. CUNNINGHAM: Sue, a question -- this is Brian
15 Cunningham.

16 A question about your percent of payments made by active
17 PIPP column. Is that only payments made in full and on time?

18 MS. MOSER: Yes.

19 MR. CUNNINGHAM: So if they were not on time, but made their
20 payment, it's not captured in that percentage?

21 MS. MOSER: Correct. So --

22 MR. CUNNINGHAM: If I'm five days late, it's not going to be
23 in that?

24 MS. MOSER: Right.

25 MR. CUNNINGHAM: Okay.

1 MS. MOSER: And it brings up a good point. With the gas
2 customers, for them to get the arrearage credit, they have to pay
3 by the due date. And so if they even pay a day late, they're not
4 counted, where with the electric, they have this whole time from
5 the time one bill is issued to the time the next bill is issued.
6 If they pay in any time; and they pay in full during that period,
7 it's considered in full and on time and they get the credits.

8 MS. STEWART: Sue, this is Tonya. Can you -- we can't -- I
9 can't hear the people in the room who are asking questions. So
10 would you, like, repeat the questions that are asked in the room?

11 MS. MOSER: Sure.

12 MS. STEWART: Thank you.

13 HEARING OFFICER SMITH: Do you want us to repeat the last
14 one, Tonya?

15 MS. STEWART: I figured out what he had asked based on Sue's
16 response, so that's fine.

17 HEARING OFFICER SMITH: When we can, let's hold the
18 questions until after Sue's presentation. So if you make note of
19 your questions during her presentation, then once she gets
20 through the presentation, then we'll ask and answer the questions
21 at the end.

22 MS. MOSER: Okay.

23 The next thing we looked at was a payment percentage
24 comparison. How are we doing? Are we maintaining our payments
25 going forward? And it looks like we're actually increasing the

1 percentages paid by our PIPP Plus customers, which is exactly
2 where we want to go. We need them to be paying more.

3 Okay. Another one of our factors that we look at, and we
4 really need to concentrate on, are: Are the utilities actually
5 disconnecting people or threatening to disconnect PIPP Plus
6 customers for failure to make their installments. This was one
7 of the major changes we made with the rural revision back five
8 years ago. And we are finding that, yes, the utilities are still
9 disconnecting people and issuing disconnection notices.

10 AEP, we're still working with them. We are starting to get
11 some numbers. I still don't believe that those numbers are quite
12 accurate, but that one has been an ongoing process to try to find
13 out why they're not supplying this information to us.

14 And this shows up in this next one too, is where we're not
15 getting their information from AEP for the number of customers
16 they disconnected for non-payment.

17 Now, this is one of those things I wish to address as we go
18 forward with the PIPP Plus rural revision, is working with the
19 companies to figure out what's wrong with all their data. We
20 have different issues with different companies, so we will be
21 working with them to correct these as we're implementing the rule
22 revisions.

23 Okay. The next one we have is -- that we always look at is
24 how many people are we dropping for failure to reverify. This
25 year it looks as though we're dropping a lot less; but, again,

1 with Dominion, we haven't received some of their CIRs. So we
2 don't have some of the data for us to be dropping them, and so
3 we're looking at that.

4 Otherwise, I know that we are having a lot of people
5 reverify. I think we have really improved that whole process.
6 So there's less people who are actually being dropped for failure
7 to reverify because they are -- they have learned that they need
8 to do it or they're going to be dropped.

9 Okay. We only have one current issue going on this year and
10 that is the rural revisions. We are in the final stages of
11 finalizing them. We are hoping that they will go to the Joint
12 Committee on Agency Rule Review by the end of November and be
13 approved at that time. And then we're hoping to have an
14 implementation period where we will be out to train everybody on,
15 you know, what are the changes, how do they impact you, how do
16 they impact our customers, and getting some educational materials
17 out to all of our customers so that they know what's coming. So
18 that they will be prepared; and, again, there's going to be
19 changes that we have to make internally to our OCEAN System in
20 order to implement the changes.

21 And there are things that I know are broken with the
22 utilities; and also, the utilities are going to have to make
23 changes. So we may have a little bit of an implementation period
24 in order to get this all done so that the rules can be
25 implemented.

1 And now we're to any questions or testimony that anyone
2 would like to give. And when you are speaking, can you please
3 first start with your name and your agency and please spell your
4 name and possibly your agency for the court reporter.

5 HEARING OFFICER SMITH: So does anyone have any questions or
6 testimony?

7 MS. BARGAR: This is Jenny Bargar, B-a-r-g-a-r, and I'm with
8 Harcatus, H-a-r-c-a-t-u-s, Community Action. And my --

9 HEARING OFFICER SMITH: There is someone talking while Jenny
10 is trying to ask a question. Please mute your line if so. Star
11 6 will mute your line.

12 MS. BARGAR: That's okay.

13 So my question is regarding the PIPP DVD that the State
14 provides to all the Community Action Agencies to be able to play
15 in their lobby. I didn't know if that was ever going to be
16 updated or changed. Or is everything still good to use with that
17 DVD in our lobby?

18 MS. MOSER: As of right now, that's still good to use in
19 your lobby; and we're currently thinking about updating that. It
20 was a really good tool, and I'm thinking that we probably will
21 update that; but we'll let you know and --

22 MS. BARGAR: Thanks so much.

23 MS. MOSER: -- and we would update it with the new rule
24 revisions.

25 HEARING OFFICER SMITH: Any other questions or testimony?

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C-E-R-T-I-F-I-C-A-T-E

I do hereby certify that the foregoing is a true, correct and complete written transcript of the proceedings in this matter, taken by me on the _____ day of _____, and transcribed from my stenographic notes.

Jillian Vogel
Professional Reporter
and Notary Public in and for

the
State of Ohio

My commission expires: 2-13-16.

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APPENDIX C

Randall Hunt, Office of Community Assistance

2015 Ohio State Plan

**Ohio Department of Aging
Outreach Report**



Department of
Aging

John Kasich, Governor
Bonnie Kantor-Burman, Director

June 5, 2014

Sharon Smith, Assistant Deputy Chief
Office of Community Assistance
Ohio Development Services Administration
77 South High Street, 25th floor
Columbus, Ohio 43215

Dear Sharon:

I am pleased to provide the final report for our 2013/14 HEAP Outreach Program. Enclosed please find statistical and narrative summaries of outreach efforts throughout Ohio.

Historically, our network's HEAP outreach efforts focused on distribution of information via senior centers and other congregate settings, as well as print and broadcast media. In the last few years, we have increased targeted assistance for frail and homebound individuals. Because area agencies on aging (AAAs) provide screening, assessment and case management of low income seniors, their staff have regular and direct access to frail elderly in their homes. The AAAs' new role as Aging & Disability Resource Centers expanded their ability to reach out to people with disabilities; and increasing numbers of trained Ohio Benefit Bank counselors within Ohio's aging network has also produced more direct assistance with HEAP applications.

During the 2013/14 heating season, AAAs and their local partners distributed over 40,000 paper applications and helped more than 10,600 older and disabled adults - including 3,182 homebound individuals - complete and submit them. They gave telephone assistance to another 4,930 households. They briefed 213 outreach workers and other individuals on energy assistance programs; gave 550 group presentations to more than 15,382 people; placed 7,063 items in local senior publications and generated 15,875 targeted broadcast media spots.

Here at ODA, we provide energy assistance program information and links via a page on our web site, <http://aging.ohio.gov/information/energyassistance>. Our blog, *Aging News & Perspective*, also features up to date news and information about issues affecting older Ohioans and the people who care for and serve them. Later this month, the blog will include information on the Summer Crisis Program.

Thank you for your support for the aging network and this outreach partnership with the Ohio Development Services Agency. If you have questions or comments, please contact me at 614/644-7008.

Sincerely,

John Martindale
Human Services Program Consultant
Division for Community Living
Ohio Department of Aging

Enclosures

cc: Alicia Sullivan; Melissa Stanford; Bonnie Kantor-Burman

AREA AGENCY ON AGING DISTRICT 7, INC. HEAP FINAL REPORT 2013-2014

I. IN-HOME ASSISTANCE

In-home assistance was provided by nine subcontractors to individuals that were age 60+ and those with disabilities. This included: Adams County Senior Citizens Center (Adams County), Brown County Senior Citizens Center (Brown County), Retired Senior Volunteer Program/COAD of Athens (Gallia County and Jackson County), Highland County Community Action (Highland County), Ironton-Lawrence County Community Action (Lawrence County), Pike County Community Action (Pike County), Ross County Committee for Elderly (Ross County), United Scioto Senior Activities (Scioto County) and Vinton County Senior Citizens (Vinton County). In addition, the AAA7 Homecare Division and Community Services Division staff also assisted clients with in-home assistance.

Several sub-contractors were also successful in working with other home health service providers in their counties to target home-bound clients, including senior meal providers, home health agencies, health departments, job and family services, senior apartment managers, and hospice providers. Applications and/or flyers were provided to home-delivered meal clients and others getting in-home services.

II. ONE-TO-ONE ASSISTANCE

One-to-one assistance was provided by our sub-contractors as planned in the 2013-2014 proposal. This assistance included staff and/or volunteers assisting clients by telephone, networking with area in-home care service providers to identify possible clients, assisting clients with applications, verifying income eligibility, verifying accuracy of applications completed by clients, photocopying and mailing documents, and obtaining township printouts of residents to identify potential clients. Many of the sub-contractors also instituted a telephone call follow-up to make sure all questions were answered and that the consumer had mailed their application.

III. CENTRAL LOCATIONS

Clients were assisted at the following central locations community buildings, nutrition sites, department stores, grocery stores, pharmacies, senior club meetings, senior living communities, and libraries.

Information, posters were displayed and fliers were distributed at post offices, department stores, gas stations, convenience stores, pharmacies, food pantries,

laundromats, restaurants, medical facilities, churches, human service agencies, senior centers, libraries, university sites, financial institutions, government buildings and on transit system buses.

Community presentations were given at Help Me Grow Play dates, Family and Children First meetings, health days, "Make a Difference" days and senior centers/clubs.

Some grocery stores placed fliers in their bags and some pharmacies stapled them on prescription bags.

In many counties, there were successful coordinated efforts with our sub-contractors and the county Emergency HEAP providers.

IV. PRINT AND BROADCAST MEDIA USED

Our HEAP sub-contractors did a good job publicizing the HEAP program and making eligible clients aware of this program. Media used included: senior center newsletters, newspapers, radio, and local TV cable access.

Media used included the following:

Newspapers:

- 1) The People's Defender (Adams County)
- 2) The Manchester Signal (Adams County)
- 3) The Informer (Adams County)
- 4) The Brown County Press (Brown County)
- 5) The News-Democrat (Brown County)
- 6) The Ripley Bee (Brown County)
- 7) The Gallipolis Daily Tribune (Gallia County)
- 8) The Press (Highland County)
- 9) The Times Gazette (Highland County)
- 10) The Jackson County Telegram (Jackson County)
- 11) The Ironton Tribune (Lawrence County)
- 12) The Waverly News-Watchman (Pike County)
- 13) The Market Place (Pike County)
- 14) The Ross County Chillicothe Gazette (Ross County)
- 15) The Ross County Advertiser (Ross County)
- 16) The Portsmouth Daily Times (Scioto County)
- 17) The Community Common (Scioto County)
- 18) The Vinton County Courier (Vinton County)
- 19) The Jackson County Telegram (Vinton County)

Radio Stations:

- 1) WRAC (Adams County)
- 2) WAXZ (Brown County)
- 3) WSRW and WVNU (Highland County)
- 4) WKOV, WCJO and WJLI (Jackson County)
- 5) WXIC/WXIZ (Pike County)
- 6) WBEX-WKKJ and B94 (Ross County)
- 7) WPAY and WNXT (Scioto County)

Public Access Channels in the following counties: Highland, Jackson, Lawrence, Pike, and Ross.

Information was also included in senior citizen center newsletters every month.

V. MONITORING AND REPORTING

Monthly monitoring and reporting took place as stated in the AAA7 HEAP Outreach Proposal. This is the second year of having the providers e-mail their activity and funds requests to AAA7. This procedure continues to work well for timely reporting and rapid reimbursement.

Ohio Department of Aging
Energy Assistance Outreach

| | Miles Adm. | Miles client | App. Central | App Client | Phone Adm | Phone Client | Asst. Cen. | Asst H.B. | Pres. Held | # attend | Print | Broad-cast* | Posters | trained |
|---------------|------------|--------------|--------------|------------|------------|--------------|------------|------------|------------|------------|--------------|-------------|------------|-----------|
| PSA 1 | | | | | | | | | | | | | | |
| Butler | 0 | 13 | 12 | 63 | 1 | 87 | 51 | 3 | 0 | 0 | 0 | 0 | 0 | 0 |
| Clermont | 0 | 649 | 5 | 140 | 10 | 223 | 24 | 157 | 0 | 2 | 0 | 0 | 0 | 0 |
| Clinton | 0 | 0 | 97 | 23 | 0 | 0 | 66 | 23 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hamilton | 59 | 78 | 282 | 386 | 7 | 345 | 14 | 106 | 9 | 381 | 0 | 0 | 1 | 15 |
| Warren | 0 | 438 | 21 | 23 | 37 | 3 | 32 | 26 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | 59 | 1,178 | 417 | 635 | 55 | 658 | 187 | 315 | 9 | 383 | 0 | 0 | 1 | 15 |
| PSA 2 | | | | | | | | | | | | | | |
| Champaign | 141 | 2 | 120 | 0 | 0 | 0 | 2 | 1 | 7 | 63 | 20 | 0 | 0 | 0 |
| Clark | 88 | 102 | 175 | 33 | 58 | 80 | 134 | 15 | 0 | 0 | 5 | 1 | 0 | 0 |
| Darke | 0 | 3 | 8 | 11 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| Greene | 160 | 44 | 17 | 31 | 1 | 46 | 14 | 44 | 0 | 0 | 764 | 0 | 521 | 10 |
| Logan | 158 | 16 | 45 | 0 | 0 | 0 | 2 | 1 | 6 | 65 | 15 | 5 | 0 | 0 |
| Miami | 0 | 0 | 20 | 7 | 7 | 7 | 1 | 0 | 0 | 0 | 0 | 0 | 5 | 0 |
| Montgomery | 50 | 0 | 183 | 450 | 177 | 0 | 28 | 0 | 0 | 0 | 0 | 0 | 50 | 0 |
| Preble | 48 | 2 | 67 | 5 | 90 | 9 | 47 | 3 | 5 | 2 | 7 | 43 | 2 | 0 |
| Shelby | 215 | 0 | 70 | 0 | 0 | 0 | 1 | 0 | 4 | 35 | 5 | 5 | 0 | 0 |
| Totals | 860 | 169 | 705 | 537 | 340 | 142 | 229 | 64 | 22 | 165 | 816 | 54 | 580 | 10 |
| PSA 3 | | | | | | | | | | | | | | |
| Allen | 0 | 150 | 349 | 281 | 0 | 65 | 89 | 50 | 0 | 0 | 0 | 0 | 12 | 0 |
| Auglaize | 29 | 0 | 209 | 46 | 0 | 4 | 25 | 15 | 0 | 0 | 0 | 0 | 6 | 0 |
| Hancock | 5 | 71 | 144 | 86 | 12 | 11 | 20 | 6 | 0 | 0 | 2 | 0 | 8 | 0 |
| Hardin | 391 | 27 | 2,100 | 24 | 12 | 7 | 9 | 2 | 0 | 0 | 1,886 | 0 | 29 | 0 |
| Mercer | 0 | 0 | 100 | 18 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 0 |
| Putnam | 0 | 2 | 100 | 58 | 22 | 57 | 0 | 16 | 0 | 0 | 0 | 0 | 6 | 10 |
| Van Wert | 13 | 0 | 200 | 61 | 1 | 49 | 55 | 17 | 2 | 55 | 0 | 72 | 92 | 0 |
| Totals | 437 | 250 | 3,202 | 574 | 47 | 195 | 198 | 106 | 2 | 55 | 1,888 | 72 | 159 | 10 |

Ohio Department of Aging
Energy Assistance Outreach

| | Miles Adm. | Miles client | App. Central | App Client | Phone Adm | Phone Client | Asst. Cen. | Asst H.B. | Pres. Held | # attend | Print | Broad-cast* | Posters | trained |
|---------------|--------------|--------------|---------------|--------------|-----------|--------------|--------------|--------------|------------|--------------|-----------|-------------|-----------|-----------|
| PSA 4 | | | | | | | | | | | | | | |
| Defiance | 0 | 0 | 210 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| Erie | 0 | 0 | 235 | 203 | 0 | 0 | 0 | 0 | 2 | 470 | 0 | 0 | 2 | 0 |
| Fulton | 0 | 0 | 510 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 |
| Henry | 0 | 0 | 160 | 439 | 0 | 1 | 0 | 5 | 0 | 0 | 0 | 0 | 2 | 0 |
| Lucas | 0 | 0 | 8,755 | 2,768 | 85 | 118 | 125 | 335 | 21 | 3,641 | 7 | 1 | 39 | 4 |
| Ottawa | 0 | 0 | 215 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 0 |
| Paulding | 0 | 0 | 85 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| Sandusky | 0 | 0 | 301 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 |
| Williams | 0 | 0 | 275 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| Wood | 0 | 0 | 360 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| Totals | 0 | 0 | 11,106 | 3,428 | 85 | 119 | 125 | 340 | 23 | 4,111 | 7 | 1 | 70 | 4 |
| PSA 5 | | | | | | | | | | | | | | |
| Ashland | 0 | 280 | 144 | 67 | 1 | 9 | 144 | 67 | 0 | 0 | 2 | 1 | 2 | 0 |
| Crawford | 0 | 116 | 205 | 256 | 2 | 10 | 205 | 256 | 0 | 0 | 2 | 1 | 2 | 0 |
| Huron | 0 | 536 | 213 | 66 | 2 | 8 | 213 | 66 | 0 | 0 | 2 | 1 | 0 | 0 |
| Knox | 0 | 231 | 190 | 63 | 2 | 8 | 190 | 63 | 0 | 0 | 4 | 1 | 2 | 0 |
| Marion | 85 | 53 | 166 | 116 | 1 | 9 | 166 | 116 | 0 | 0 | 3 | 1 | 0 | 0 |
| Morrow | 0 | 193 | 127 | 148 | 1 | 5 | 127 | 148 | 1 | 25 | 3 | 1 | 1 | 0 |
| Richland | 90 | 250 | 441 | 287 | 25 | 98 | 441 | 287 | 10 | 1,070 | 7 | 1 | 4 | 70 |
| Seneca | 0 | 482 | 133 | 278 | 4 | 18 | 133 | 278 | 0 | 0 | 4 | 0 | 3 | 0 |
| Wyandot | 0 | 123 | 56 | 51 | 0 | 2 | 56 | 51 | 0 | 0 | 1 | 0 | 1 | 0 |
| Totals | 175 | 2,264 | 1,675 | 1,332 | 38 | 167 | 1,675 | 1,332 | 11 | 1,095 | 28 | 7 | 15 | 70 |
| PSA 6 | | | | | | | | | | | | | | |
| Delaware | 0 | 213 | 933 | 3 | 11 | 8 | 3 | 2 | 2 | 98 | 5 | 30 | 0 | 18 |
| Fairfield | 995 | 0 | 679 | 0 | 1 | 0 | 0 | 0 | 4 | 104 | 15 | 53 | 0 | 4 |
| Fayette | 0 | 0 | 648 | 133 | 0 | 3 | 156 | 0 | 8 | 823 | 2 | 4 | 0 | 0 |
| Franklin | 0 | 0 | 736 | 0 | 12 | 0 | 68 | 0 | 8 | 153 | 0 | 0 | 0 | 0 |
| Licking | 0 | 0 | 426 | 0 | 5 | 0 | 43 | 0 | 8 | 65 | 0 | 0 | 0 | 0 |
| Madison | 64 | 0 | 400 | 0 | 6 | 0 | 6 | 0 | 5 | 70 | 4 | 0 | 8 | 0 |
| Pickaway | 0 | 0 | 87 | 315 | 8 | 0 | 10 | 1 | 4 | 30 | 9 | 1 | 1 | 0 |
| Union | 25 | 34 | 393 | 15 | 12 | 13 | 7 | 4 | 5 | 700 | 10 | 0 | 0 | 0 |
| Totals | 1,084 | 247 | 4,302 | 466 | 55 | 24 | 293 | 7 | 44 | 2,043 | 45 | 88 | 9 | 22 |

Ohio Department of Aging
Energy Assistance Outreach

| | Miles Adm. | Miles client | App. Central | App Client | Phone Adm | Phone Client | Asst. Cen. | Asst H.B. | Pres. Held | # attend | Print | Broad-cast* | Posters | trained |
|---------------|--------------|--------------|--------------|------------|--------------|--------------|--------------|------------|------------|--------------|--------------|--------------|------------|-----------|
| PSA 7 | | | | | | | | | | | | | | |
| Adams | 53 | 62 | 48 | 4 | 73 | 91 | 113 | 8 | 2 | 0 | 67 | 30 | 0 | 0 |
| Brown | 0 | 0 | 1 | 13 | 36 | 21 | 3 | 18 | 0 | 0 | 5 | 4 | 0 | 0 |
| Gallia | 418 | 0 | 186 | 53 | 34 | 57 | 147 | 88 | 3 | 19 | 20 | 17 | 26 | 9 |
| Highland | 449 | 545 | 960 | 47 | 671 | 55 | 946 | 55 | 5 | 46 | 18 | 35 | 58 | 10 |
| Jackson | 591 | 6 | 313 | 48 | 78 | 48 | 361 | 48 | 7 | 166 | 35 | 152 | 12 | 7 |
| Lawrence | 360 | 0 | 352 | 59 | 313 | 6 | 0 | 0 | 23 | 273 | 6 | 5 | 12 | 0 |
| Pike | 0 | 602 | 2,200 | 0 | 7,939 | 2,197 | 2,032 | 27 | 8 | 226 | 1,295 | 14 | 20 | 3 |
| Ross | 0 | 0 | 32 | 0 | 39 | 0 | 27 | 0 | 0 | 0 | 8 | 8 | 20 | 30 |
| Scioto | 1,195 | 633 | 221 | 5 | 194 | 40 | 151 | 36 | 253 | 1,133 | 12 | 7 | 0 | 0 |
| Vinton | 0 | 0 | 100 | 86 | 0 | 97 | 46 | 82 | 0 | 0 | 34 | 3 | 0 | 0 |
| Totals | 3,066 | 1,848 | 4,413 | 315 | 9,377 | 2,612 | 3,826 | 362 | 301 | 1,863 | 1,500 | 275 | 148 | 59 |
| PSA 8 | | | | | | | | | | | | | | |
| Athens | 330 | 70 | 150 | 116 | 0 | 4 | 0 | 4 | 0 | 3 | 1 | 0 | 3 | 0 |
| Hocking | 542 | 291 | 275 | 92 | 0 | 6 | 0 | 8 | 0 | 0 | 2 | 0 | 5 | 0 |
| Meigs | 459 | 26 | 200 | 101 | 0 | 5 | 0 | 3 | 0 | 0 | 1 | 0 | 4 | 0 |
| Monroe | 279 | 51 | 300 | 47 | 0 | 3 | 0 | 3 | 0 | 0 | 1 | 1 | 5 | 0 |
| Morgan | 50 | 98 | 50 | 38 | 0 | 4 | 0 | 3 | 0 | 0 | 1 | 0 | 2 | 0 |
| Noble | 110 | 79 | 0 | 45 | 0 | 2 | 0 | 2 | 0 | 0 | 1 | 0 | 2 | 0 |
| Perry | 250 | 276 | 0 | 111 | 0 | 8 | 0 | 8 | 0 | 0 | 1 | 0 | 4 | 0 |
| Washington | 152 | 124 | 100 | 215 | 0 | 5 | 0 | 7 | 0 | 0 | 1 | 0 | 4 | 0 |
| Totals | 2,172 | 1,015 | 1,075 | 765 | 0 | 37 | 0 | 38 | 0 | 3 | 9 | 1 | 29 | 0 |
| PSA 9 | | | | | | | | | | | | | | |
| Belmont | 0 | 15 | 297 | 22 | 81 | 1 | 21 | 3 | 2 | 0 | 110 | 40 | 384 | 0 |
| Carroll | 0 | 0 | 0 | 11 | 0 | 47 | 0 | 42 | 0 | 1 | 57 | 60 | 1 | 1 |
| Coshocton | 5 | 129 | 28 | 5 | 97 | 12 | 122 | 12 | 1 | 44 | 65 | 91 | 273 | 1 |
| Guernsey | 0 | 477 | 101 | 101 | 48 | 34 | 10 | 49 | 3 | 69 | 31 | 16 | 4 | 0 |
| Harrison | 0 | 0 | 35 | 3 | 132 | 0 | 34 | 12 | 0 | 0 | 58 | 683 | 4 | 0 |
| Holmes | 0 | 20 | 52 | 14 | 43 | 26 | 49 | 5 | 7 | 96 | 52 | 21 | 10 | 0 |
| Jefferson | 214 | 0 | 12 | 15 | 21 | 8 | 0 | 6 | 5 | 73 | 36 | 36 | 31 | 0 |
| Muskingum | 0 | 9 | 79 | 38 | 44 | 7 | 46 | 2 | 0 | 0 | 65 | 92 | 4 | 6 |
| Tuscarawas | 108 | 0 | 40 | 13 | 14 | 16 | 38 | 0 | 0 | 0 | 126 | 87 | 0 | 0 |
| Totals | 327 | 650 | 644 | 222 | 480 | 151 | 320 | 131 | 18 | 283 | 600 | 1,126 | 711 | 8 |

Ohio Department of Aging
Energy Assistance Outreach

| | Miles Adm. | Miles client | App. Central | App Client | Phone Adm | Phone Client | Asst. Cen. | Asst H.B. | Pres. Held | # attend | Print | Broad-cast* | Posters | trained |
|------------------|---------------|--------------|---------------|---------------|---------------|--------------|--------------|--------------|------------|---------------|--------------|---------------|--------------|------------|
| PSA 10A | | | | | | | | | | | | | | |
| Cuyahoga | 590.19 | 1,239 | 1,925 | 271 | 51 | 54 | 295 | 78 | 57 | 869 | 10 | 1 | 1,445 | 0 |
| Geauga | 264.8 | 53 | 405 | 110 | 67 | 245 | 75 | 7 | 14 | 292 | 9 | 0 | 2 | 2 |
| Lake | 26 | 313 | 290 | 144 | 0 | 113 | 42 | 72 | 0 | 0 | 8 | 14,250 | 10 | 1 |
| Lorain | 0 | 36 | 434 | 11 | 65 | 7 | 38 | 12 | 0 | 0 | 6 | 0 | 2 | 3 |
| Medina | 0 | 0 | 41 | 186 | 0 | 25 | 66 | 7 | 0 | 0 | 3 | 0 | 0 | 0 |
| Totals | 3,054 | 1,641 | 41 | 722 | 183 | 444 | 516 | 176 | 71 | 1,161 | 36 | 14,251 | 1,459 | 6 |
| PSA 10B | | | | | | | | | | | | | | |
| Portage | 0 | 0 | 0 | 290 | 0 | 50 | 0 | 29 | 1 | 40 | 0 | 0 | 0 | 0 |
| Stark | 0 | 0 | 30 | 1,080 | 0 | 173 | 0 | 122 | 14 | 1,372 | 75 | 0 | 0 | 0 |
| Summit | 0 | 0 | 0 | 1,804 | 0 | 127 | 0 | 111 | 16 | 2,289 | 45 | 0 | 0 | 0 |
| Wayne | 50 | 0 | 50 | 227 | 0 | 10 | 0 | 15 | 1 | 380 | 0 | 0 | 0 | 0 |
| Totals | 50 | 0 | 80 | 3,401 | 0 | 360 | 0 | 277 | 32 | 4,081 | 120 | 0 | 0 | 0 |
| PSA XI | | | | | | | | | | | | | | |
| Ashtabula | 127 | 0 | 124 | 0 | 60 | 0 | 25 | 0 | 0 | 0 | 3 | 0 | 5 | 2 |
| Columbiana | 0 | 35 | 122 | 87 | 119 | 2 | 10 | 2 | 0 | 0 | 3 | 0 | 0 | 7 |
| Mahoning | 99 | 190 | 11 | 7 | 14 | 19 | 22 | 32 | 17 | 139 | 2,008 | 0 | 6 | 0 |
| Trumbull | 134 | 8 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | 360 | 233 | 257 | 94 | 198 | 21 | 57 | 34 | 17 | 139 | 2,014 | 0 | 11 | 9 |
| Statewide | 11,644 | 9,495 | 27,917 | 12,491 | 10,858 | 4,930 | 7,426 | 3,182 | 550 | 15,382 | 7,063 | 15,875 | 3,192 | 213 |

2012/13 HEAP Outreach Effort

In accordance with the Notice of Funding Availability, Area Agency on Aging 11, Inc. prepared a Home Energy Assistance Program Outreach Plan, for the 2013/14 heating season. As in previous years, the goal of the HEAP outreach effort was to educate consumers about the HEAP program and to make available applications. The purpose of this report is to outline the outreach activities for the winter 2013/14.

HEAP funds maintained the service level from the previous year. In a deviation from previous years, in addition to the five (5) senior centers/focal points within the four county planning and service area, we also contracted with a County office of Elderly Affairs to assist us in our efforts. This helped us rebound slightly and we were able to have a bigger effect on home bound individuals than last year. Contracts were sent to the providers and focal points as in previous years. All of the return agencies hit the ground running. Our new agency trained staff and they assisted most of the additional homebound individuals that we see below.

Once contracted, the senior centers/focal points used the funds to hire part-time HEAP Outreach Workers, who would provide face to face assistance to potential recipients. In addition, these centers used the funding to advertise and hold information sessions about HEAP and had staff available during the meetings to assist consumers which required it.

Although we continued to have some difficulties with our provider network, the 2013/2014 HEAP outreach effort was a work in progress all along but still proved to be a successful campaign. The chart below illustrates the comparison between 2012/13 and 2013/14 program years.

2012/13 and 2013/14 Program Comparison

| Item | 2012/2013 | 2013/2014 | Difference |
|------------------------------|-----------|-----------|------------|
| Miles Traveled Admin. | 334 | 360 | 26 |
| Miles Traveled Home Bound | 1154 | 1506 | 352 |
| Applications Admin. | 297 | 304 | 7 |
| Applications Home Bound | 114 | 210 | 96 |
| Phone Contacts Admin | 294 | 256 | -38 |
| Phone Contacts Homebound | 43 | 21 | -22 |
| Persons Assisted Center | 229 | 65 | -164 |
| Person Assisted Homebound | 48 | 133 | 85 |
| Presentations Events | 38 | 19 | -19 |
| Presentation Number Attended | 448 | 159 | 289 |

| | | | |
|----------------------|-----|------|------|
| Media Spots Print | 123 | 2033 | 1910 |
| Media Spot Broadcast | 1 | 0 | -1 |
| Poster | 2 | 23 | 21 |
| Staff Trained | 5 | 22 | 17 |

Outreach Effort

The outcomes generated were the result of many conditions. Included in the reasons for the changes in numbers are the following factors:

- Provider Network – Once again, we experienced changes in our provider network this year for the second consecutive year. This resulted in starting the program more slowly than we have in previous years. Once the new providers came up to speed, our numbers increased indicating more assistance was provided.
- Campaign – As in the past, the local senior centers conducted aggressive outreach efforts. Additionally, our new provider focused exclusively on homebound individual. This can be seen as the in the chart above.

Conclusion

The 2013/2014 HEAP outreach effort was successful in many ways. The information distributed was helpful to many that needed the assistance. The local outreach workers worked hard to address the needs of HEAP consumers. The positive result of the increased in homebound individuals assisted, posters distributed, and staff trained. As in previous years, the success of the 2013/14 outreach effort is directly contributed to the outstanding work done by the local outreach workers in our contracted senior centers and our Area Agency Staff.

APPENDIX D

Randall Hunt, Office of Community Assistance

2015 Ohio State Plan

LIHEAP Benefit Matrix

HEAP 2010-2013 Actual Benefits and HEAP 2014 Projections

| | Households Served | Amount | Benefit Amount | | |
|------------------------|-------------------|---------------|----------------|-----------|-----------|
| | | | Max | Min | Avg |
| 2009 - 2010 | 426,408 | \$105,768,226 | \$528.00 | \$ 114.00 | \$ 248.04 |
| 2010 - 2011 | 460,000 | \$57,206,000 | \$270.46 | \$ 31.38 | \$ 124.36 |
| 2011 - 2012 | 459,286 | \$79,614,630 | \$543.78 | \$ 50.91 | \$ 173.34 |
| 2012 - 2013 | 454,620 | \$97,925,617 | \$628.07 | \$ 70.54 | \$ 216.42 |
| 2013 - 2014 Projection | 470,000 | \$128,750,000 | | | \$ 273.94 |

2014 HEAP Funding Options Assumptions

| | |
|---|---------------|
| Allocation from HHS** | \$140,000,000 |
| Carryover from 2012 + Obligation + Start-up | \$110,000,000 |
| HWAP Transfer up to 15% | \$24,750,000 |
| Winter Crisis Program | \$60,000,000 |
| Admin/Operations for Community Action Agencies*** | \$19,000,000 |
| In House Admin | \$7,500,000 |
| SCP Reserve | \$10,000,000 |
| Total 2013-2014 HEAP | \$128,750,000 |

| Winter Crisis Program | Households Served | Amount | Avg. Benefit |
|------------------------|-------------------|------------------|--------------|
| 2009 - 2010 | 187,374 | \$ 44,822,988.89 | \$239.22 |
| 2010 - 2011 | 171,735 | \$ 41,961,147.70 | \$244.34 |
| 2011 - 2012 | 155,307 | \$ 44,369,950.43 | \$285.69 |
| 2012 - 2013 | 148,616 | \$ 41,216,997.75 | \$277.29 |
| 2013 - 2014 Projection | 190,000 | \$ 60,000,000.00 | \$315.79 |

**Estimate

*** Local agencies assumed additional administrative burden and costs due to closing of utility company customer service centers.

2014 HEAP Matrix

| | | | | | |
|--|-------------------|-----------|-----------|-----------|-----------|
| Date | 11/13/13 | | | | |
| Projected Eligible Households | 470,000 | | | | |
| HEAP Allocation | \$ 123,750,000.00 | | | | |
| HEAP Allocation + Weighted | \$ 128,750,000.00 | | | | |
| Adjustment of Winter Cost | 5.00% | | | | |
| Targeted CLIENT ASSUMPTION | 0.50 | | | | |
| Weighted Benefit Amount | 1.40 | 0.40 | | | |
| Max Poverty | 175% | | | | |
| PIPP Discount | 50.00% | | | | |
| PIPP Customer Receiving Discount | 305,652 | | | | |
| PIPP Customer Prior Year Average Benefit | \$ 171.49 | | | | |
| Allocation Remaining with PIPP Discount | \$ 12,528,387.20 | | | | |
| | | Gas/Elec | Propane | Oil/Kero | Coal/Wood |
| Max Benefit | \$ 634.41 | \$ 426.03 | \$ 634.41 | \$ 634.41 | \$ 475.81 |
| Min Benefit | \$ 75.79 | \$ 75.79 | \$ 241.11 | \$ 241.11 | \$ 180.83 |
| Max Percentage Credit | 50.0000 | | | | |
| Min Percentage Credit | 30.0000 | | | | |

| | |
|--|------------------|
| Prior Year Number Of Customers Receiving PIPP Discount | 295,650 |
| Prior Year Total Eligible Households | 454,620 |
| % of PIPP Plus Customers Receiving Benefits | 0.6503 |
| Estimated Number of PIPP Plus Customers for Current Year | 305,652 |
| Total Amount of Benefits for Prior Year Discount Customers | \$ 50,700,029.89 |
| Average Benefit for PIPP Plus Customers | \$ 171.49 |

| 713.0000 | | % Adjustment of Winter Cost | | 5.00% | | DATE: 11/13/13 | | Targeted CLIENT ASSUMPTION | | 0.50 | | Targeted FACTOR | | 1.40 | | 0.4000 | | |
|--|----------|-----------------------------|--------------|------------------|-----------|----------------|-----------------|----------------------------|---------------|----------------|----------------------|------------------------|----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| 50--150% OF POVERTY;--5% REIMBURSEMENT Winter Cost | | | | | | | | | | | | | | | | | | |
| UTILITY COMP | WTR COST | ADJ WTR COST | AVG WTR COST | ADJ AVG WTR COST | FUEL TYPE | COST RATIO | MARKET SHARE | WEIGHT | FINAL WEIGHT | ELIGIBLE HH | ALLOCN HEAP | ALLOCN HEAP+(Weighted) | 5% OF POVERTY MEAN PAYMENT | 15% OF POVERTY MEAN PAYMENT | 25% OF POVERTY MEAN PAYMENT | 35% OF POVERTY MEAN PAYMENT | 45% OF POVERTY MEAN PAYMENT | 55% OF POVERTY MEAN PAYMENT |
| GAS | | | | | | | \$ 5,058,974.83 | \$ (13,679,230.20) | | 470,000 | \$123,750,000 | \$128,750,000 | 0.5000 | 0.5000 | 0.5000 | 0.5000 | 0.5000 | 0.4800 |
| Columbia Gas | 472 | 448 | 572 | 572 | 0.6322 | 0.4937 | 0.25185 | 0.1592 | 0.2404 | 118,371 | \$29,754,644 | \$30,956,852 | 285.93 | 285.93 | 285.93 | 285.93 | 285.93 | 274.49 |
| Duke | 456 | 433 | 572 | 538 | 0.6322 | 0.4770 | 0.04799 | 0.0303 | 0.0458 | 22,553 | \$5,669,186 | \$5,898,244 | 268.77 | 268.77 | 268.77 | 268.77 | 268.77 | 258.02 |
| Vectren | 435 | 413 | 572 | 572 | 0.6322 | 0.4550 | 0.05560 | 0.0352 | 0.0531 | 26,133 | \$6,569,069 | \$6,834,486 | 285.93 | 285.93 | 285.93 | 285.93 | 285.93 | 274.49 |
| Dominion | 394 | 374 | 572 | 606 | 0.6322 | 0.4121 | 0.27387 | 0.1731 | 0.2615 | 128,719 | \$32,355,751 | \$33,663,054 | 303.08 | 303.08 | 303.08 | 303.08 | 303.08 | 290.96 |
| Ohio Gas | 570 | 542 | 572 | 606 | 0.6322 | 0.5962 | 0.00682 | 0.0043 | 0.0065 | 3,207 | \$806,021 | \$838,587 | 303.08 | 303.08 | 303.08 | 303.08 | 303.08 | 290.96 |
| The Energy Cooperativ | 606 | 576 | 572 | 572 | 0.6322 | 0.6339 | 0.00015 | 0.0001 | 0.0001 | 72 | \$18,200 | \$18,936 | 285.93 | 285.93 | 285.93 | 285.93 | 285.93 | 274.49 |
| Eastern Gas | 467 | 444 | 572 | 572 | 0.6322 | 0.4885 | 0.00240 | 0.0015 | 0.0023 | 1,127 | \$283,407 | \$294,858 | 285.93 | 285.93 | 285.93 | 285.93 | 285.93 | 274.49 |
| Ohio Valley Gas | 410 | 390 | 572 | 572 | 0.6322 | 0.4289 | 0.00023 | 0.0001 | 0.0002 | 108 | \$27,041 | \$28,133 | 285.93 | 285.93 | 285.93 | 285.93 | 285.93 | 274.49 |
| City of Lancaster | 473 | 449 | 572 | 572 | 0.6322 | 0.4948 | 0.00382 | 0.0024 | 0.0036 | 1,795 | \$451,112 | \$469,338 | 285.93 | 285.93 | 285.93 | 285.93 | 285.93 | 274.49 |
| Pike Natural Gas | 426 | 405 | 572 | 538 | 0.6322 | 0.4456 | 0.00182 | 0.0011 | 0.0017 | 853 | \$214,506 | \$223,172 | 268.77 | 268.77 | 268.77 | 268.77 | 268.77 | 258.02 |
| City of Hamilton | 414 | 393 | 572 | 538 | 0.6322 | 0.4331 | 0.00425 | 0.0027 | 0.0041 | 1,997 | \$502,073 | \$522,359 | 268.77 | 268.77 | 268.77 | 268.77 | 268.77 | 258.02 |
| All Other Gas | 466 | 442 | 572 | 572 | 0.6322 | 0.4872 | 0.00874 | 0.0055 | 0.0083 | 4,107 | \$1,032,487 | \$1,074,203 | 285.93 | 285.93 | 285.93 | 285.93 | 285.93 | 274.49 |
| SUB TOTAL | | | | | | | 0.65754 | | | 309,043 | | | | | | | | |
| ELECTRIC | | | | | | | | | | 309,043 | | | | | | | | |
| Duke | 798 | 758 | 572 | 538 | 0.6322 | 0.8347 | 0.02195 | 0.0139 | 0.0210 | 10,317 | \$2,593,307 | \$2,698,087 | 268.77 | 268.77 | 268.77 | 268.77 | 268.77 | 258.02 |
| CEI | 893 | 848 | 572 | 606 | 0.6322 | 0.9341 | 0.01828 | 0.0116 | 0.0174 | 8,589 | \$2,159,095 | \$2,246,332 | 303.08 | 303.08 | 303.08 | 303.08 | 303.08 | 290.96 |
| C&SOE | 636 | 604 | 572 | 572 | 0.6322 | 0.6653 | 0.04824 | 0.0305 | 0.0461 | 22,675 | \$5,699,736 | \$5,930,029 | 285.93 | 285.93 | 285.93 | 285.93 | 285.93 | 274.49 |
| DPL | 770 | 732 | 572 | 572 | 0.6322 | 0.8054 | 0.02788 | 0.0176 | 0.0266 | 13,101 | \$3,293,245 | \$3,426,305 | 285.93 | 285.93 | 285.93 | 285.93 | 285.93 | 274.49 |
| Ohio Edison | 956 | 908 | 572 | 606 | 0.6322 | 1.0000 | 0.03284 | 0.0208 | 0.0314 | 15,435 | \$3,879,820 | \$4,036,580 | 303.08 | 303.08 | 303.08 | 303.08 | 303.08 | 290.96 |
| OHIO PWR | 550 | 523 | 572 | 572 | 0.6322 | 0.5753 | 0.04824 | 0.0305 | 0.0461 | 22,675 | \$5,699,736 | \$5,930,029 | 285.93 | 285.93 | 285.93 | 285.93 | 285.93 | 274.49 |
| Toledo Edison | 948 | 901 | 572 | 606 | 0.6322 | 0.9916 | 0.01220 | 0.0077 | 0.0116 | 5,733 | \$1,441,217 | \$1,499,448 | 303.08 | 303.08 | 303.08 | 303.08 | 303.08 | 290.96 |
| City of Hamilton | 763 | 725 | 572 | 538 | 0.6322 | 0.7981 | 0.00110 | 0.0007 | 0.0011 | 519 | \$130,523 | \$135,797 | 268.77 | 268.77 | 268.77 | 268.77 | 268.77 | 258.02 |
| Other Electric | 789 | 750 | 572 | 572 | 0.6322 | 0.8256 | 0.02794 | 0.0177 | 0.0267 | 13,130 | \$3,300,525 | \$3,433,879 | 285.93 | 285.93 | 285.93 | 285.93 | 285.93 | 274.49 |
| SUB TOTAL | | | | | | | 0.23867 | | | 112,175 | | | | | | | | |
| BULK FUEL | | | | | | | | | | | | | | | | | | |
| 25 GAS/PROP | 900 | 855 | | 855 | 0.9414 | 0.9414 | 0.06263 | 0.0590 | 0.0890 | 29,434 | \$11,017,698 | \$11,462,858 | 427.50 | 427.50 | 427.50 | 427.50 | 427.50 | 410.40 |
| 26 OIL/KERO | 900 | 855 | | 855 | 0.9414 | 0.9414 | 0.03333 | 0.0314 | 0.0474 | 15,663 | \$5,863,122 | \$6,100,016 | 427.50 | 427.50 | 427.50 | 427.50 | 427.50 | 410.40 |
| 27 COAL/WOOD | 675 | 641 | | 641 | 0.7061 | 0.7061 | 0.00749 | 0.0053 | 0.0080 | 3,521 | \$988,480 | \$1,028,418 | 320.63 | 320.63 | 320.63 | 320.63 | 320.63 | 307.80 |
| SUB TOTAL | | | | | | | 0.10344 | | | 48,618 | | | | | | | | |
| SUMS | | | | | | | 0.99965 | 0.6622 | 1.0000 | 469,837 | \$123,750,000 | \$128,750,000 | 299.1688 | 299.1688 | 299.1688 | 299.1688 | 299.1688 | 287.2020 |
| | | | | | | | | | | | | | 220.0000 | | | | | |

- A. \$123,750,000 (HEAP) + \$5,000,000 (Targeted Group) in allocations
- B. 480,000 HOUSEHOLDS PARTICIPATING
- C. 700 MCF PER WINTER FOR EACH GAS CUSTOMER
- D. 2200 KWH PER MONTH FOR EACH ELECTRIC CUSTOMER
- E. PROPANE/BOTTLE GAS-300 GAL. PER WINTER SEASON AT \$3.00 PER GAL.
- F. FUEL OIL/KEROSENE-300 GAL. PER WINTER SEASON AT \$3.00 PER GAL.
- G. 5 TONS PER WINTER FOR EACH COAL CUSTOMER/\$150 per ton
- H. 5 CORDS PER WINTER FOR EACH WOOD CUSTOMER/\$150 per cord
- I. 20% OF HOUSEHOLDS RECEIVE MAXIMUM BENEFIT
- J. 50% HAVE WEIGHTED BENEFIT- PERMANENTLY DISABLED OR ELDERLY (=> AGE 60) HOUSEHOLD MEMBER
- K. WINTER UTILITY COSTS ARE FOR DECEMBER THROUGH FEBRUARY**
- L. FORMER OHIO ENERGY CREDIT PROGRAM -- **OEC PAYMENT FACTOR: 1.4**

SOURCES: THE UTILITIES, AND THE P.U.C.O.
 PREPARED BY:OCS/HEAP

ASSUMPTIONS: A:

713.0000
50--150% OF POVERTY

| UTILITY COMP | 65% OF POVERTY MEAN PAYMENT | 75% OF POVERTY MEAN PAYMENT | 85% OF POVERTY MEAN PAYMENT | 95% OF POVERTY MEAN PAYMENT | 105% OF POVERTY MEAN PAYMENT | 115% OF POVERTY MEAN PAYMENT | 125% OF POVERTY MEAN PAYMENT | 135% OF POVERTY MEAN PAYMENT | 145% OF POVERTY MEAN PAYMENT | 5% OF POVERTY HEAP PAYMENT | 5% OF POVERTY OEC PAYMENT | 5% OF POVERTY NOTOEC PAYMENT | 5% OF POVERTY TOTAL PAYMENT | 15% OF POVERTY HEAP PAYMENT | 15% OF POVERTY OEC PAYMENT | 15% OF POVERTY NOTOEC PAYMENT | 15% OF POVERTY TOTAL PAYMENT | 25% OF POVERTY HEAP PAYMENT | 25% OF POVERTY OEC PAYMENT |
|------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|----------------------------|---------------------------|------------------------------|-----------------------------|-----------------------------|----------------------------|-------------------------------|------------------------------|-----------------------------|----------------------------|
| GAS | 0.4600 | 0.4400 | 0.4200 | 0.4000 | 0.3800 | 0.3600 | 0.3400 | 0.3200 | 0.3000 | 0.0664 | 0.0332 | 0.0332 | | 0.0488 | 0.0244 | 0.0244 | | 0.0418 | 0.0209 |
| Columbia Gas | 263.05 | 251.61 | 240.18 | 228.74 | 217.30 | 205.87 | 194.43 | 182.99 | 171.56 | \$2,247,464 | \$1,573,225 | \$1,123,732 | \$2,696,956 | \$1,651,502 | \$1,156,051 | \$825,751 | \$1,981,802 | \$1,415,009 | \$990,506 |
| Duke | 247.27 | 236.52 | 225.77 | 215.02 | 204.26 | 193.51 | 182.76 | 172.01 | 161.26 | \$402,519 | \$281,763 | \$201,260 | \$483,023 | \$295,783 | \$207,048 | \$147,891 | \$354,939 | \$253,427 | \$177,399 |
| Vectren | 263.05 | 251.61 | 240.18 | 228.74 | 217.30 | 205.87 | 194.43 | 182.99 | 171.56 | \$496,183 | \$347,328 | \$248,091 | \$595,419 | \$364,610 | \$255,227 | \$182,305 | \$437,532 | \$312,398 | \$218,679 |
| Dominion | 278.83 | 266.71 | 254.59 | 242.46 | 230.34 | 218.22 | 206.09 | 193.97 | 181.85 | \$2,590,570 | \$1,813,399 | \$1,295,285 | \$3,108,684 | \$1,903,626 | \$1,332,538 | \$951,813 | \$2,284,351 | \$1,631,029 | \$1,141,721 |
| Ohio Gas | 278.83 | 266.71 | 254.59 | 242.46 | 230.34 | 218.22 | 206.09 | 193.97 | 181.85 | \$64,534 | \$45,174 | \$32,267 | \$77,441 | \$47,422 | \$33,195 | \$23,711 | \$56,906 | \$40,631 | \$28,442 |
| The Energy Cooperativ | 263.05 | 251.61 | 240.18 | 228.74 | 217.30 | 205.87 | 194.43 | 182.99 | 171.56 | \$1,375 | \$962 | \$687 | \$1,650 | \$1,010 | \$707 | \$505 | \$1,212 | \$866 | \$606 |
| Eastern Gas | 263.05 | 251.61 | 240.18 | 228.74 | 217.30 | 205.87 | 194.43 | 182.99 | 171.56 | \$21,407 | \$14,985 | \$10,703 | \$25,688 | \$15,730 | \$11,011 | \$7,865 | \$18,876 | \$13,478 | \$9,434 |
| Ohio Valley Gas | 263.05 | 251.61 | 240.18 | 228.74 | 217.30 | 205.87 | 194.43 | 182.99 | 171.56 | \$2,042 | \$1,430 | \$1,021 | \$2,451 | \$1,501 | \$1,051 | \$750 | \$1,801 | \$1,286 | \$900 |
| City of Lancaster | 263.05 | 251.61 | 240.18 | 228.74 | 217.30 | 205.87 | 194.43 | 182.99 | 171.56 | \$34,074 | \$23,852 | \$17,037 | \$40,889 | \$25,038 | \$17,527 | \$12,519 | \$30,046 | \$21,453 | \$15,017 |
| Pike Natural Gas | 247.27 | 236.52 | 225.77 | 215.02 | 204.26 | 193.51 | 182.76 | 172.01 | 161.26 | \$15,230 | \$10,661 | \$7,615 | \$18,276 | \$11,192 | \$7,834 | \$5,596 | \$13,430 | \$9,589 | \$6,712 |
| City of Hamilton | 247.27 | 236.52 | 225.77 | 215.02 | 204.26 | 193.51 | 182.76 | 172.01 | 161.26 | \$35,648 | \$24,953 | \$17,824 | \$42,777 | \$26,195 | \$18,337 | \$13,098 | \$31,434 | \$22,444 | \$15,711 |
| All Other Gas | 263.05 | 251.61 | 240.18 | 228.74 | 217.30 | 205.87 | 194.43 | 182.99 | 171.56 | \$77,987 | \$54,591 | \$38,994 | \$93,584 | \$57,307 | \$40,115 | \$28,654 | \$68,769 | \$49,101 | \$34,371 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | | |
| ELECTRIC | | | | | | | | | | | | | | | | | | | |
| Duke | 247.27 | 236.52 | 225.77 | 215.02 | 204.26 | 193.51 | 182.76 | 172.01 | 161.26 | \$184,128 | \$128,890 | \$92,064 | \$220,953 | \$135,303 | \$94,712 | \$67,651 | \$162,363 | \$115,927 | \$81,149 |
| CEI | 278.83 | 266.71 | 254.59 | 242.46 | 230.34 | 218.22 | 206.09 | 193.97 | 181.85 | \$172,868 | \$121,008 | \$86,434 | \$207,442 | \$127,029 | \$88,920 | \$63,514 | \$152,434 | \$108,838 | \$76,187 |
| C&SOE | 263.05 | 251.61 | 240.18 | 228.74 | 217.30 | 205.87 | 194.43 | 182.99 | 171.56 | \$430,519 | \$301,364 | \$215,260 | \$516,623 | \$316,358 | \$221,451 | \$158,179 | \$379,630 | \$271,056 | \$189,739 |
| DPL | 263.05 | 251.61 | 240.18 | 228.74 | 217.30 | 205.87 | 194.43 | 182.99 | 171.56 | \$248,749 | \$174,125 | \$124,375 | \$298,499 | \$182,788 | \$127,952 | \$91,394 | \$219,346 | \$156,613 | \$109,629 |
| Ohio Edison | 278.83 | 266.71 | 254.59 | 242.46 | 230.34 | 218.22 | 206.09 | 193.97 | 181.85 | \$310,639 | \$217,447 | \$155,319 | \$372,766 | \$228,266 | \$159,786 | \$114,133 | \$273,919 | \$195,579 | \$136,905 |
| OHIO PWR | 263.05 | 251.61 | 240.18 | 228.74 | 217.30 | 205.87 | 194.43 | 182.99 | 171.56 | \$430,519 | \$301,364 | \$215,260 | \$516,623 | \$316,358 | \$221,451 | \$158,179 | \$379,630 | \$271,056 | \$189,739 |
| Toledo Edison | 278.83 | 266.71 | 254.59 | 242.46 | 230.34 | 218.22 | 206.09 | 193.97 | 181.85 | \$115,391 | \$80,774 | \$57,696 | \$138,470 | \$84,793 | \$59,355 | \$42,396 | \$101,751 | \$72,651 | \$50,855 |
| City of Hamilton | 247.27 | 236.52 | 225.77 | 215.02 | 204.26 | 193.51 | 182.76 | 172.01 | 161.26 | \$9,267 | \$6,487 | \$4,634 | \$11,121 | \$6,810 | \$4,767 | \$3,405 | \$8,172 | \$5,835 | \$4,084 |
| Other Electric | 263.05 | 251.61 | 240.18 | 228.74 | 217.30 | 205.87 | 194.43 | 182.99 | 171.56 | \$249,299 | \$174,509 | \$124,650 | \$299,159 | \$183,192 | \$128,235 | \$91,596 | \$219,831 | \$156,959 | \$109,872 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | | |
| BULK FUEL | | | | | | | | | | | | | | | | | | | |
| 25 GAS/PROP | 393.30 | 376.20 | 359.10 | 342.00 | 324.90 | 307.80 | 290.70 | 273.60 | 256.50 | \$835,565 | \$584,896 | \$417,783 | \$1,002,678 | \$613,998 | \$429,798 | \$306,999 | \$736,797 | \$526,074 | \$368,252 |
| 26 OIL/KERO | 393.30 | 376.20 | 359.10 | 342.00 | 324.90 | 307.80 | 290.70 | 273.60 | 256.50 | \$444,650 | \$311,255 | \$222,325 | \$533,580 | \$326,742 | \$228,719 | \$163,371 | \$392,090 | \$279,953 | \$195,967 |
| 27 COAL/WOOD | 294.98 | 282.15 | 269.33 | 256.50 | 243.68 | 230.85 | 218.03 | 205.20 | 192.38 | \$74,965 | \$52,475 | \$37,482 | \$89,958 | \$55,086 | \$38,560 | \$27,543 | \$66,104 | \$47,198 | \$33,039 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | | |
| SUMS | 275.2353 | 263.2685 | 251.3018 | 239.3350 | 227.3683 | 215.4015 | 203.4348 | 191.4680 | 179.5013 | | | | | | | | | | |

ASSUMPTIONS:

713.0000
50--150% OF POVERTY

| UTILITY COMP | 25% OF POVERTY NOTOEC PAYMENT | 25% OF POVERTY TOTAL PAYMENT | 35% OF POVERTY HEAP PAYMENT | 35% OF POVERTY OEC PAYMENT | 35% OF POVERTY NOTOEC PAYMENT | 35% OF POVERTY TOTAL PAYMENT | 45% OF POVERTY HEAP PAYMENT | 45% OF POVERTY OEC PAYMENT | 45% OF POVERTY NOTOEC PAYMENT | 45% OF POVERTY TOTAL PAYMENT | 55% OF POVERTY HEAP PAYMENT | 55% OF POVERTY OEC PAYMENT | 55% OF POVERTY NOTOEC PAYMENT | 55% OF POVERTY TOTAL PAYMENT | 65% OF POVERTY HEAP PAYMENT | 65% OF POVERTY OEC PAYMENT | 65% OF POVERTY NOTOEC PAYMENT | 65% OF POVERTY TOTAL PAYMENT |
|------------------------------|-------------------------------|------------------------------|-----------------------------|----------------------------|-------------------------------|------------------------------|-----------------------------|----------------------------|-------------------------------|------------------------------|-----------------------------|----------------------------|-------------------------------|------------------------------|-----------------------------|----------------------------|-------------------------------|------------------------------|
| GAS | 0.0209 | | 0.0497 | 0.0249 | 0.0249 | | 0.0509 | 0.0255 | 0.0255 | | 0.0480 | 0.0240 | 0.0240 | | 0.0633 | 0.0316 | 0.0316 | |
| Columbia Gas | \$707,505 | \$1,698,011 | \$1,682,116 | \$1,177,481 | \$841,058 | \$2,018,539 | \$1,722,934 | \$1,206,054 | \$861,467 | \$2,067,521 | \$1,560,414 | \$1,092,290 | \$780,207 | \$1,872,497 | \$1,969,467 | \$1,378,627 | \$984,734 | \$2,363,361 |
| Duke | \$126,714 | \$304,112 | \$301,266 | \$210,886 | \$150,633 | \$361,519 | \$308,576 | \$216,003 | \$154,288 | \$370,291 | \$279,469 | \$195,628 | \$139,735 | \$335,363 | \$352,730 | \$246,911 | \$176,365 | \$423,276 |
| Vectren | \$156,199 | \$374,878 | \$371,368 | \$259,958 | \$185,684 | \$445,642 | \$380,380 | \$266,266 | \$190,190 | \$456,456 | \$344,500 | \$241,150 | \$172,250 | \$413,400 | \$434,808 | \$304,366 | \$217,404 | \$521,770 |
| Dominion | \$815,515 | \$1,957,235 | \$1,938,913 | \$1,357,239 | \$969,457 | \$2,326,696 | \$1,985,963 | \$1,390,174 | \$992,982 | \$2,383,156 | \$1,798,633 | \$1,259,043 | \$899,317 | \$2,158,360 | \$2,270,133 | \$1,589,093 | \$1,135,067 | \$2,724,160 |
| Ohio Gas | \$20,315 | \$48,757 | \$48,301 | \$33,810 | \$24,150 | \$57,961 | \$49,473 | \$34,631 | \$24,736 | \$59,367 | \$44,806 | \$31,364 | \$22,403 | \$53,767 | \$56,552 | \$39,586 | \$28,276 | \$67,862 |
| The Energy Cooperativ | \$433 | \$1,039 | \$1,029 | \$720 | \$514 | \$1,235 | \$1,054 | \$738 | \$527 | \$1,265 | \$954 | \$668 | \$477 | \$1,145 | \$1,205 | \$843 | \$602 | \$1,446 |
| Eastern Gas | \$6,739 | \$16,173 | \$16,022 | \$11,215 | \$8,011 | \$19,226 | \$16,411 | \$11,487 | \$8,205 | \$19,693 | \$14,863 | \$10,404 | \$7,431 | \$17,835 | \$18,759 | \$13,131 | \$9,379 | \$22,511 |
| Ohio Valley Gas | \$643 | \$1,543 | \$1,529 | \$1,070 | \$764 | \$1,834 | \$1,566 | \$1,096 | \$783 | \$1,879 | \$1,418 | \$993 | \$709 | \$1,702 | \$1,790 | \$1,253 | \$895 | \$2,148 |
| City of Lancaster | \$10,727 | \$25,744 | \$25,503 | \$17,852 | \$12,751 | \$30,603 | \$26,121 | \$18,285 | \$13,061 | \$31,346 | \$23,658 | \$16,560 | \$11,829 | \$28,389 | \$29,859 | \$20,901 | \$14,930 | \$35,831 |
| Pike Natural Gas | \$4,794 | \$11,507 | \$11,399 | \$7,979 | \$5,700 | \$13,679 | \$11,676 | \$8,173 | \$5,838 | \$14,011 | \$10,574 | \$7,402 | \$5,287 | \$12,689 | \$13,346 | \$9,342 | \$6,673 | \$16,016 |
| City of Hamilton | \$11,222 | \$26,933 | \$26,681 | \$18,676 | \$13,340 | \$32,017 | \$27,328 | \$19,130 | \$13,664 | \$32,794 | \$24,750 | \$17,325 | \$12,375 | \$29,700 | \$31,238 | \$21,867 | \$15,619 | \$37,486 |
| All Other Gas | \$24,550 | \$58,921 | \$58,369 | \$40,859 | \$29,185 | \$70,043 | \$59,786 | \$41,850 | \$29,893 | \$71,743 | \$54,146 | \$37,902 | \$27,073 | \$64,976 | \$68,341 | \$47,838 | \$34,170 | \$82,009 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | |
| ELECTRIC | | | | | | | | | | | | | | | | | | |
| Duke | \$57,964 | \$139,113 | \$137,811 | \$96,467 | \$68,905 | \$165,373 | \$141,155 | \$98,808 | \$70,577 | \$169,386 | \$127,840 | \$89,488 | \$63,920 | \$153,408 | \$161,353 | \$112,947 | \$80,676 | \$193,623 |
| CEI | \$54,419 | \$130,606 | \$129,383 | \$90,568 | \$64,692 | \$155,260 | \$132,523 | \$92,766 | \$66,262 | \$159,028 | \$120,023 | \$84,016 | \$60,011 | \$144,027 | \$151,486 | \$106,040 | \$75,743 | \$181,783 |
| C&SOE | \$135,528 | \$325,267 | \$322,222 | \$225,556 | \$161,111 | \$386,667 | \$330,042 | \$231,029 | \$165,021 | \$396,050 | \$298,910 | \$209,237 | \$149,455 | \$358,692 | \$377,267 | \$264,087 | \$188,633 | \$452,720 |
| DPL | \$78,307 | \$187,936 | \$186,177 | \$130,324 | \$93,088 | \$223,412 | \$190,694 | \$133,486 | \$95,347 | \$228,833 | \$172,707 | \$120,895 | \$86,353 | \$207,248 | \$217,981 | \$152,586 | \$108,990 | \$261,577 |
| Ohio Edison | \$97,789 | \$234,695 | \$232,498 | \$162,748 | \$116,249 | \$278,997 | \$238,139 | \$166,698 | \$119,070 | \$285,767 | \$215,676 | \$150,973 | \$107,838 | \$258,812 | \$272,215 | \$190,550 | \$136,107 | \$326,658 |
| OHIO PWR | \$135,528 | \$325,267 | \$322,222 | \$225,556 | \$161,111 | \$386,667 | \$330,042 | \$231,029 | \$165,021 | \$396,050 | \$298,910 | \$209,237 | \$149,455 | \$358,692 | \$377,267 | \$264,087 | \$188,633 | \$452,720 |
| Toledo Edison | \$36,325 | \$87,181 | \$86,365 | \$60,455 | \$43,182 | \$103,638 | \$88,460 | \$61,922 | \$44,230 | \$106,153 | \$80,116 | \$56,081 | \$40,058 | \$96,139 | \$101,118 | \$70,783 | \$50,559 | \$121,342 |
| City of Hamilton | \$2,917 | \$7,002 | \$6,936 | \$4,855 | \$3,468 | \$8,323 | \$7,104 | \$4,973 | \$3,552 | \$8,525 | \$6,434 | \$4,504 | \$3,217 | \$7,721 | \$8,121 | \$5,685 | \$4,061 | \$9,745 |
| Other Electric | \$78,480 | \$188,351 | \$186,588 | \$130,612 | \$93,294 | \$223,906 | \$191,116 | \$133,781 | \$95,558 | \$229,339 | \$173,088 | \$121,162 | \$86,544 | \$207,706 | \$218,463 | \$152,924 | \$109,231 | \$262,155 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | |
| BULK FUEL | | | | | | | | | | | | | | | | | | |
| 25 GAS/PROP | \$263,037 | \$631,289 | \$625,379 | \$437,765 | \$312,690 | \$750,455 | \$640,555 | \$448,388 | \$320,277 | \$768,666 | \$580,133 | \$406,093 | \$290,066 | \$696,160 | \$732,211 | \$512,548 | \$366,106 | \$878,653 |
| 26 OIL/KERO | \$139,976 | \$335,943 | \$332,799 | \$232,959 | \$166,399 | \$399,358 | \$340,874 | \$238,612 | \$170,437 | \$409,049 | \$308,721 | \$216,104 | \$154,360 | \$370,465 | \$389,650 | \$272,755 | \$194,825 | \$467,580 |
| 27 COAL/WOOD | \$23,599 | \$56,638 | \$56,107 | \$39,275 | \$28,054 | \$67,329 | \$57,469 | \$40,228 | \$28,734 | \$68,963 | \$52,048 | \$36,434 | \$26,024 | \$62,458 | \$65,692 | \$45,984 | \$32,846 | \$78,831 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | |

SUMS

ASSUMPTIONS:

713.0000
50--150% OF POVERTY

| UTILITY COMP | 75% OF POVERTY HEAP PAYMENT | 75% OF POVERTY OEC PAYMENT | 75% OF POVERTY NOTOEC PAYMENT | 75% OF POVERTY TOTAL PAYMENT | 85% OF POVERTY HEAP PAYMENT | 85% OF POVERTY OEC PAYMENT | 85% OF POVERTY NOTOEC PAYMENT | 85% OF POVERTY TOTAL PAYMENT | 95% OF POVERTY HEAP PAYMENT | 95% OF POVERTY OEC PAYMENT | 95% OF POVERTY NOTOEC PAYMENT | 95% OF POVERTY TOTAL PAYMENT | 105% OF POVERTY HEAP PAYMENT | 105% OF POVERTY OEC PAYMENT | 105% OF POVERTY NOTOEC PAYMENT | 105% OF POVERTY TOTAL PAYMENT | 115% OF POVERTY HEAP PAYMENT | 115% OF POVERTY OEC PAYMENT |
|------------------------------|-----------------------------|----------------------------|-------------------------------|------------------------------|-----------------------------|----------------------------|-------------------------------|------------------------------|-----------------------------|----------------------------|-------------------------------|------------------------------|------------------------------|-----------------------------|--------------------------------|-------------------------------|------------------------------|-----------------------------|
| GAS | 0.1055 | 0.0527 | 0.0527 | | 0.1043 | 0.0521 | 0.0521 | | 0.0619 | 0.0310 | 0.0310 | | 0.0569 | 0.0285 | 0.0285 | | 0.0614 | 0.0307 |
| Columbia Gas | \$3,140,845 | \$2,198,591 | \$1,570,422 | \$3,769,014 | \$2,964,355 | \$2,075,048 | \$1,482,177 | \$3,557,226 | \$1,676,529 | \$1,173,570 | \$838,265 | \$2,011,835 | \$1,464,822 | \$1,025,376 | \$732,411 | \$1,757,787 | \$1,495,898 | \$1,047,128 |
| Duke | \$562,523 | \$393,766 | \$281,261 | \$675,028 | \$530,914 | \$371,640 | \$265,457 | \$637,096 | \$300,265 | \$210,186 | \$150,133 | \$360,318 | \$262,349 | \$183,644 | \$131,174 | \$314,818 | \$267,914 | \$187,540 |
| Vectren | \$693,419 | \$485,393 | \$346,709 | \$832,102 | \$654,454 | \$458,118 | \$327,227 | \$785,345 | \$370,135 | \$259,094 | \$185,067 | \$444,162 | \$323,395 | \$226,377 | \$161,698 | \$388,075 | \$330,256 | \$231,179 |
| Dominion | \$3,620,338 | \$2,534,236 | \$1,810,169 | \$4,344,405 | \$3,416,904 | \$2,391,833 | \$1,708,452 | \$4,100,285 | \$1,932,474 | \$1,352,732 | \$966,237 | \$2,318,969 | \$1,688,447 | \$1,181,913 | \$844,224 | \$2,026,137 | \$1,724,267 | \$1,206,987 |
| Ohio Gas | \$90,187 | \$63,131 | \$45,093 | \$108,224 | \$85,119 | \$59,583 | \$42,560 | \$102,143 | \$48,140 | \$33,698 | \$24,070 | \$57,768 | \$42,061 | \$29,443 | \$21,031 | \$50,474 | \$42,954 | \$30,067 |
| The Energy Cooperativ | \$1,921 | \$1,345 | \$961 | \$2,305 | \$1,813 | \$1,269 | \$907 | \$2,176 | \$1,026 | \$718 | \$513 | \$1,231 | \$896 | \$627 | \$448 | \$1,075 | \$915 | \$641 |
| Eastern Gas | \$29,916 | \$20,941 | \$14,958 | \$35,899 | \$28,235 | \$19,764 | \$14,117 | \$33,882 | \$15,969 | \$11,178 | \$7,984 | \$19,162 | \$13,952 | \$9,767 | \$6,976 | \$16,743 | \$14,248 | \$9,974 |
| Ohio Valley Gas | \$2,854 | \$1,998 | \$1,427 | \$3,425 | \$2,694 | \$1,886 | \$1,347 | \$3,233 | \$1,524 | \$1,067 | \$762 | \$1,828 | \$1,331 | \$932 | \$666 | \$1,597 | \$1,359 | \$952 |
| City of Lancaster | \$47,618 | \$33,333 | \$23,809 | \$57,142 | \$44,943 | \$31,460 | \$22,471 | \$53,931 | \$25,418 | \$17,793 | \$12,709 | \$30,502 | \$22,208 | \$15,546 | \$11,104 | \$26,650 | \$22,679 | \$15,876 |
| Pike Natural Gas | \$21,284 | \$14,899 | \$10,642 | \$25,541 | \$20,088 | \$14,062 | \$10,044 | \$24,106 | \$11,361 | \$7,953 | \$5,681 | \$13,633 | \$9,927 | \$6,949 | \$4,963 | \$11,912 | \$10,137 | \$7,096 |
| City of Hamilton | \$49,818 | \$34,873 | \$24,909 | \$59,782 | \$47,019 | \$32,913 | \$23,509 | \$56,422 | \$26,592 | \$18,614 | \$13,296 | \$31,910 | \$23,234 | \$16,264 | \$11,617 | \$27,881 | \$23,727 | \$16,609 |
| All Other Gas | \$108,987 | \$76,291 | \$54,494 | \$130,785 | \$102,863 | \$72,004 | \$51,432 | \$123,436 | \$58,176 | \$40,723 | \$29,088 | \$69,811 | \$50,829 | \$35,581 | \$25,415 | \$60,995 | \$51,908 | \$36,335 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | |
| ELECTRIC | | | | | | | | | | | | | | | | | | |
| Duke | \$257,320 | \$180,124 | \$128,660 | \$308,784 | \$242,861 | \$170,002 | \$121,430 | \$291,433 | \$137,353 | \$96,147 | \$68,676 | \$164,824 | \$120,008 | \$84,006 | \$60,004 | \$144,010 | \$122,554 | \$85,788 |
| CEI | \$241,585 | \$169,109 | \$120,792 | \$289,902 | \$228,010 | \$159,607 | \$114,005 | \$273,612 | \$128,954 | \$90,268 | \$64,477 | \$154,745 | \$112,670 | \$78,869 | \$56,335 | \$135,204 | \$115,060 | \$80,542 |
| C&SOE | \$601,654 | \$421,157 | \$300,827 | \$721,984 | \$567,846 | \$397,492 | \$283,923 | \$681,415 | \$321,152 | \$224,807 | \$160,576 | \$385,383 | \$280,598 | \$196,419 | \$140,299 | \$336,718 | \$286,551 | \$200,586 |
| DPL | \$347,629 | \$243,340 | \$173,814 | \$417,155 | \$328,095 | \$229,666 | \$164,047 | \$393,714 | \$185,558 | \$129,891 | \$92,779 | \$222,670 | \$162,127 | \$113,489 | \$81,063 | \$194,552 | \$165,566 | \$115,896 |
| Ohio Edison | \$434,119 | \$303,884 | \$217,060 | \$520,943 | \$409,725 | \$286,808 | \$204,863 | \$491,670 | \$231,725 | \$162,208 | \$115,863 | \$278,071 | \$202,464 | \$141,725 | \$101,232 | \$242,957 | \$206,759 | \$144,731 |
| OHIO PWR | \$601,654 | \$421,157 | \$300,827 | \$721,984 | \$567,846 | \$397,492 | \$283,923 | \$681,415 | \$321,152 | \$224,807 | \$160,576 | \$385,383 | \$280,598 | \$196,419 | \$140,299 | \$336,718 | \$286,551 | \$200,586 |
| Toledo Edison | \$161,260 | \$112,882 | \$80,630 | \$193,512 | \$152,199 | \$106,539 | \$76,099 | \$182,638 | \$86,078 | \$60,255 | \$43,039 | \$103,293 | \$75,208 | \$52,646 | \$37,604 | \$90,250 | \$76,804 | \$53,763 |
| City of Hamilton | \$12,951 | \$9,066 | \$6,476 | \$15,541 | \$12,223 | \$8,556 | \$6,112 | \$14,668 | \$6,913 | \$4,839 | \$3,457 | \$8,296 | \$6,040 | \$4,228 | \$3,020 | \$7,248 | \$6,168 | \$4,318 |
| Other Electric | \$348,397 | \$243,878 | \$174,199 | \$418,077 | \$328,820 | \$230,174 | \$164,410 | \$394,584 | \$185,968 | \$130,178 | \$92,984 | \$223,162 | \$162,485 | \$113,739 | \$81,242 | \$194,982 | \$165,932 | \$116,152 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | |
| BULK FUEL | | | | | | | | | | | | | | | | | | |
| 25 GAS/PROP | \$1,167,707 | \$817,395 | \$583,854 | \$1,401,249 | \$1,102,092 | \$771,464 | \$551,046 | \$1,322,510 | \$623,302 | \$436,312 | \$311,651 | \$747,963 | \$544,594 | \$381,215 | \$272,297 | \$653,512 | \$556,147 | \$389,303 |
| 26 OIL/KERO | \$621,401 | \$434,981 | \$310,701 | \$745,682 | \$586,484 | \$410,538 | \$293,242 | \$703,780 | \$331,693 | \$232,185 | \$165,847 | \$398,032 | \$289,808 | \$202,866 | \$144,904 | \$347,770 | \$295,956 | \$207,169 |
| 27 COAL/WOOD | \$104,764 | \$73,335 | \$52,382 | \$125,716 | \$98,877 | \$69,214 | \$49,438 | \$118,652 | \$55,921 | \$39,145 | \$27,961 | \$67,105 | \$48,860 | \$34,202 | \$24,430 | \$58,631 | \$49,896 | \$34,927 |
| SUB TOTAL | | | | | | | | | | | | | | | | | | |

ASSUMPTIONS:

713.0000
50--150% OF POVERTY

| UTILITY COMP | 115% OF POVERTY NOTOEC PAYMENT | 115% OF POVERTY TOTAL PAYMENT | 125% OF POVERTY HEAP PAYMENT | 125% OF POVERTY OEC PAYMENT | 125% OF POVERTY NOTOEC PAYMENT | 125% OF POVERTY TOTAL PAYMENT | 135% OF POVERTY HEAP PAYMENT | 135% OF POVERTY OEC PAYMENT | 135% OF POVERTY NOTOEC PAYMENT | 135% OF POVERTY TOTAL PAYMENT | 145% OF POVERTY HEAP PAYMENT | 145% OF POVERTY OEC PAYMENT | 145% OF POVERTY NOTOEC PAYMENT | 145% OF POVERTY TOTAL PAYMENT | AMOUNT OF HEAP ALLOCN REMAIN | AMOUNT OF TOTAL ALLOCN REMAIN | WEIGHTED MEANS FOR OTHER UTILITIES |
|------------------------------|--------------------------------|-------------------------------|------------------------------|-----------------------------|--------------------------------|-------------------------------|------------------------------|-----------------------------|--------------------------------|-------------------------------|------------------------------|-----------------------------|--------------------------------|-------------------------------|------------------------------|-------------------------------|------------------------------------|
| GAS | 0.0307 | | 0.0511 | 0.0256 | 0.0256 | | 0.0487 | 0.0243 | 0.0243 | | 0.1413 | 0.0707 | 0.07067 | 1.0000 | | | |
| Columbia Gas | \$747,949 | \$1,795,077 | \$1,176,356 | \$823,449 | \$588,178 | \$1,411,627 | \$1,054,530 | \$738,171 | \$527,265 | \$1,265,436 | \$2,870,136 | \$2,009,095 | \$1,435,068 | \$3,444,163 | \$1,662,268 | -\$2,754,000 | 221.9826 |
| Duke | \$133,957 | \$321,497 | \$210,685 | \$147,479 | \$105,342 | \$252,821 | \$188,866 | \$132,206 | \$94,433 | \$226,639 | \$514,039 | \$359,827 | \$257,020 | \$616,847 | \$637,862 | -\$139,345 | 39.7569 |
| Vectren | \$165,128 | \$396,307 | \$259,710 | \$181,797 | \$129,855 | \$311,651 | \$232,813 | \$162,969 | \$116,407 | \$279,376 | \$633,653 | \$443,557 | \$316,827 | \$760,384 | \$366,986 | -\$608,013 | 49.0081 |
| Dominion | \$862,133 | \$2,069,120 | \$1,355,943 | \$949,160 | \$677,971 | \$1,627,132 | \$1,215,518 | \$850,863 | \$607,759 | \$1,458,622 | \$3,308,302 | \$2,315,811 | \$1,654,151 | \$3,969,962 | -\$25,310 | -\$5,194,219 | 255.8713 |
| Ohio Gas | \$21,477 | \$51,544 | \$33,778 | \$23,645 | \$16,889 | \$40,534 | \$30,280 | \$21,196 | \$15,140 | \$36,336 | \$82,414 | \$57,690 | \$41,207 | \$98,897 | -\$630 | -\$129,394 | 6.3741 |
| The Energy Cooperativ | \$458 | \$1,098 | \$720 | \$504 | \$360 | \$863 | \$645 | \$452 | \$323 | \$774 | \$1,756 | \$1,229 | \$878 | \$2,107 | \$1,017 | -\$1,685 | 0.1358 |
| Eastern Gas | \$7,124 | \$17,098 | \$11,205 | \$7,843 | \$5,602 | \$13,445 | \$10,044 | \$7,031 | \$5,022 | \$12,053 | \$27,337 | \$19,136 | \$13,669 | \$32,805 | \$15,833 | -\$26,231 | 2.1143 |
| Ohio Valley Gas | \$680 | \$1,631 | \$1,069 | \$748 | \$535 | \$1,283 | \$958 | \$671 | \$479 | \$1,150 | \$2,608 | \$1,826 | \$1,304 | \$3,130 | \$1,511 | -\$2,503 | 0.2017 |
| City of Lancaster | \$11,340 | \$27,215 | \$17,835 | \$12,484 | \$8,917 | \$21,402 | \$15,988 | \$11,191 | \$7,994 | \$19,185 | \$43,514 | \$30,460 | \$21,757 | \$52,217 | \$25,202 | -\$41,754 | 3.3655 |
| Pike Natural Gas | \$5,069 | \$12,165 | \$7,972 | \$5,580 | \$3,986 | \$9,566 | \$7,146 | \$5,002 | \$3,573 | \$8,575 | \$19,450 | \$13,615 | \$9,725 | \$23,340 | \$24,135 | -\$5,272 | 1.5043 |
| City of Hamilton | \$11,863 | \$28,472 | \$18,659 | \$13,061 | \$9,329 | \$22,390 | \$16,726 | \$11,708 | \$8,363 | \$20,072 | \$45,524 | \$31,867 | \$22,762 | \$54,629 | \$56,490 | -\$12,341 | 3.5209 |
| All Other Gas | \$25,954 | \$62,289 | \$40,820 | \$28,574 | \$20,410 | \$48,983 | \$36,592 | \$25,615 | \$18,296 | \$43,911 | \$99,594 | \$69,716 | \$49,797 | \$119,513 | \$57,681 | -\$95,564 | |
| SUB TOTAL | | | | | | | | | | | | | | | | | 583.8356 |
| ELECTRIC | | | | | | | | | | | | | | | | | |
| Duke | \$61,277 | \$147,065 | \$96,375 | \$67,463 | \$48,188 | \$115,650 | \$86,394 | \$60,476 | \$43,197 | \$103,673 | \$235,142 | \$164,599 | \$117,571 | \$282,170 | \$291,783 | -\$63,742 | 55.9915 |
| CEI | \$57,530 | \$138,072 | \$90,482 | \$63,337 | \$45,241 | \$108,578 | \$81,111 | \$56,778 | \$40,556 | \$97,334 | \$220,763 | \$154,534 | \$110,381 | \$264,915 | -\$1,689 | -\$346,610 | 52.5676 |
| C&SOE | \$143,275 | \$343,861 | \$225,340 | \$157,738 | \$112,670 | \$270,408 | \$202,004 | \$141,402 | \$101,002 | \$242,404 | \$549,797 | \$384,858 | \$274,899 | \$659,757 | \$318,420 | -\$527,550 | 130.9168 |
| DPL | \$82,783 | \$198,679 | \$130,199 | \$91,139 | \$65,100 | \$156,239 | \$116,715 | \$81,701 | \$58,358 | \$140,058 | \$317,667 | \$222,367 | \$158,833 | \$381,200 | \$183,980 | -\$304,813 | 75.6423 |
| Ohio Edison | \$103,380 | \$248,111 | \$162,593 | \$113,815 | \$81,296 | \$195,111 | \$145,754 | \$102,028 | \$72,877 | \$174,905 | \$396,703 | \$277,692 | \$198,351 | \$476,043 | -\$3,035 | -\$622,845 | 94.4622 |
| OHIO PWR | \$143,275 | \$343,861 | \$225,340 | \$157,738 | \$112,670 | \$270,408 | \$202,004 | \$141,402 | \$101,002 | \$242,404 | \$549,797 | \$384,858 | \$274,899 | \$659,757 | \$318,420 | -\$527,550 | 130.9168 |
| Toledo Edison | \$38,402 | \$92,164 | \$60,398 | \$42,278 | \$30,199 | \$72,477 | \$54,143 | \$37,900 | \$27,071 | \$64,971 | \$147,361 | \$103,153 | \$73,681 | \$176,833 | -\$1,127 | -\$231,365 | 35.0894 |
| City of Hamilton | \$3,084 | \$7,402 | \$4,851 | \$3,395 | \$2,425 | \$5,821 | \$4,348 | \$3,044 | \$2,174 | \$5,218 | \$11,835 | \$8,284 | \$5,917 | \$14,202 | \$14,686 | -\$3,208 | 2.8181 |
| Other Electric | \$82,966 | \$199,118 | \$130,487 | \$91,341 | \$65,243 | \$156,584 | \$116,973 | \$81,881 | \$58,487 | \$140,368 | \$318,369 | \$222,858 | \$159,184 | \$382,043 | \$184,387 | -\$305,487 | |
| SUB TOTAL | | | | | | | | | | | | | | | | | 578.4048 |
| BULK FUEL | | | | | | | | | | | | | | | | | |
| 25 GAS/PROP | \$278,073 | \$667,376 | \$437,347 | \$306,143 | \$218,674 | \$524,817 | \$392,055 | \$274,438 | \$196,027 | \$470,465 | \$1,067,063 | \$746,944 | \$533,532 | \$1,280,476 | \$573,477 | -\$1,070,208 | |
| 26 OIL/KERO | \$147,978 | \$355,148 | \$232,736 | \$162,916 | \$116,368 | \$279,284 | \$208,634 | \$146,044 | \$104,317 | \$250,361 | \$567,843 | \$397,490 | \$283,921 | \$681,411 | \$305,179 | -\$569,516 | |
| 27 COAL/WOOD | \$24,948 | \$59,875 | \$39,238 | \$27,466 | \$19,619 | \$47,085 | \$35,174 | \$24,622 | \$17,587 | \$42,209 | \$95,734 | \$67,014 | \$47,867 | \$114,881 | \$51,451 | -\$96,016 | |
| SUB TOTAL | | | | | | | | | | | | | | | | | |
| SUMS | | | | | | | | | | | | | | \$ 14,551,680.31 | \$5,058,975 | -\$13,679,230 | |

ASSUMPTIONS:

| Poverty Ratio | AEP | City of Hamilton Gas | City of Hamilton Electric | City of Lancaster | CEI | Columbia Gas | DPL | Dominion | Duke Gas | Duke Electric | Eastern Natural Gas | Energy Co-op |
|----------------------|---------------|----------------------|---------------------------|-------------------|---------------|----------------|---------------|----------------|---------------|---------------|---------------------|---------------|
| 5% | 3,021 | 107 | 35 | 83 | 780 | 8,025 | 827 | 8,712 | 1,472 | 713 | 39 | 2 |
| 5% to 15% | 1,966 | 67 | 26 | 42 | 365 | 5,670 | 588 | 7,490 | 1,457 | 497 | 18 | 0 |
| 15% to 25% | 1,689 | 55 | 17 | 47 | 277 | 4,771 | 511 | 6,330 | 1,096 | 416 | 33 | 1 |
| 25% to 35% | 2,148 | 81 | 16 | 72 | 281 | 5,861 | 618 | 7,004 | 1,313 | 478 | 37 | 4 |
| 35% to 45% | 2,050 | 107 | 22 | 61 | 327 | 5,886 | 598 | 7,208 | 1,339 | 474 | 35 | 2 |
| 45% to 55% | 2,012 | 89 | 27 | 96 | 319 | 5,593 | 582 | 6,431 | 1,112 | 447 | 39 | 2 |
| 55% to 65% | 2,860 | 127 | 32 | 112 | 438 | 7,396 | 808 | 8,100 | 1,450 | 572 | 55 | 2 |
| 65% to 75% | 5,250 | 196 | 62 | 134 | 1,049 | 11,922 | 1,433 | 12,773 | 2,224 | 1,260 | 103 | 2 |
| 75% to 85% | 5,341 | 187 | 68 | 174 | 966 | 11,598 | 1,547 | 11,964 | 2,157 | 1,259 | 94 | 7 |
| 85% to 95% | 2,728 | 151 | 29 | 111 | 499 | 7,112 | 833 | 7,267 | 1,333 | 633 | 91 | 5 |
| 95% to 105% | 2,516 | 147 | 30 | 113 | 459 | 6,433 | 718 | 6,721 | 1,207 | 571 | 73 | 6 |
| 105% to 115% | 2,614 | 135 | 27 | 145 | 464 | 6,930 | 773 | 7,208 | 1,265 | 576 | 107 | 5 |
| 115% to 125% | 2,128 | 125 | 22 | 117 | 415 | 5,759 | 686 | 5,972 | 1,023 | 466 | 64 | 9 |
| 125% to 135% | 1,984 | 97 | 24 | 130 | 413 | 5,494 | 592 | 5,636 | 952 | 442 | 81 | 5 |
| 135% to 145% | 1,596 | 76 | 23 | 86 | 314 | 4,441 | 486 | 4,647 | 759 | 334 | 59 | 0 |
| Greater Than 145% | 3,940 | 184 | 42 | 212 | 938 | 11,547 | 1,066 | 10,979 | 1,645 | 836 | 162 | 18 |
| Total: | 43,843 | 1,931 | 502 | 1,735 | 8,304 | 114,438 | 12,666 | 124,442 | 21,804 | 9,974 | 1,090 | 70 |
| Market Share: | 0.0965 | 0.0042 | 0.0011 | 0.0038 | 0.0183 | 0.2519 | 0.0279 | 0.2739 | 0.0480 | 0.0220 | 0.0024 | 0.0002 |

| Ohio Edison | Ohio Gas | Ohio Valley Gas | Pike Natural | Toledo Edison | Vectren | All Other Electric | All Other Gas | Coal/Wood | Fuel Oil/Kerosene | Propane/Bottle Gas | | Total | | |
|-------------|----------|-----------------|--------------|---------------|---------|--------------------|---------------|-----------|-------------------|--------------------|---------|---------|--------|----------|
| 1,232 | 97 | 8 | 55 | 630 | 1,365 | 756 | 178 | 228 | 643 | 1,168 | 30,176 | 30,173 | 6.64% | 12.10% |
| 826 | 55 | 6 | 22 | 291 | 1,219 | 470 | 83 | 125 | 289 | 585 | 22,157 | 22,172 | 4.88% | 5.09% |
| 621 | 80 | 1 | 22 | 197 | 1,191 | 423 | 98 | 126 | 343 | 640 | 18,985 | 18,997 | 4.18% | 5.04% |
| 723 | 98 | 4 | 42 | 263 | 1,351 | 524 | 169 | 131 | 473 | 911 | 22,602 | 22,583 | 4.97% | 6.05% |
| 723 | 126 | 4 | 44 | 244 | 1,406 | 617 | 168 | 164 | 473 | 1,054 | 23,132 | 23,131 | 5.09% | 5.26% |
| 630 | 131 | 5 | 37 | 252 | 1,430 | 594 | 157 | 176 | 509 | 1,143 | 21,813 | 21,822 | 4.80% | 5.56% |
| 841 | 167 | 2 | 63 | 338 | 1,765 | 782 | 242 | 246 | 771 | 1,558 | 28,727 | 28,740 | 6.33% | 5.19% |
| 1,758 | 263 | 17 | 81 | 772 | 2,686 | 1275 | 360 | 386 | 1,230 | 2,653 | 47,889 | 47,917 | 10.55% | 9.61% |
| 1,763 | 284 | 17 | 86 | 705 | 2,695 | 1447 | 377 | 358 | 1,350 | 2,919 | 47,363 | 47,378 | 10.43% | 8.26% |
| 878 | 213 | 6 | 58 | 291 | 1,617 | 815 | 283 | 221 | 1,001 | 1,965 | 28,140 | 28,135 | 6.19% | 5.51% |
| 819 | 214 | 6 | 53 | 301 | 1,470 | 738 | 269 | 215 | 951 | 1,843 | 25,873 | 25,876 | 5.69% | 5.50% |
| 868 | 246 | 6 | 69 | 270 | 1,547 | 814 | 330 | 229 | 1,144 | 2,121 | 27,893 | 27,893 | 6.14% | 5.81% |
| 678 | 219 | 5 | 53 | 212 | 1,226 | 688 | 281 | 164 | 1,090 | 1,824 | 23,226 | 23,225 | 5.11% | 5.18% |
| 713 | 203 | 7 | 35 | 203 | 1,161 | 697 | 221 | 149 | 1,037 | 1,822 | 22,098 | 22,121 | 4.87% | 4.87% |
| 557 | 184 | 4 | 27 | 176 | 910 | 528 | 197 | 151 | 919 | 1,522 | 17,996 | 18,027 | 3.97% | 4.02% |
| 1,292 | 520 | 6 | 78 | 398 | 2,226 | 1,526 | 558 | 335 | 2,920 | 4,728 | 46,156 | 46,194 | 10.17% | 6.96% |
| 14,922 | 3,100 | 104 | 825 | 5,543 | 25,265 | 12,694 | 3,971 | 3,404 | 15,143 | 28,456 | 454,226 | 454,384 | | |
| 0.0328 | 0.0068 | 0.0002 | 0.0018 | 0.0122 | 0.0556 | 0.0279 | 0.0087 | 0.0075 | 0.0333 | 0.0626 | | | | 0.999652 |

| Buckeye Rural | South C | All Other Electric |
|---------------|---------|--------------------|
| 34 | 135 | 756 |
| 41 | 109 | 470 |
| 47 | 136 | 423 |
| 66 | 134 | 524 |
| 65 | 157 | 617 |
| 58 | 160 | 594 |
| 60 | 156 | 782 |
| 102 | 250 | 1275 |
| 98 | 256 | 1447 |
| 61 | 186 | 815 |
| 58 | 169 | 738 |
| 62 | 163 | 814 |
| 57 | 160 | 688 |
| 56 | 126 | 697 |
| 39 | 110 | 528 |
| 64 | 212 | 222 |

| Southeast | All Other Gas |
|-----------|---------------|
| 10 | 178 |
| 3 | 83 |
| 2 | 98 |
| 2 | 169 |
| 2 | 168 |
| 6 | 157 |
| 1 | 242 |
| 7 | 360 |
| 12 | 377 |
| 7 | 283 |
| 4 | 269 |
| 9 | 330 |
| 6 | 281 |
| 8 | 221 |
| 5 | 197 |
| 16 | 88 |
| 100 | |
| 0.0002 | |

Table 1: Counties

| County | WORKSHEET |
|---------------|------------------|
| Adams | MINUS6% |
| Allen | PAYMENTS |
| Ashland | PAYMENTS |
| Ashtabula | PLUS6% |
| Athens | PAYMENTS |
| Auglaize | PAYMENTS |
| Belmont | PAYMENTS |
| Brown | MINUS6% |
| Butler | PAYMENTS |
| Carroll | PAYMENTS |
| Champaign | PAYMENTS |
| Clark | PAYMENTS |
| Clermont | MINUS6% |
| Clinton | PAYMENTS |
| Columbiana | PAYMENTS |
| Coshocton | PAYMENTS |
| Crawford | PAYMENTS |
| Cuyahoga | PLUS6% |
| Darke | PAYMENTS |
| Defiance | PLUS6% |
| Delaware | PAYMENTS |
| Erie | PLUS6% |
| Fairfield | PAYMENTS |
| Fayette | PAYMENTS |
| Franklin | PAYMENTS |
| Fulton | PLUS6% |
| Gallia | MINUS6% |
| Geauga | PLUS6% |
| Greene | PAYMENTS |
| Guernsey | PAYMENTS |
| Hamilton | MINUS6% |
| Hancock | PLUS6% |
| Hardin | PAYMENTS |
| Harrison | PAYMENTS |
| Henry | PLUS6% |
| Highland | MINUS6% |
| Hocking | PAYMENTS |
| Holmes | PAYMENTS |
| Huron | PLUS6% |
| Jackson | MINUS6% |
| Jefferson | PAYMENTS |
| Knox | PAYMENTS |
| Lake | PLUS6% |
| Lawrence | MINUS6% |

| County | WORKSHEET |
|---------------|------------------|
| Licking | PAYMENTS |
| Logan | PAYMENTS |
| Lorain | PLUS6% |
| Lucas | PLUS6% |
| Madison | PAYMENTS |
| Mahoning | PLUS6% |
| Marion | PAYMENTS |
| Medina | PLUS6% |
| Meigs | MINUS6% |
| Mercer | PAYMENTS |
| Miami | PAYMENTS |
| Monroe | PAYMENTS |
| Montgomery | PAYMENTS |
| Morgan | PAYMENTS |
| Morrow | PAYMENTS |
| Muskingum | PAYMENTS |
| Noble | PAYMENTS |
| Ottawa | PLUS6% |
| Paulding | PLUS6% |
| Perry | PAYMENTS |
| Pickaway | PAYMENTS |
| Pike | MINUS6% |
| Portage | PLUS6% |
| Preble | PAYMENTS |
| Putnam | PLUS6% |
| Richland | PAYMENTS |
| Ross | PAYMENTS |
| Sandusky | PLUS6% |
| Scioto | MINUS6% |
| Seneca | PLUS6% |
| Shelby | PAYMENTS |
| Stark | PAYMENTS |
| Summit | PLUS6% |
| Trumbull | PLUS6% |
| Tuscarawas | PAYMENTS |
| Union | PAYMENTS |
| Van Wert | PAYMENTS |
| Vinton | PAYMENTS |
| Warren | PAYMENTS |
| Washington | PAYMENTS |
| Wayne | PAYMENTS |
| Williams | PLUS6% |
| Wood | PLUS6% |
| Wyandot | PAYMENTS |

HEAP TABLE 2A: PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE (No PIPP Discount)

| PERCENT OF POVERTY | GAS/ELEC 0.6322 | GAS/ELEC WEIGHTED | PROPANE 0.9414 | PROPANE WEIGHTED | OIL/KERO 0.9414 | OIL/KERO WEIGHTED | COAL/WOOD 0.7061 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 50 | \$287 | \$402 | \$428 | \$599 | \$428 | \$599 | \$321 | \$449 |
| 51 | \$286 | \$400 | \$426 | \$596 | \$426 | \$596 | \$319 | \$447 |
| 52 | \$285 | \$399 | \$424 | \$594 | \$424 | \$594 | \$318 | \$445 |
| 53 | \$284 | \$397 | \$422 | \$591 | \$422 | \$591 | \$317 | \$443 |
| 54 | \$282 | \$395 | \$421 | \$589 | \$421 | \$589 | \$315 | \$442 |
| 55 | \$281 | \$394 | \$419 | \$587 | \$419 | \$587 | \$314 | \$440 |
| 56 | \$280 | \$392 | \$417 | \$584 | \$417 | \$584 | \$313 | \$438 |
| 57 | \$279 | \$391 | \$416 | \$582 | \$416 | \$582 | \$312 | \$436 |
| 58 | \$278 | \$389 | \$414 | \$579 | \$414 | \$579 | \$310 | \$435 |
| 59 | \$277 | \$387 | \$412 | \$577 | \$412 | \$577 | \$309 | \$433 |
| 60 | \$276 | \$386 | \$410 | \$575 | \$410 | \$575 | \$308 | \$431 |
| 61 | \$274 | \$384 | \$409 | \$572 | \$409 | \$572 | \$307 | \$429 |
| 62 | \$273 | \$383 | \$407 | \$570 | \$407 | \$570 | \$305 | \$427 |
| 63 | \$272 | \$381 | \$405 | \$567 | \$405 | \$567 | \$304 | \$426 |
| 64 | \$271 | \$379 | \$404 | \$565 | \$404 | \$565 | \$303 | \$424 |
| 65 | \$270 | \$378 | \$402 | \$563 | \$402 | \$563 | \$301 | \$422 |
| 66 | \$269 | \$376 | \$400 | \$560 | \$400 | \$560 | \$300 | \$420 |
| 67 | \$268 | \$375 | \$398 | \$558 | \$398 | \$558 | \$299 | \$418 |
| 68 | \$266 | \$373 | \$397 | \$555 | \$397 | \$555 | \$298 | \$417 |
| 69 | \$265 | \$371 | \$395 | \$553 | \$395 | \$553 | \$296 | \$415 |
| 70 | \$264 | \$370 | \$393 | \$551 | \$393 | \$551 | \$295 | \$413 |
| 71 | \$263 | \$368 | \$392 | \$548 | \$392 | \$548 | \$294 | \$411 |
| 72 | \$262 | \$367 | \$390 | \$546 | \$390 | \$546 | \$292 | \$409 |
| 73 | \$261 | \$365 | \$388 | \$543 | \$388 | \$543 | \$291 | \$408 |
| 74 | \$260 | \$363 | \$386 | \$541 | \$386 | \$541 | \$290 | \$406 |
| 75 | \$258 | \$362 | \$385 | \$539 | \$385 | \$539 | \$289 | \$404 |
| 76 | \$257 | \$360 | \$383 | \$536 | \$383 | \$536 | \$287 | \$402 |
| 77 | \$256 | \$359 | \$381 | \$534 | \$381 | \$534 | \$286 | \$400 |
| 78 | \$255 | \$357 | \$380 | \$531 | \$380 | \$531 | \$285 | \$399 |
| 79 | \$254 | \$355 | \$378 | \$529 | \$378 | \$529 | \$283 | \$397 |
| 80 | \$253 | \$354 | \$376 | \$527 | \$376 | \$527 | \$282 | \$395 |
| 81 | \$251 | \$352 | \$374 | \$524 | \$374 | \$524 | \$281 | \$393 |
| 82 | \$250 | \$350 | \$373 | \$522 | \$373 | \$522 | \$280 | \$391 |
| 83 | \$249 | \$349 | \$371 | \$519 | \$371 | \$519 | \$278 | \$390 |
| 84 | \$248 | \$347 | \$369 | \$517 | \$369 | \$517 | \$277 | \$388 |
| 85 | \$247 | \$346 | \$368 | \$515 | \$368 | \$515 | \$276 | \$386 |
| 86 | \$246 | \$344 | \$366 | \$512 | \$366 | \$512 | \$274 | \$384 |
| 87 | \$245 | \$342 | \$364 | \$510 | \$364 | \$510 | \$273 | \$382 |
| 88 | \$243 | \$341 | \$363 | \$508 | \$363 | \$508 | \$272 | \$381 |
| 89 | \$242 | \$339 | \$361 | \$505 | \$361 | \$505 | \$271 | \$379 |
| 90 | \$241 | \$338 | \$359 | \$503 | \$359 | \$503 | \$269 | \$377 |
| 91 | \$240 | \$336 | \$357 | \$500 | \$357 | \$500 | \$268 | \$375 |
| 92 | \$239 | \$334 | \$356 | \$498 | \$356 | \$498 | \$267 | \$373 |
| 93 | \$238 | \$333 | \$354 | \$496 | \$354 | \$496 | \$265 | \$372 |
| 94 | \$237 | \$331 | \$352 | \$493 | \$352 | \$493 | \$264 | \$370 |
| 95 | \$235 | \$330 | \$351 | \$491 | \$351 | \$491 | \$263 | \$368 |
| 96 | \$234 | \$328 | \$349 | \$488 | \$349 | \$488 | \$262 | \$366 |
| 97 | \$233 | \$326 | \$347 | \$486 | \$347 | \$486 | \$260 | \$364 |

HEAP TABLE 2A: PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE (No PIPP Discount)

| PERCENT OF POVERTY | GAS/ELEC 0.6322 | GAS/ELEC WEIGHTED | PROPANE 0.9414 | PROPANE WEIGHTED | OIL/KERO 0.9414 | OIL/KERO WEIGHTED | COAL/WOOD 0.7061 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 98 | \$232 | \$325 | \$345 | \$484 | \$345 | \$484 | \$259 | \$363 |
| 99 | \$231 | \$323 | \$344 | \$481 | \$344 | \$481 | \$258 | \$361 |
| 100 | \$230 | \$322 | \$342 | \$479 | \$342 | \$479 | \$257 | \$359 |
| 101 | \$229 | \$320 | \$340 | \$476 | \$340 | \$476 | \$255 | \$357 |
| 102 | \$227 | \$318 | \$339 | \$474 | \$339 | \$474 | \$254 | \$356 |
| 103 | \$226 | \$317 | \$337 | \$472 | \$337 | \$472 | \$253 | \$354 |
| 104 | \$225 | \$315 | \$335 | \$469 | \$335 | \$469 | \$251 | \$352 |
| 105 | \$224 | \$313 | \$333 | \$467 | \$333 | \$467 | \$250 | \$350 |
| 106 | \$223 | \$312 | \$332 | \$464 | \$332 | \$464 | \$249 | \$348 |
| 107 | \$222 | \$310 | \$330 | \$462 | \$330 | \$462 | \$248 | \$347 |
| 108 | \$220 | \$309 | \$328 | \$460 | \$328 | \$460 | \$246 | \$345 |
| 109 | \$219 | \$307 | \$327 | \$457 | \$327 | \$457 | \$245 | \$343 |
| 110 | \$218 | \$305 | \$325 | \$455 | \$325 | \$455 | \$244 | \$341 |
| 111 | \$217 | \$304 | \$323 | \$452 | \$323 | \$452 | \$242 | \$339 |
| 112 | \$216 | \$302 | \$321 | \$450 | \$321 | \$450 | \$241 | \$338 |
| 113 | \$215 | \$301 | \$320 | \$448 | \$320 | \$448 | \$240 | \$336 |
| 114 | \$214 | \$299 | \$318 | \$445 | \$318 | \$445 | \$239 | \$334 |
| 115 | \$212 | \$297 | \$316 | \$443 | \$316 | \$443 | \$237 | \$332 |
| 116 | \$211 | \$296 | \$315 | \$440 | \$315 | \$440 | \$236 | \$330 |
| 117 | \$210 | \$294 | \$313 | \$438 | \$313 | \$438 | \$235 | \$329 |
| 118 | \$209 | \$293 | \$311 | \$436 | \$311 | \$436 | \$233 | \$327 |
| 119 | \$208 | \$291 | \$310 | \$433 | \$310 | \$433 | \$232 | \$325 |
| 120 | \$207 | \$289 | \$308 | \$431 | \$308 | \$431 | \$231 | \$323 |
| 121 | \$206 | \$288 | \$306 | \$429 | \$306 | \$429 | \$230 | \$321 |
| 122 | \$204 | \$286 | \$304 | \$426 | \$304 | \$426 | \$228 | \$320 |
| 123 | \$203 | \$285 | \$303 | \$424 | \$303 | \$424 | \$227 | \$318 |
| 124 | \$202 | \$283 | \$301 | \$421 | \$301 | \$421 | \$226 | \$316 |
| 125 | \$201 | \$281 | \$299 | \$419 | \$299 | \$419 | \$224 | \$314 |
| 126 | \$200 | \$280 | \$298 | \$417 | \$298 | \$417 | \$223 | \$312 |
| 127 | \$199 | \$278 | \$296 | \$414 | \$296 | \$414 | \$222 | \$311 |
| 128 | \$198 | \$277 | \$294 | \$412 | \$294 | \$412 | \$221 | \$309 |
| 129 | \$196 | \$275 | \$292 | \$409 | \$292 | \$409 | \$219 | \$307 |
| 130 | \$195 | \$273 | \$291 | \$407 | \$291 | \$407 | \$218 | \$305 |
| 131 | \$194 | \$272 | \$289 | \$405 | \$289 | \$405 | \$217 | \$303 |
| 132 | \$193 | \$270 | \$287 | \$402 | \$287 | \$402 | \$215 | \$302 |
| 133 | \$192 | \$268 | \$286 | \$400 | \$286 | \$400 | \$214 | \$300 |
| 134 | \$191 | \$267 | \$284 | \$397 | \$284 | \$397 | \$213 | \$298 |
| 135 | \$189 | \$265 | \$282 | \$395 | \$282 | \$395 | \$212 | \$296 |
| 136 | \$188 | \$264 | \$280 | \$393 | \$280 | \$393 | \$210 | \$294 |
| 137 | \$187 | \$262 | \$279 | \$390 | \$279 | \$390 | \$209 | \$293 |
| 138 | \$186 | \$260 | \$277 | \$388 | \$277 | \$388 | \$208 | \$291 |
| 139 | \$185 | \$259 | \$275 | \$385 | \$275 | \$385 | \$206 | \$289 |
| 140 | \$184 | \$257 | \$274 | \$383 | \$274 | \$383 | \$205 | \$287 |
| 141 | \$183 | \$256 | \$272 | \$381 | \$272 | \$381 | \$204 | \$285 |
| 142 | \$181 | \$254 | \$270 | \$378 | \$270 | \$378 | \$203 | \$284 |
| 143 | \$180 | \$252 | \$268 | \$376 | \$268 | \$376 | \$201 | \$282 |
| 144 | \$179 | \$251 | \$267 | \$373 | \$267 | \$373 | \$200 | \$280 |
| 145 | \$178 | \$249 | \$265 | \$371 | \$265 | \$371 | \$199 | \$278 |
| 146 | \$177 | \$248 | \$263 | \$369 | \$263 | \$369 | \$198 | \$277 |

HEAP TABLE 2A: PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE (No PIPP Discount)

| PERCENT OF POVERTY | GAS/ELEC 0.6322 | GAS/ELEC WEIGHTED | PROPANE 0.9414 | PROPANE WEIGHTED | OIL/KERO 0.9414 | OIL/KERO WEIGHTED | COAL/WOOD 0.7061 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 147 | \$176 | \$246 | \$262 | \$366 | \$262 | \$366 | \$196 | \$275 |
| 148 | \$175 | \$244 | \$260 | \$364 | \$260 | \$364 | \$195 | \$273 |
| 149 | \$173 | \$243 | \$258 | \$361 | \$258 | \$361 | \$194 | \$271 |
| 150 | \$172 | \$241 | \$257 | \$359 | \$257 | \$359 | \$192 | \$269 |

HEAP TABLE 2A: PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE (PIPP Discount 50%)

| PERCENT OF POVERTY | GAS/ELEC 0.6322 | GAS/ELEC WEIGHTED | PROPANE 0.9414 | PROPANE WEIGHTED | OIL/KERO 0.9414 | OIL/KERO WEIGHTED | COAL/WOOD 0.7061 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 50 | \$144 | \$258 | \$214 | \$385 | \$214 | \$299 | \$160 | \$224 |
| 51 | \$143 | \$257 | \$213 | \$383 | \$213 | \$298 | \$160 | \$224 |
| 52 | \$142 | \$256 | \$212 | \$382 | \$212 | \$297 | \$159 | \$223 |
| 53 | \$142 | \$255 | \$211 | \$380 | \$211 | \$296 | \$158 | \$222 |
| 54 | \$141 | \$254 | \$210 | \$379 | \$210 | \$294 | \$158 | \$221 |
| 55 | \$141 | \$253 | \$209 | \$377 | \$209 | \$293 | \$157 | \$220 |
| 56 | \$140 | \$252 | \$209 | \$376 | \$209 | \$292 | \$156 | \$219 |
| 57 | \$140 | \$251 | \$208 | \$374 | \$208 | \$291 | \$156 | \$218 |
| 58 | \$139 | \$250 | \$207 | \$372 | \$207 | \$290 | \$155 | \$217 |
| 59 | \$138 | \$249 | \$206 | \$371 | \$206 | \$288 | \$155 | \$216 |
| 60 | \$138 | \$248 | \$205 | \$369 | \$205 | \$287 | \$154 | \$215 |
| 61 | \$137 | \$247 | \$204 | \$368 | \$204 | \$286 | \$153 | \$215 |
| 62 | \$137 | \$246 | \$203 | \$366 | \$203 | \$285 | \$153 | \$214 |
| 63 | \$136 | \$245 | \$203 | \$365 | \$203 | \$284 | \$152 | \$213 |
| 64 | \$136 | \$244 | \$202 | \$363 | \$202 | \$282 | \$151 | \$212 |
| 65 | \$135 | \$243 | \$201 | \$362 | \$201 | \$281 | \$151 | \$211 |
| 66 | \$134 | \$242 | \$200 | \$360 | \$200 | \$280 | \$150 | \$210 |
| 67 | \$134 | \$241 | \$199 | \$359 | \$199 | \$279 | \$149 | \$209 |
| 68 | \$133 | \$240 | \$198 | \$357 | \$198 | \$278 | \$149 | \$208 |
| 69 | \$133 | \$239 | \$198 | \$356 | \$198 | \$277 | \$148 | \$207 |
| 70 | \$132 | \$238 | \$197 | \$354 | \$197 | \$275 | \$147 | \$206 |
| 71 | \$131 | \$237 | \$196 | \$352 | \$196 | \$274 | \$147 | \$206 |
| 72 | \$131 | \$236 | \$195 | \$351 | \$195 | \$273 | \$146 | \$205 |
| 73 | \$130 | \$235 | \$194 | \$349 | \$194 | \$272 | \$146 | \$204 |
| 74 | \$130 | \$234 | \$193 | \$348 | \$193 | \$271 | \$145 | \$203 |
| 75 | \$129 | \$233 | \$192 | \$346 | \$192 | \$269 | \$144 | \$202 |
| 76 | \$129 | \$232 | \$192 | \$345 | \$192 | \$268 | \$144 | \$201 |
| 77 | \$128 | \$230 | \$191 | \$343 | \$191 | \$267 | \$143 | \$200 |
| 78 | \$127 | \$229 | \$190 | \$342 | \$190 | \$266 | \$142 | \$199 |
| 79 | \$127 | \$228 | \$189 | \$340 | \$189 | \$265 | \$142 | \$198 |
| 80 | \$126 | \$227 | \$188 | \$339 | \$188 | \$263 | \$141 | \$198 |
| 81 | \$126 | \$226 | \$187 | \$337 | \$187 | \$262 | \$140 | \$197 |
| 82 | \$125 | \$225 | \$186 | \$336 | \$186 | \$261 | \$140 | \$196 |
| 83 | \$125 | \$224 | \$186 | \$334 | \$186 | \$260 | \$139 | \$195 |
| 84 | \$124 | \$223 | \$185 | \$332 | \$185 | \$259 | \$139 | \$194 |
| 85 | \$123 | \$222 | \$184 | \$331 | \$184 | \$257 | \$138 | \$193 |
| 86 | \$123 | \$221 | \$183 | \$329 | \$183 | \$256 | \$137 | \$192 |
| 87 | \$122 | \$220 | \$182 | \$328 | \$182 | \$255 | \$137 | \$191 |
| 88 | \$122 | \$219 | \$181 | \$326 | \$181 | \$254 | \$136 | \$190 |
| 89 | \$121 | \$218 | \$180 | \$325 | \$180 | \$253 | \$135 | \$189 |
| 90 | \$121 | \$217 | \$180 | \$323 | \$180 | \$251 | \$135 | \$189 |
| 91 | \$120 | \$216 | \$179 | \$322 | \$179 | \$250 | \$134 | \$188 |
| 92 | \$119 | \$215 | \$178 | \$320 | \$178 | \$249 | \$133 | \$187 |
| 93 | \$119 | \$214 | \$177 | \$319 | \$177 | \$248 | \$133 | \$186 |
| 94 | \$118 | \$213 | \$176 | \$317 | \$176 | \$247 | \$132 | \$185 |
| 95 | \$118 | \$212 | \$175 | \$315 | \$175 | \$245 | \$131 | \$184 |
| 96 | \$117 | \$211 | \$174 | \$314 | \$174 | \$244 | \$131 | \$183 |
| 97 | \$117 | \$210 | \$174 | \$312 | \$174 | \$243 | \$130 | \$182 |

HEAP TABLE 2A: PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE (PIPP Discount 50%)

| PERCENT OF POVERTY | GAS/ELEC 0.6322 | GAS/ELEC WEIGHTED | PROPANE 0.9414 | PROPANE WEIGHTED | OIL/KERO 0.9414 | OIL/KERO WEIGHTED | COAL/WOOD 0.7061 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 98 | \$116 | \$209 | \$173 | \$311 | \$173 | \$242 | \$130 | \$181 |
| 99 | \$115 | \$208 | \$172 | \$309 | \$172 | \$241 | \$129 | \$180 |
| 100 | \$115 | \$207 | \$171 | \$308 | \$171 | \$239 | \$128 | \$180 |
| 101 | \$114 | \$206 | \$170 | \$306 | \$170 | \$238 | \$128 | \$179 |
| 102 | \$114 | \$205 | \$169 | \$305 | \$169 | \$237 | \$127 | \$178 |
| 103 | \$113 | \$204 | \$168 | \$303 | \$168 | \$236 | \$126 | \$177 |
| 104 | \$113 | \$203 | \$168 | \$302 | \$168 | \$235 | \$126 | \$176 |
| 105 | \$112 | \$202 | \$167 | \$300 | \$167 | \$233 | \$125 | \$175 |
| 106 | \$111 | \$200 | \$166 | \$299 | \$166 | \$232 | \$124 | \$174 |
| 107 | \$111 | \$199 | \$165 | \$297 | \$165 | \$231 | \$124 | \$173 |
| 108 | \$110 | \$198 | \$164 | \$295 | \$164 | \$230 | \$123 | \$172 |
| 109 | \$110 | \$197 | \$163 | \$294 | \$163 | \$229 | \$122 | \$171 |
| 110 | \$109 | \$196 | \$162 | \$292 | \$162 | \$227 | \$122 | \$171 |
| 111 | \$109 | \$195 | \$162 | \$291 | \$162 | \$226 | \$121 | \$170 |
| 112 | \$108 | \$194 | \$161 | \$289 | \$161 | \$225 | \$121 | \$169 |
| 113 | \$107 | \$193 | \$160 | \$288 | \$160 | \$224 | \$120 | \$168 |
| 114 | \$107 | \$192 | \$159 | \$286 | \$159 | \$223 | \$119 | \$167 |
| 115 | \$106 | \$191 | \$158 | \$285 | \$158 | \$221 | \$119 | \$166 |
| 116 | \$106 | \$190 | \$157 | \$283 | \$157 | \$220 | \$118 | \$165 |
| 117 | \$105 | \$189 | \$156 | \$282 | \$156 | \$219 | \$117 | \$164 |
| 118 | \$104 | \$188 | \$156 | \$280 | \$156 | \$218 | \$117 | \$163 |
| 119 | \$104 | \$187 | \$155 | \$279 | \$155 | \$217 | \$116 | \$162 |
| 120 | \$103 | \$186 | \$154 | \$277 | \$154 | \$215 | \$115 | \$162 |
| 121 | \$103 | \$185 | \$153 | \$275 | \$153 | \$214 | \$115 | \$161 |
| 122 | \$102 | \$184 | \$152 | \$274 | \$152 | \$213 | \$114 | \$160 |
| 123 | \$102 | \$183 | \$151 | \$272 | \$151 | \$212 | \$114 | \$159 |
| 124 | \$101 | \$182 | \$150 | \$271 | \$150 | \$211 | \$113 | \$158 |
| 125 | \$100 | \$181 | \$150 | \$269 | \$150 | \$209 | \$112 | \$157 |
| 126 | \$100 | \$180 | \$149 | \$268 | \$149 | \$208 | \$112 | \$156 |
| 127 | \$99 | \$179 | \$148 | \$266 | \$148 | \$207 | \$111 | \$155 |
| 128 | \$99 | \$178 | \$147 | \$265 | \$147 | \$206 | \$110 | \$154 |
| 129 | \$98 | \$177 | \$146 | \$263 | \$146 | \$205 | \$110 | \$154 |
| 130 | \$98 | \$176 | \$145 | \$262 | \$145 | \$203 | \$109 | \$153 |
| 131 | \$97 | \$175 | \$144 | \$260 | \$144 | \$202 | \$108 | \$152 |
| 132 | \$96 | \$174 | \$144 | \$259 | \$144 | \$201 | \$108 | \$151 |
| 133 | \$96 | \$173 | \$143 | \$257 | \$143 | \$200 | \$107 | \$150 |
| 134 | \$95 | \$172 | \$142 | \$255 | \$142 | \$199 | \$106 | \$149 |
| 135 | \$95 | \$171 | \$141 | \$254 | \$141 | \$198 | \$106 | \$148 |
| 136 | \$94 | \$169 | \$140 | \$252 | \$140 | \$196 | \$105 | \$147 |
| 137 | \$94 | \$168 | \$139 | \$251 | \$139 | \$195 | \$105 | \$146 |
| 138 | \$93 | \$167 | \$139 | \$249 | \$139 | \$194 | \$104 | \$145 |
| 139 | \$92 | \$166 | \$138 | \$248 | \$138 | \$193 | \$103 | \$145 |
| 140 | \$92 | \$165 | \$137 | \$246 | \$137 | \$192 | \$103 | \$144 |
| 141 | \$91 | \$164 | \$136 | \$245 | \$136 | \$190 | \$102 | \$143 |
| 142 | \$91 | \$163 | \$135 | \$243 | \$135 | \$189 | \$101 | \$142 |
| 143 | \$90 | \$162 | \$134 | \$242 | \$134 | \$188 | \$101 | \$141 |
| 144 | \$90 | \$161 | \$133 | \$240 | \$133 | \$187 | \$100 | \$140 |
| 145 | \$89 | \$160 | \$133 | \$239 | \$133 | \$186 | \$99 | \$139 |
| 146 | \$88 | \$159 | \$132 | \$237 | \$132 | \$184 | \$99 | \$138 |

HEAP TABLE 2A: PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE (PIPP Discount 50%)

| PERCENT OF POVERTY | GAS/ELEC 0.6322 | GAS/ELEC WEIGHTED | PROPANE 0.9414 | PROPANE WEIGHTED | OIL/KERO 0.9414 | OIL/KERO WEIGHTED | COAL/WOOD 0.7061 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 147 | \$88 | \$158 | \$131 | \$235 | \$131 | \$183 | \$98 | \$137 |
| 148 | \$87 | \$157 | \$130 | \$234 | \$130 | \$182 | \$97 | \$136 |
| 149 | \$87 | \$156 | \$129 | \$232 | \$129 | \$181 | \$97 | \$136 |
| 150 | \$86 | \$155 | \$128 | \$231 | \$128 | \$180 | \$96 | \$135 |

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

| PERCENT OF POVERTY | GAS/ELEC 0.6322 | GAS/ELEC WEIGHTED | PROPANE 0.9414 | PROPANE WEIGHTED | OIL/KERO 0.9414 | OIL/KERO WEIGHTED | COAL/WOOD 0.7061 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 50 | \$304 | \$426 | \$453 | \$634 | \$453 | \$634 | \$340 | \$476 |
| 51 | \$303 | \$424 | \$451 | \$632 | \$451 | \$632 | \$339 | \$474 |
| 52 | \$302 | \$423 | \$450 | \$629 | \$450 | \$629 | \$337 | \$472 |
| 53 | \$301 | \$421 | \$448 | \$627 | \$448 | \$627 | \$336 | \$470 |
| 54 | \$299 | \$419 | \$446 | \$624 | \$446 | \$624 | \$334 | \$468 |
| 55 | \$298 | \$418 | \$444 | \$622 | \$444 | \$622 | \$333 | \$466 |
| 56 | \$297 | \$416 | \$442 | \$619 | \$442 | \$619 | \$332 | \$464 |
| 57 | \$296 | \$414 | \$440 | \$617 | \$440 | \$617 | \$330 | \$462 |
| 58 | \$295 | \$412 | \$439 | \$614 | \$439 | \$614 | \$329 | \$461 |
| 59 | \$293 | \$411 | \$437 | \$612 | \$437 | \$612 | \$328 | \$459 |
| 60 | \$292 | \$409 | \$435 | \$609 | \$435 | \$609 | \$326 | \$457 |
| 61 | \$291 | \$407 | \$433 | \$606 | \$433 | \$606 | \$325 | \$455 |
| 62 | \$290 | \$406 | \$431 | \$604 | \$431 | \$604 | \$324 | \$453 |
| 63 | \$288 | \$404 | \$430 | \$601 | \$430 | \$601 | \$322 | \$451 |
| 64 | \$287 | \$402 | \$428 | \$599 | \$428 | \$599 | \$321 | \$449 |
| 65 | \$286 | \$400 | \$426 | \$596 | \$426 | \$596 | \$319 | \$447 |
| 66 | \$285 | \$399 | \$424 | \$594 | \$424 | \$594 | \$318 | \$445 |
| 67 | \$284 | \$397 | \$422 | \$591 | \$422 | \$591 | \$317 | \$443 |
| 68 | \$282 | \$395 | \$421 | \$589 | \$421 | \$589 | \$315 | \$442 |
| 69 | \$281 | \$394 | \$419 | \$586 | \$419 | \$586 | \$314 | \$440 |
| 70 | \$280 | \$392 | \$417 | \$584 | \$417 | \$584 | \$313 | \$438 |
| 71 | \$279 | \$390 | \$415 | \$581 | \$415 | \$581 | \$311 | \$436 |
| 72 | \$278 | \$389 | \$413 | \$579 | \$413 | \$579 | \$310 | \$434 |
| 73 | \$276 | \$387 | \$411 | \$576 | \$411 | \$576 | \$309 | \$432 |
| 74 | \$275 | \$385 | \$410 | \$574 | \$410 | \$574 | \$307 | \$430 |
| 75 | \$274 | \$383 | \$408 | \$571 | \$408 | \$571 | \$306 | \$428 |
| 76 | \$273 | \$382 | \$406 | \$568 | \$406 | \$568 | \$305 | \$426 |
| 77 | \$271 | \$380 | \$404 | \$566 | \$404 | \$566 | \$303 | \$424 |
| 78 | \$270 | \$378 | \$402 | \$563 | \$402 | \$563 | \$302 | \$423 |
| 79 | \$269 | \$377 | \$401 | \$561 | \$401 | \$561 | \$300 | \$421 |
| 80 | \$268 | \$375 | \$399 | \$558 | \$399 | \$558 | \$299 | \$419 |
| 81 | \$267 | \$373 | \$397 | \$556 | \$397 | \$556 | \$298 | \$417 |
| 82 | \$265 | \$371 | \$395 | \$553 | \$395 | \$553 | \$296 | \$415 |
| 83 | \$264 | \$370 | \$393 | \$551 | \$393 | \$551 | \$295 | \$413 |
| 84 | \$263 | \$368 | \$392 | \$548 | \$392 | \$548 | \$294 | \$411 |
| 85 | \$262 | \$366 | \$390 | \$546 | \$390 | \$546 | \$292 | \$409 |
| 86 | \$260 | \$365 | \$388 | \$543 | \$388 | \$543 | \$291 | \$407 |
| 87 | \$259 | \$363 | \$386 | \$541 | \$386 | \$541 | \$290 | \$405 |
| 88 | \$258 | \$361 | \$384 | \$538 | \$384 | \$538 | \$288 | \$403 |
| 89 | \$257 | \$360 | \$382 | \$535 | \$382 | \$535 | \$287 | \$402 |
| 90 | \$256 | \$358 | \$381 | \$533 | \$381 | \$533 | \$285 | \$400 |
| 91 | \$254 | \$356 | \$379 | \$530 | \$379 | \$530 | \$284 | \$398 |
| 92 | \$253 | \$354 | \$377 | \$528 | \$377 | \$528 | \$283 | \$396 |
| 93 | \$252 | \$353 | \$375 | \$525 | \$375 | \$525 | \$281 | \$394 |
| 94 | \$251 | \$351 | \$373 | \$523 | \$373 | \$523 | \$280 | \$392 |
| 95 | \$250 | \$349 | \$372 | \$520 | \$372 | \$520 | \$279 | \$390 |
| 96 | \$248 | \$348 | \$370 | \$518 | \$370 | \$518 | \$277 | \$388 |
| 97 | \$247 | \$346 | \$368 | \$515 | \$368 | \$515 | \$276 | \$386 |
| 98 | \$246 | \$344 | \$366 | \$513 | \$366 | \$513 | \$275 | \$384 |
| 99 | \$245 | \$343 | \$364 | \$510 | \$364 | \$510 | \$273 | \$383 |
| 100 | \$243 | \$341 | \$363 | \$508 | \$363 | \$508 | \$272 | \$381 |
| 101 | \$242 | \$339 | \$361 | \$505 | \$361 | \$505 | \$271 | \$379 |
| 102 | \$241 | \$337 | \$359 | \$502 | \$359 | \$502 | \$269 | \$377 |
| 103 | \$240 | \$336 | \$357 | \$500 | \$357 | \$500 | \$268 | \$375 |
| 104 | \$239 | \$334 | \$355 | \$497 | \$355 | \$497 | \$266 | \$373 |
| 105 | \$237 | \$332 | \$353 | \$495 | \$353 | \$495 | \$265 | \$371 |

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

| PERCENT OF POVERTY | GAS/ELEC 0.6322 | GAS/ELEC WEIGHTED | PROPANE 0.9414 | PROPANE WEIGHTED | OIL/KERO 0.9414 | OIL/KERO WEIGHTED | COAL/WOOD 0.7061 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 106 | \$236 | \$331 | \$352 | \$492 | \$352 | \$492 | \$264 | \$369 |
| 107 | \$235 | \$329 | \$350 | \$490 | \$350 | \$490 | \$262 | \$367 |
| 108 | \$234 | \$327 | \$348 | \$487 | \$348 | \$487 | \$261 | \$365 |
| 109 | \$232 | \$325 | \$346 | \$485 | \$346 | \$485 | \$260 | \$364 |
| 110 | \$231 | \$324 | \$344 | \$482 | \$344 | \$482 | \$258 | \$362 |
| 111 | \$230 | \$322 | \$343 | \$480 | \$343 | \$480 | \$257 | \$360 |
| 112 | \$229 | \$320 | \$341 | \$477 | \$341 | \$477 | \$256 | \$358 |
| 113 | \$228 | \$319 | \$339 | \$475 | \$339 | \$475 | \$254 | \$356 |
| 114 | \$226 | \$317 | \$337 | \$472 | \$337 | \$472 | \$253 | \$354 |
| 115 | \$225 | \$315 | \$335 | \$469 | \$335 | \$469 | \$251 | \$352 |
| 116 | \$224 | \$314 | \$334 | \$467 | \$334 | \$467 | \$250 | \$350 |
| 117 | \$223 | \$312 | \$332 | \$464 | \$332 | \$464 | \$249 | \$348 |
| 118 | \$222 | \$310 | \$330 | \$462 | \$330 | \$462 | \$247 | \$346 |
| 119 | \$220 | \$308 | \$328 | \$459 | \$328 | \$459 | \$246 | \$344 |
| 120 | \$219 | \$307 | \$326 | \$457 | \$326 | \$457 | \$245 | \$343 |
| 121 | \$218 | \$305 | \$324 | \$454 | \$324 | \$454 | \$243 | \$341 |
| 122 | \$217 | \$303 | \$323 | \$452 | \$323 | \$452 | \$242 | \$339 |
| 123 | \$215 | \$302 | \$321 | \$449 | \$321 | \$449 | \$241 | \$337 |
| 124 | \$214 | \$300 | \$319 | \$447 | \$319 | \$447 | \$239 | \$335 |
| 125 | \$213 | \$298 | \$317 | \$444 | \$317 | \$444 | \$238 | \$333 |
| 126 | \$212 | \$297 | \$315 | \$442 | \$315 | \$442 | \$237 | \$331 |
| 127 | \$211 | \$295 | \$314 | \$439 | \$314 | \$439 | \$235 | \$329 |
| 128 | \$209 | \$293 | \$312 | \$436 | \$312 | \$436 | \$234 | \$327 |
| 129 | \$208 | \$291 | \$310 | \$434 | \$310 | \$434 | \$232 | \$325 |
| 130 | \$207 | \$290 | \$308 | \$431 | \$308 | \$431 | \$231 | \$324 |
| 131 | \$206 | \$288 | \$306 | \$429 | \$306 | \$429 | \$230 | \$322 |
| 132 | \$204 | \$286 | \$305 | \$426 | \$305 | \$426 | \$228 | \$320 |
| 133 | \$203 | \$285 | \$303 | \$424 | \$303 | \$424 | \$227 | \$318 |
| 134 | \$202 | \$283 | \$301 | \$421 | \$301 | \$421 | \$226 | \$316 |
| 135 | \$201 | \$281 | \$299 | \$419 | \$299 | \$419 | \$224 | \$314 |
| 136 | \$200 | \$279 | \$297 | \$416 | \$297 | \$416 | \$223 | \$312 |
| 137 | \$198 | \$278 | \$295 | \$414 | \$295 | \$414 | \$222 | \$310 |
| 138 | \$197 | \$276 | \$294 | \$411 | \$294 | \$411 | \$220 | \$308 |
| 139 | \$196 | \$274 | \$292 | \$409 | \$292 | \$409 | \$219 | \$306 |
| 140 | \$195 | \$273 | \$290 | \$406 | \$290 | \$406 | \$218 | \$305 |
| 141 | \$194 | \$271 | \$288 | \$403 | \$288 | \$403 | \$216 | \$303 |
| 142 | \$192 | \$269 | \$286 | \$401 | \$286 | \$401 | \$215 | \$301 |
| 143 | \$191 | \$268 | \$285 | \$398 | \$285 | \$398 | \$213 | \$299 |
| 144 | \$190 | \$266 | \$283 | \$396 | \$283 | \$396 | \$212 | \$297 |
| 145 | \$189 | \$264 | \$281 | \$393 | \$281 | \$393 | \$211 | \$295 |
| 146 | \$187 | \$262 | \$279 | \$391 | \$279 | \$391 | \$209 | \$293 |
| 147 | \$186 | \$261 | \$277 | \$388 | \$277 | \$388 | \$208 | \$291 |
| 148 | \$185 | \$259 | \$276 | \$386 | \$276 | \$386 | \$207 | \$289 |
| 149 | \$184 | \$257 | \$274 | \$383 | \$274 | \$383 | \$205 | \$287 |
| 150+ | \$183 | \$256 | \$272 | \$381 | \$272 | \$381 | \$204 | \$285 |

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

| PERCENT OF POVERTY | GAS/ELEC | GAS/ELEC WEIGHTED | PROPANE | PROPANE WEIGHTED | OIL/KERO | OIL/KERO WEIGHTED | COAL/WOOD | COAL/WOOD WEIGHTED |
|--------------------|----------|-------------------|---------|------------------|----------|-------------------|-----------|--------------------|
| | 0.6322 | | 0.9414 | | 0.9414 | | 0.7061 | |

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

| PERCENT OF POVERTY | GAS/ELEC 0.6322 | GAS/ELEC WEIGHTED | PROPANE 0.9414 | PROPANE WEIGHTED | OIL/KERO 0.9414 | OIL/KERO WEIGHTED | COAL/WOOD 0.7061 | COAL/WOOD WEIGHTED |
|--------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 50 | \$161 | \$282 | \$239 | \$421 | \$239 | \$421 | \$180 | \$315 |
| 51 | \$160 | \$281 | \$238 | \$419 | \$238 | \$419 | \$179 | \$314 |
| 52 | \$159 | \$280 | \$237 | \$417 | \$237 | \$417 | \$178 | \$313 |
| 53 | \$159 | \$279 | \$237 | \$416 | \$237 | \$416 | \$177 | \$312 |
| 54 | \$158 | \$278 | \$236 | \$414 | \$236 | \$414 | \$177 | \$310 |
| 55 | \$158 | \$277 | \$235 | \$412 | \$235 | \$412 | \$176 | \$309 |
| 56 | \$157 | \$276 | \$234 | \$411 | \$234 | \$411 | \$175 | \$308 |
| 57 | \$156 | \$275 | \$233 | \$409 | \$233 | \$409 | \$175 | \$307 |
| 58 | \$156 | \$273 | \$232 | \$407 | \$232 | \$407 | \$174 | \$305 |
| 59 | \$155 | \$272 | \$231 | \$406 | \$231 | \$406 | \$173 | \$304 |
| 60 | \$154 | \$271 | \$230 | \$404 | \$230 | \$404 | \$172 | \$303 |
| 61 | \$154 | \$270 | \$229 | \$402 | \$229 | \$402 | \$172 | \$302 |
| 62 | \$153 | \$269 | \$228 | \$400 | \$228 | \$400 | \$171 | \$300 |
| 63 | \$152 | \$268 | \$227 | \$399 | \$227 | \$399 | \$170 | \$299 |
| 64 | \$152 | \$267 | \$226 | \$397 | \$226 | \$397 | \$169 | \$298 |
| 65 | \$151 | \$266 | \$225 | \$395 | \$225 | \$395 | \$169 | \$297 |
| 66 | \$150 | \$264 | \$224 | \$394 | \$224 | \$394 | \$168 | \$295 |
| 67 | \$150 | \$263 | \$223 | \$392 | \$223 | \$392 | \$167 | \$294 |
| 68 | \$149 | \$262 | \$222 | \$390 | \$222 | \$390 | \$167 | \$293 |
| 69 | \$149 | \$261 | \$221 | \$389 | \$221 | \$389 | \$166 | \$292 |
| 70 | \$148 | \$260 | \$220 | \$387 | \$220 | \$387 | \$165 | \$290 |
| 71 | \$147 | \$259 | \$219 | \$385 | \$219 | \$385 | \$164 | \$289 |
| 72 | \$147 | \$258 | \$218 | \$384 | \$218 | \$384 | \$164 | \$288 |
| 73 | \$146 | \$256 | \$217 | \$382 | \$217 | \$382 | \$163 | \$286 |
| 74 | \$145 | \$255 | \$216 | \$380 | \$216 | \$380 | \$162 | \$285 |
| 75 | \$145 | \$254 | \$215 | \$379 | \$215 | \$379 | \$162 | \$284 |
| 76 | \$144 | \$253 | \$215 | \$377 | \$215 | \$377 | \$161 | \$283 |
| 77 | \$143 | \$252 | \$214 | \$375 | \$214 | \$375 | \$160 | \$281 |
| 78 | \$143 | \$251 | \$213 | \$374 | \$213 | \$374 | \$159 | \$280 |
| 79 | \$142 | \$250 | \$212 | \$372 | \$212 | \$372 | \$159 | \$279 |
| 80 | \$141 | \$249 | \$211 | \$370 | \$211 | \$370 | \$158 | \$278 |
| 81 | \$141 | \$247 | \$210 | \$368 | \$210 | \$368 | \$157 | \$276 |
| 82 | \$140 | \$246 | \$209 | \$367 | \$209 | \$367 | \$157 | \$275 |
| 83 | \$140 | \$245 | \$208 | \$365 | \$208 | \$365 | \$156 | \$274 |
| 84 | \$139 | \$244 | \$207 | \$363 | \$207 | \$363 | \$155 | \$273 |
| 85 | \$138 | \$243 | \$206 | \$362 | \$206 | \$362 | \$154 | \$271 |
| 86 | \$138 | \$242 | \$205 | \$360 | \$205 | \$360 | \$154 | \$270 |
| 87 | \$137 | \$241 | \$204 | \$358 | \$204 | \$358 | \$153 | \$269 |
| 88 | \$136 | \$240 | \$203 | \$357 | \$203 | \$357 | \$152 | \$268 |
| 89 | \$136 | \$238 | \$202 | \$355 | \$202 | \$355 | \$152 | \$266 |
| 90 | \$135 | \$237 | \$201 | \$353 | \$201 | \$353 | \$151 | \$265 |
| 91 | \$134 | \$236 | \$200 | \$352 | \$200 | \$352 | \$150 | \$264 |
| 92 | \$134 | \$235 | \$199 | \$350 | \$199 | \$350 | \$149 | \$262 |
| 93 | \$133 | \$234 | \$198 | \$348 | \$198 | \$348 | \$149 | \$261 |
| 94 | \$132 | \$233 | \$197 | \$347 | \$197 | \$347 | \$148 | \$260 |
| 95 | \$132 | \$232 | \$196 | \$345 | \$196 | \$345 | \$147 | \$259 |
| 96 | \$131 | \$231 | \$195 | \$343 | \$195 | \$343 | \$147 | \$257 |
| 97 | \$131 | \$229 | \$194 | \$342 | \$194 | \$342 | \$146 | \$256 |
| 98 | \$130 | \$228 | \$193 | \$340 | \$193 | \$340 | \$145 | \$255 |
| 99 | \$129 | \$227 | \$192 | \$338 | \$192 | \$338 | \$144 | \$254 |
| 100 | \$129 | \$226 | \$192 | \$337 | \$192 | \$337 | \$144 | \$252 |

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

| PERCENT OF POVERTY | GAS/ELEC | GAS/ELEC | PROPANE | PROPANE | OIL/KERO | OIL/KERO | COAL/WOOD | COAL/WOOD |
|--------------------------|----------|----------|---------|----------|----------|----------|-----------|-----------|
| | 0.6322 | WEIGHTED | 0.9414 | WEIGHTED | 0.9414 | WEIGHTED | 0.7061 | WEIGHTED |
| 101 | \$128 | \$225 | \$191 | \$335 | \$191 | \$335 | \$143 | \$251 |
| 102 | \$127 | \$224 | \$190 | \$333 | \$190 | \$333 | \$142 | \$250 |
| 103 | \$127 | \$223 | \$189 | \$331 | \$189 | \$331 | \$141 | \$249 |
| 104 | \$126 | \$221 | \$188 | \$330 | \$188 | \$330 | \$141 | \$247 |
| 105 | \$125 | \$220 | \$187 | \$328 | \$187 | \$328 | \$140 | \$246 |
| 106 | \$125 | \$219 | \$186 | \$326 | \$186 | \$326 | \$139 | \$245 |
| 107 | \$124 | \$218 | \$185 | \$325 | \$185 | \$325 | \$139 | \$244 |
| 108 | \$123 | \$217 | \$184 | \$323 | \$184 | \$323 | \$138 | \$242 |
| 109 | \$123 | \$216 | \$183 | \$321 | \$183 | \$321 | \$137 | \$241 |
| 110 | \$122 | \$215 | \$182 | \$320 | \$182 | \$320 | \$136 | \$240 |
| 111 | \$122 | \$214 | \$181 | \$318 | \$181 | \$318 | \$136 | \$239 |
| 112 | \$121 | \$212 | \$180 | \$316 | \$180 | \$316 | \$135 | \$237 |
| 113 | \$120 | \$211 | \$179 | \$315 | \$179 | \$315 | \$134 | \$236 |
| 114 | \$120 | \$210 | \$178 | \$313 | \$178 | \$313 | \$134 | \$235 |
| 115 | \$119 | \$209 | \$177 | \$311 | \$177 | \$311 | \$133 | \$233 |
| 116 | \$118 | \$208 | \$176 | \$310 | \$176 | \$310 | \$132 | \$232 |
| 117 | \$118 | \$207 | \$175 | \$308 | \$175 | \$308 | \$131 | \$231 |
| 118 | \$117 | \$206 | \$174 | \$306 | \$174 | \$306 | \$131 | \$230 |
| 119 | \$116 | \$205 | \$173 | \$305 | \$173 | \$305 | \$130 | \$228 |
| 120 | \$116 | \$203 | \$172 | \$303 | \$172 | \$303 | \$129 | \$227 |
| 121 | \$115 | \$202 | \$171 | \$301 | \$171 | \$301 | \$129 | \$226 |
| 122 | \$114 | \$201 | \$170 | \$300 | \$170 | \$300 | \$128 | \$225 |
| 123 | \$114 | \$200 | \$169 | \$298 | \$169 | \$298 | \$127 | \$223 |
| 124 | \$113 | \$199 | \$169 | \$296 | \$169 | \$296 | \$126 | \$222 |
| 125 | \$113 | \$198 | \$168 | \$294 | \$168 | \$294 | \$126 | \$221 |
| 126 | \$112 | \$197 | \$167 | \$293 | \$167 | \$293 | \$125 | \$220 |
| 127 | \$111 | \$195 | \$166 | \$291 | \$166 | \$291 | \$124 | \$218 |
| 128 | \$111 | \$194 | \$165 | \$289 | \$165 | \$289 | \$124 | \$217 |
| 129 | \$110 | \$193 | \$164 | \$288 | \$164 | \$288 | \$123 | \$216 |
| 130 | \$109 | \$192 | \$163 | \$286 | \$163 | \$286 | \$122 | \$215 |
| 131 | \$109 | \$191 | \$162 | \$284 | \$162 | \$284 | \$121 | \$213 |
| 132 | \$108 | \$190 | \$161 | \$283 | \$161 | \$283 | \$121 | \$212 |
| 133 | \$107 | \$189 | \$160 | \$281 | \$160 | \$281 | \$120 | \$211 |
| 134 | \$107 | \$188 | \$159 | \$279 | \$159 | \$279 | \$119 | \$209 |
| 135 | \$106 | \$186 | \$158 | \$278 | \$158 | \$278 | \$119 | \$208 |
| 136 | \$105 | \$185 | \$157 | \$276 | \$157 | \$276 | \$118 | \$207 |
| 137 | \$105 | \$184 | \$156 | \$274 | \$156 | \$274 | \$117 | \$206 |
| 138 | \$104 | \$183 | \$155 | \$273 | \$155 | \$273 | \$116 | \$204 |
| 139 | \$104 | \$182 | \$154 | \$271 | \$154 | \$271 | \$116 | \$203 |
| 140 | \$103 | \$181 | \$153 | \$269 | \$153 | \$269 | \$115 | \$202 |
| 141 | \$102 | \$180 | \$152 | \$268 | \$152 | \$268 | \$114 | \$201 |
| 142 | \$102 | \$179 | \$151 | \$266 | \$151 | \$266 | \$113 | \$199 |
| 143 | \$101 | \$177 | \$150 | \$264 | \$150 | \$264 | \$113 | \$198 |
| 144 | \$100 | \$176 | \$149 | \$262 | \$149 | \$262 | \$112 | \$197 |
| 145 | \$100 | \$175 | \$148 | \$261 | \$148 | \$261 | \$111 | \$196 |
| 146 | \$99 | \$174 | \$147 | \$259 | \$147 | \$259 | \$111 | \$194 |
| 147 | \$98 | \$173 | \$147 | \$257 | \$147 | \$257 | \$110 | \$193 |
| 148 | \$98 | \$172 | \$146 | \$256 | \$146 | \$256 | \$109 | \$192 |
| 149 | \$97 | \$171 | \$145 | \$254 | \$145 | \$254 | \$108 | \$191 |
| 150+ | \$96 | \$169 | \$144 | \$252 | \$144 | \$252 | \$108 | \$189 |

HEAP TABLE 2B: 6% INCREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

1.0600

0.0600

| PERCENT OF POVERTY | GAS/ELEC | GAS/ELEC WEIGHTED | PROPANE | PROPANE WEIGHTED | OIL/KERO | OIL/KERO WEIGHTED | COAL/WOOD | COAL/WOOD WEIGHTED |
|--------------------|----------|-------------------|---------|------------------|----------|-------------------|-----------|--------------------|
| | 0.6322 | | 0.9414 | | 0.9414 | | 0.7061 | |

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

| PERCENT OF POVERTY | GAS/ELEC 0.6322 | GAS/ELEC WEIGHTED | PROPANE 0.9414 | PROPANE WEIGHTED | OIL/KERO 0.9414 | OIL/KERO WEIGHTED | COAL/WOOD 0.7061 | COAL/WOOD WEIGHTED |
|--------------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 50 | \$270 | \$378 | \$402 | \$563 | \$402 | \$563 | \$301 | \$422 |
| 51 | \$269 | \$376 | \$400 | \$560 | \$400 | \$560 | \$300 | \$420 |
| 52 | \$268 | \$375 | \$399 | \$558 | \$399 | \$558 | \$299 | \$419 |
| 53 | \$267 | \$373 | \$397 | \$556 | \$397 | \$556 | \$298 | \$417 |
| 54 | \$266 | \$372 | \$395 | \$554 | \$395 | \$554 | \$297 | \$415 |
| 55 | \$264 | \$370 | \$394 | \$551 | \$394 | \$551 | \$295 | \$414 |
| 56 | \$263 | \$369 | \$392 | \$549 | \$392 | \$549 | \$294 | \$412 |
| 57 | \$262 | \$367 | \$391 | \$547 | \$391 | \$547 | \$293 | \$410 |
| 58 | \$261 | \$366 | \$389 | \$545 | \$389 | \$545 | \$292 | \$408 |
| 59 | \$260 | \$364 | \$387 | \$542 | \$387 | \$542 | \$291 | \$407 |
| 60 | \$259 | \$363 | \$386 | \$540 | \$386 | \$540 | \$289 | \$405 |
| 61 | \$258 | \$361 | \$384 | \$538 | \$384 | \$538 | \$288 | \$403 |
| 62 | \$257 | \$360 | \$383 | \$536 | \$383 | \$536 | \$287 | \$402 |
| 63 | \$256 | \$358 | \$381 | \$533 | \$381 | \$533 | \$286 | \$400 |
| 64 | \$255 | \$357 | \$379 | \$531 | \$379 | \$531 | \$285 | \$398 |
| 65 | \$254 | \$355 | \$378 | \$529 | \$378 | \$529 | \$283 | \$397 |
| 66 | \$253 | \$354 | \$376 | \$527 | \$376 | \$527 | \$282 | \$395 |
| 67 | \$252 | \$352 | \$375 | \$524 | \$375 | \$524 | \$281 | \$393 |
| 68 | \$250 | \$351 | \$373 | \$522 | \$373 | \$522 | \$280 | \$392 |
| 69 | \$249 | \$349 | \$371 | \$520 | \$371 | \$520 | \$278 | \$390 |
| 70 | \$248 | \$348 | \$370 | \$518 | \$370 | \$518 | \$277 | \$388 |
| 71 | \$247 | \$346 | \$368 | \$515 | \$368 | \$515 | \$276 | \$386 |
| 72 | \$246 | \$345 | \$366 | \$513 | \$366 | \$513 | \$275 | \$385 |
| 73 | \$245 | \$343 | \$365 | \$511 | \$365 | \$511 | \$274 | \$383 |
| 74 | \$244 | \$342 | \$363 | \$509 | \$363 | \$509 | \$272 | \$381 |
| 75 | \$243 | \$340 | \$362 | \$506 | \$362 | \$506 | \$271 | \$380 |
| 76 | \$242 | \$339 | \$360 | \$504 | \$360 | \$504 | \$270 | \$378 |
| 77 | \$241 | \$337 | \$358 | \$502 | \$358 | \$502 | \$269 | \$376 |
| 78 | \$240 | \$335 | \$357 | \$500 | \$357 | \$500 | \$268 | \$375 |
| 79 | \$239 | \$334 | \$355 | \$497 | \$355 | \$497 | \$266 | \$373 |
| 80 | \$237 | \$332 | \$354 | \$495 | \$354 | \$495 | \$265 | \$371 |
| 81 | \$236 | \$331 | \$352 | \$493 | \$352 | \$493 | \$264 | \$370 |
| 82 | \$235 | \$329 | \$350 | \$491 | \$350 | \$491 | \$263 | \$368 |
| 83 | \$234 | \$328 | \$349 | \$488 | \$349 | \$488 | \$262 | \$366 |
| 84 | \$233 | \$326 | \$347 | \$486 | \$347 | \$486 | \$260 | \$365 |
| 85 | \$232 | \$325 | \$346 | \$484 | \$346 | \$484 | \$259 | \$363 |
| 86 | \$231 | \$323 | \$344 | \$482 | \$344 | \$482 | \$258 | \$361 |
| 87 | \$230 | \$322 | \$342 | \$479 | \$342 | \$479 | \$257 | \$359 |
| 88 | \$229 | \$320 | \$341 | \$477 | \$341 | \$477 | \$256 | \$358 |
| 89 | \$228 | \$319 | \$339 | \$475 | \$339 | \$475 | \$254 | \$356 |
| 90 | \$227 | \$317 | \$338 | \$473 | \$338 | \$473 | \$253 | \$354 |
| 91 | \$226 | \$316 | \$336 | \$470 | \$336 | \$470 | \$252 | \$353 |
| 92 | \$225 | \$314 | \$334 | \$468 | \$334 | \$468 | \$251 | \$351 |
| 93 | \$223 | \$313 | \$333 | \$466 | \$333 | \$466 | \$250 | \$349 |
| 94 | \$222 | \$311 | \$331 | \$464 | \$331 | \$464 | \$248 | \$348 |
| 95 | \$221 | \$310 | \$330 | \$461 | \$330 | \$461 | \$247 | \$346 |
| 96 | \$220 | \$308 | \$328 | \$459 | \$328 | \$459 | \$246 | \$344 |
| 97 | \$219 | \$307 | \$326 | \$457 | \$326 | \$457 | \$245 | \$343 |
| 98 | \$218 | \$305 | \$325 | \$455 | \$325 | \$455 | \$244 | \$341 |
| 99 | \$217 | \$304 | \$323 | \$452 | \$323 | \$452 | \$242 | \$339 |

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

| PERCENT OF POVERTY | GAS/ELEC | GAS/ELEC | PROPANE | PROPANE | OIL/KERO | OIL/KERO | COAL/WOOD | COAL/WOOD |
|--------------------------|----------|----------|---------|----------|----------|----------|-----------|-----------|
| | 0.6322 | WEIGHTED | 0.9414 | WEIGHTED | 0.9414 | WEIGHTED | 0.7061 | WEIGHTED |
| 100 | \$216 | \$302 | \$321 | \$450 | \$321 | \$450 | \$241 | \$338 |
| 101 | \$215 | \$301 | \$320 | \$448 | \$320 | \$448 | \$240 | \$336 |
| 102 | \$214 | \$299 | \$318 | \$446 | \$318 | \$446 | \$239 | \$334 |
| 103 | \$213 | \$298 | \$317 | \$443 | \$317 | \$443 | \$237 | \$332 |
| 104 | \$212 | \$296 | \$315 | \$441 | \$315 | \$441 | \$236 | \$331 |
| 105 | \$210 | \$295 | \$313 | \$439 | \$313 | \$439 | \$235 | \$329 |
| 106 | \$209 | \$293 | \$312 | \$437 | \$312 | \$437 | \$234 | \$327 |
| 107 | \$208 | \$292 | \$310 | \$434 | \$310 | \$434 | \$233 | \$326 |
| 108 | \$207 | \$290 | \$309 | \$432 | \$309 | \$432 | \$231 | \$324 |
| 109 | \$206 | \$289 | \$307 | \$430 | \$307 | \$430 | \$230 | \$322 |
| 110 | \$205 | \$287 | \$305 | \$428 | \$305 | \$428 | \$229 | \$321 |
| 111 | \$204 | \$286 | \$304 | \$425 | \$304 | \$425 | \$228 | \$319 |
| 112 | \$203 | \$284 | \$302 | \$423 | \$302 | \$423 | \$227 | \$317 |
| 113 | \$202 | \$283 | \$301 | \$421 | \$301 | \$421 | \$225 | \$316 |
| 114 | \$201 | \$281 | \$299 | \$419 | \$299 | \$419 | \$224 | \$314 |
| 115 | \$200 | \$280 | \$297 | \$416 | \$297 | \$416 | \$223 | \$312 |
| 116 | \$199 | \$278 | \$296 | \$414 | \$296 | \$414 | \$222 | \$311 |
| 117 | \$198 | \$277 | \$294 | \$412 | \$294 | \$412 | \$221 | \$309 |
| 118 | \$196 | \$275 | \$293 | \$410 | \$293 | \$410 | \$219 | \$307 |
| 119 | \$195 | \$274 | \$291 | \$407 | \$291 | \$407 | \$218 | \$305 |
| 120 | \$194 | \$272 | \$289 | \$405 | \$289 | \$405 | \$217 | \$304 |
| 121 | \$193 | \$271 | \$288 | \$403 | \$288 | \$403 | \$216 | \$302 |
| 122 | \$192 | \$269 | \$286 | \$401 | \$286 | \$401 | \$215 | \$300 |
| 123 | \$191 | \$267 | \$285 | \$398 | \$285 | \$398 | \$213 | \$299 |
| 124 | \$190 | \$266 | \$283 | \$396 | \$283 | \$396 | \$212 | \$297 |
| 125 | \$189 | \$264 | \$281 | \$394 | \$281 | \$394 | \$211 | \$295 |
| 126 | \$188 | \$263 | \$280 | \$392 | \$280 | \$392 | \$210 | \$294 |
| 127 | \$187 | \$261 | \$278 | \$389 | \$278 | \$389 | \$209 | \$292 |
| 128 | \$186 | \$260 | \$276 | \$387 | \$276 | \$387 | \$207 | \$290 |
| 129 | \$185 | \$258 | \$275 | \$385 | \$275 | \$385 | \$206 | \$289 |
| 130 | \$184 | \$257 | \$273 | \$383 | \$273 | \$383 | \$205 | \$287 |
| 131 | \$182 | \$255 | \$272 | \$380 | \$272 | \$380 | \$204 | \$285 |
| 132 | \$181 | \$254 | \$270 | \$378 | \$270 | \$378 | \$203 | \$284 |
| 133 | \$180 | \$252 | \$268 | \$376 | \$268 | \$376 | \$201 | \$282 |
| 134 | \$179 | \$251 | \$267 | \$374 | \$267 | \$374 | \$200 | \$280 |
| 135 | \$178 | \$249 | \$265 | \$371 | \$265 | \$371 | \$199 | \$278 |
| 136 | \$177 | \$248 | \$264 | \$369 | \$264 | \$369 | \$198 | \$277 |
| 137 | \$176 | \$246 | \$262 | \$367 | \$262 | \$367 | \$197 | \$275 |
| 138 | \$175 | \$245 | \$260 | \$365 | \$260 | \$365 | \$195 | \$273 |
| 139 | \$174 | \$243 | \$259 | \$362 | \$259 | \$362 | \$194 | \$272 |
| 140 | \$173 | \$242 | \$257 | \$360 | \$257 | \$360 | \$193 | \$270 |
| 141 | \$172 | \$240 | \$256 | \$358 | \$256 | \$358 | \$192 | \$268 |
| 142 | \$171 | \$239 | \$254 | \$356 | \$254 | \$356 | \$190 | \$267 |
| 143 | \$169 | \$237 | \$252 | \$353 | \$252 | \$353 | \$189 | \$265 |
| 144 | \$168 | \$236 | \$251 | \$351 | \$251 | \$351 | \$188 | \$263 |
| 145 | \$167 | \$234 | \$249 | \$349 | \$249 | \$349 | \$187 | \$262 |
| 146 | \$166 | \$233 | \$248 | \$347 | \$248 | \$347 | \$186 | \$260 |
| 147 | \$165 | \$231 | \$246 | \$344 | \$246 | \$344 | \$184 | \$258 |
| 148 | \$164 | \$230 | \$244 | \$342 | \$244 | \$342 | \$183 | \$257 |
| 149 | \$163 | \$228 | \$243 | \$340 | \$243 | \$340 | \$182 | \$255 |

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

| PERCENT OF POVERTY | GAS/ELEC | GAS/ELEC WEIGHTED | PROPANE | PROPANE WEIGHTED | OIL/KERO | OIL/KERO WEIGHTED | COAL/WOOD | COAL/WOOD WEIGHTED |
|--------------------|----------|-------------------|---------|------------------|----------|-------------------|-----------|--------------------|
| | 0.6322 | | 0.9414 | | 0.9414 | | 0.7061 | |
| 150+ | \$162 | \$227 | \$241 | \$338 | \$241 | \$338 | \$181 | \$253 |

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

| PERCENT OF POVERTY | GAS/ELEC | GAS/ELEC | PROPANE | PROPANE | OIL/KERO | OIL/KERO | COAL/WOOD | COAL/WOOD |
|--------------------------|----------|----------|---------|----------|----------|----------|-----------|-----------|
| | 0.6322 | WEIGHTED | 0.9414 | WEIGHTED | 0.9414 | WEIGHTED | 0.7061 | WEIGHTED |
| 50 | \$126 | \$234 | \$188 | \$349 | \$188 | \$349 | \$141 | \$262 |
| 51 | \$126 | \$233 | \$187 | \$347 | \$187 | \$347 | \$141 | \$261 |
| 52 | \$125 | \$232 | \$187 | \$346 | \$187 | \$346 | \$140 | \$260 |
| 53 | \$125 | \$231 | \$186 | \$345 | \$186 | \$345 | \$139 | \$258 |
| 54 | \$124 | \$231 | \$185 | \$343 | \$185 | \$343 | \$139 | \$257 |
| 55 | \$124 | \$230 | \$184 | \$342 | \$184 | \$342 | \$138 | \$256 |
| 56 | \$123 | \$229 | \$184 | \$340 | \$184 | \$340 | \$138 | \$255 |
| 57 | \$123 | \$228 | \$183 | \$339 | \$183 | \$339 | \$137 | \$254 |
| 58 | \$122 | \$227 | \$182 | \$338 | \$182 | \$338 | \$137 | \$253 |
| 59 | \$122 | \$226 | \$181 | \$336 | \$181 | \$336 | \$136 | \$252 |
| 60 | \$121 | \$225 | \$181 | \$335 | \$181 | \$335 | \$135 | \$251 |
| 61 | \$121 | \$224 | \$180 | \$333 | \$180 | \$333 | \$135 | \$250 |
| 62 | \$120 | \$223 | \$179 | \$332 | \$179 | \$332 | \$134 | \$249 |
| 63 | \$120 | \$222 | \$178 | \$331 | \$178 | \$331 | \$134 | \$248 |
| 64 | \$119 | \$221 | \$178 | \$329 | \$178 | \$329 | \$133 | \$247 |
| 65 | \$119 | \$220 | \$177 | \$328 | \$177 | \$328 | \$133 | \$246 |
| 66 | \$118 | \$219 | \$176 | \$327 | \$176 | \$327 | \$132 | \$245 |
| 67 | \$118 | \$218 | \$175 | \$325 | \$175 | \$325 | \$131 | \$244 |
| 68 | \$117 | \$217 | \$175 | \$324 | \$175 | \$324 | \$131 | \$243 |
| 69 | \$117 | \$216 | \$174 | \$322 | \$174 | \$322 | \$130 | \$242 |
| 70 | \$116 | \$216 | \$173 | \$321 | \$173 | \$321 | \$130 | \$241 |
| 71 | \$116 | \$215 | \$172 | \$320 | \$172 | \$320 | \$129 | \$240 |
| 72 | \$115 | \$214 | \$172 | \$318 | \$172 | \$318 | \$129 | \$239 |
| 73 | \$115 | \$213 | \$171 | \$317 | \$171 | \$317 | \$128 | \$238 |
| 74 | \$114 | \$212 | \$170 | \$315 | \$170 | \$315 | \$128 | \$237 |
| 75 | \$114 | \$211 | \$169 | \$314 | \$169 | \$314 | \$127 | \$235 |
| 76 | \$113 | \$210 | \$169 | \$313 | \$169 | \$313 | \$126 | \$234 |
| 77 | \$113 | \$209 | \$168 | \$311 | \$168 | \$311 | \$126 | \$233 |
| 78 | \$112 | \$208 | \$167 | \$310 | \$167 | \$310 | \$125 | \$232 |
| 79 | \$112 | \$207 | \$166 | \$308 | \$166 | \$308 | \$125 | \$231 |
| 80 | \$111 | \$206 | \$166 | \$307 | \$166 | \$307 | \$124 | \$230 |
| 81 | \$111 | \$205 | \$165 | \$306 | \$165 | \$306 | \$124 | \$229 |
| 82 | \$110 | \$204 | \$164 | \$304 | \$164 | \$304 | \$123 | \$228 |
| 83 | \$110 | \$203 | \$163 | \$303 | \$163 | \$303 | \$122 | \$227 |
| 84 | \$109 | \$202 | \$163 | \$301 | \$163 | \$301 | \$122 | \$226 |
| 85 | \$109 | \$201 | \$162 | \$300 | \$162 | \$300 | \$121 | \$225 |
| 86 | \$108 | \$201 | \$161 | \$299 | \$161 | \$299 | \$121 | \$224 |
| 87 | \$108 | \$200 | \$160 | \$297 | \$160 | \$297 | \$120 | \$223 |
| 88 | \$107 | \$199 | \$160 | \$296 | \$160 | \$296 | \$120 | \$222 |
| 89 | \$107 | \$198 | \$159 | \$294 | \$159 | \$294 | \$119 | \$221 |
| 90 | \$106 | \$197 | \$158 | \$293 | \$158 | \$293 | \$119 | \$220 |
| 91 | \$106 | \$196 | \$157 | \$292 | \$157 | \$292 | \$118 | \$219 |
| 92 | \$105 | \$195 | \$156 | \$290 | \$156 | \$290 | \$117 | \$218 |
| 93 | \$105 | \$194 | \$156 | \$289 | \$156 | \$289 | \$117 | \$217 |
| 94 | \$104 | \$193 | \$155 | \$287 | \$155 | \$287 | \$116 | \$216 |
| 95 | \$104 | \$192 | \$154 | \$286 | \$154 | \$286 | \$116 | \$215 |
| 96 | \$103 | \$191 | \$153 | \$285 | \$153 | \$285 | \$115 | \$213 |
| 97 | \$103 | \$190 | \$153 | \$283 | \$153 | \$283 | \$115 | \$212 |
| 98 | \$102 | \$189 | \$152 | \$282 | \$152 | \$282 | \$114 | \$211 |
| 99 | \$102 | \$188 | \$151 | \$280 | \$151 | \$280 | \$113 | \$210 |

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

| PERCENT OF POVERTY | GAS/ELEC 0.6322 | GAS/ELEC WEIGHTED | PROPANE 0.9414 | PROPANE WEIGHTED | OIL/KERO 0.9414 | OIL/KERO WEIGHTED | COAL/WOOD 0.7061 | COAL/WOOD WEIGHTED |
|--------------------------|--------------------|----------------------|-------------------|---------------------|--------------------|----------------------|---------------------|-----------------------|
| 100 | \$101 | \$187 | \$150 | \$279 | \$150 | \$279 | \$113 | \$209 |
| 101 | \$101 | \$186 | \$150 | \$278 | \$150 | \$278 | \$112 | \$208 |
| 102 | \$100 | \$186 | \$149 | \$276 | \$149 | \$276 | \$112 | \$207 |
| 103 | \$100 | \$185 | \$148 | \$275 | \$148 | \$275 | \$111 | \$206 |
| 104 | \$99 | \$184 | \$147 | \$273 | \$147 | \$273 | \$111 | \$205 |
| 105 | \$99 | \$183 | \$147 | \$272 | \$147 | \$272 | \$110 | \$204 |
| 106 | \$98 | \$182 | \$146 | \$271 | \$146 | \$271 | \$109 | \$203 |
| 107 | \$98 | \$181 | \$145 | \$269 | \$145 | \$269 | \$109 | \$202 |
| 108 | \$97 | \$180 | \$144 | \$268 | \$144 | \$268 | \$108 | \$201 |
| 109 | \$97 | \$179 | \$144 | \$267 | \$144 | \$267 | \$108 | \$200 |
| 110 | \$96 | \$178 | \$143 | \$265 | \$143 | \$265 | \$107 | \$199 |
| 111 | \$95 | \$177 | \$142 | \$264 | \$142 | \$264 | \$107 | \$198 |
| 112 | \$95 | \$176 | \$141 | \$262 | \$141 | \$262 | \$106 | \$197 |
| 113 | \$94 | \$175 | \$141 | \$261 | \$141 | \$261 | \$106 | \$196 |
| 114 | \$94 | \$174 | \$140 | \$260 | \$140 | \$260 | \$105 | \$195 |
| 115 | \$93 | \$173 | \$139 | \$258 | \$139 | \$258 | \$104 | \$194 |
| 116 | \$93 | \$172 | \$138 | \$257 | \$138 | \$257 | \$104 | \$193 |
| 117 | \$92 | \$171 | \$138 | \$255 | \$138 | \$255 | \$103 | \$192 |
| 118 | \$92 | \$171 | \$137 | \$254 | \$137 | \$254 | \$103 | \$190 |
| 119 | \$91 | \$170 | \$136 | \$253 | \$136 | \$253 | \$102 | \$189 |
| 120 | \$91 | \$169 | \$135 | \$251 | \$135 | \$251 | \$102 | \$188 |
| 121 | \$90 | \$168 | \$135 | \$250 | \$135 | \$250 | \$101 | \$187 |
| 122 | \$90 | \$167 | \$134 | \$248 | \$134 | \$248 | \$100 | \$186 |
| 123 | \$89 | \$166 | \$133 | \$247 | \$133 | \$247 | \$100 | \$185 |
| 124 | \$89 | \$165 | \$132 | \$246 | \$132 | \$246 | \$99 | \$184 |
| 125 | \$88 | \$164 | \$132 | \$244 | \$132 | \$244 | \$99 | \$183 |
| 126 | \$88 | \$163 | \$131 | \$243 | \$131 | \$243 | \$98 | \$182 |
| 127 | \$87 | \$162 | \$130 | \$241 | \$130 | \$241 | \$98 | \$181 |
| 128 | \$87 | \$161 | \$129 | \$240 | \$129 | \$240 | \$97 | \$180 |
| 129 | \$86 | \$160 | \$129 | \$239 | \$129 | \$239 | \$96 | \$179 |
| 130 | \$86 | \$159 | \$128 | \$237 | \$128 | \$237 | \$96 | \$178 |
| 131 | \$85 | \$158 | \$127 | \$236 | \$127 | \$236 | \$95 | \$177 |
| 132 | \$85 | \$157 | \$126 | \$234 | \$126 | \$234 | \$95 | \$176 |
| 133 | \$84 | \$156 | \$126 | \$233 | \$126 | \$233 | \$94 | \$175 |
| 134 | \$84 | \$156 | \$125 | \$232 | \$125 | \$232 | \$94 | \$174 |
| 135 | \$83 | \$155 | \$124 | \$230 | \$124 | \$230 | \$93 | \$173 |
| 136 | \$83 | \$154 | \$123 | \$229 | \$123 | \$229 | \$93 | \$172 |
| 137 | \$82 | \$153 | \$123 | \$227 | \$123 | \$227 | \$92 | \$171 |
| 138 | \$82 | \$152 | \$122 | \$226 | \$122 | \$226 | \$91 | \$170 |
| 139 | \$81 | \$151 | \$121 | \$225 | \$121 | \$225 | \$91 | \$168 |
| 140 | \$81 | \$150 | \$120 | \$223 | \$120 | \$223 | \$90 | \$167 |
| 141 | \$80 | \$149 | \$120 | \$222 | \$120 | \$222 | \$90 | \$166 |
| 142 | \$80 | \$148 | \$119 | \$220 | \$119 | \$220 | \$89 | \$165 |
| 143 | \$79 | \$147 | \$118 | \$219 | \$118 | \$219 | \$89 | \$164 |
| 144 | \$79 | \$146 | \$117 | \$218 | \$117 | \$218 | \$88 | \$163 |
| 145 | \$78 | \$145 | \$117 | \$216 | \$117 | \$216 | \$87 | \$162 |
| 146 | \$78 | \$144 | \$116 | \$215 | \$116 | \$215 | \$87 | \$161 |
| 147 | \$77 | \$143 | \$115 | \$213 | \$115 | \$213 | \$86 | \$160 |
| 148 | \$77 | \$142 | \$114 | \$212 | \$114 | \$212 | \$86 | \$159 |
| 149 | \$76 | \$141 | \$114 | \$211 | \$114 | \$211 | \$85 | \$158 |

HEAP TABLE 2C: 6% DECREASED PAYMENTS FOR PERCENTAGE OF POVERTY BY FUEL TYPE

0.9400

-0.0600

| PERCENT OF POVERTY | GAS/ELEC | GAS/ELEC WEIGHTED | PROPANE | PROPANE WEIGHTED | OIL/KERO | OIL/KERO WEIGHTED | COAL/WOOD | COAL/WOOD WEIGHTED |
|--------------------|----------|-------------------|---------|------------------|----------|-------------------|-----------|--------------------|
| | 0.6322 | | 0.9414 | | 0.9414 | | 0.7061 | |
| 150+ | \$76 | \$141 | \$113 | \$209 | \$113 | \$209 | \$85 | \$157 |

HEAP TABLE 3A: INCOME LEVELS FOR PERCENTAGE OF POVERTY BY HOUSEHOLD SIZE FY09

11/13/13

| PERCENT OF POVERTY | HOUSEHOLD SIZE | | | | | | | | | | | | | | |
|--------------------------|----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| | 1.0000 | 2.0000 | 3.0000 | 4.0000 | 5.0000 | 6.0000 | 7.0000 | 8.0000 | 9.0000 | 10.0000 | 11.0000 | 12.0000 | 13.0000 | 14.0000 | 15.0000 |
| 50.0000 | \$5,745 | \$7,755 | \$9,765 | \$11,775 | \$13,785 | \$15,795 | \$17,805 | \$19,815 | \$21,825 | \$23,835 | \$25,845 | \$27,855 | \$29,865 | \$31,875 | \$33,885 |
| 51.0000 | \$5,860 | \$7,910 | \$9,960 | \$12,011 | \$14,061 | \$16,111 | \$18,161 | \$20,211 | \$22,262 | \$24,312 | \$26,362 | \$28,412 | \$30,462 | \$32,513 | \$34,563 |
| 52.0000 | \$5,975 | \$8,065 | \$10,156 | \$12,246 | \$14,336 | \$16,427 | \$18,517 | \$20,608 | \$22,698 | \$24,788 | \$26,879 | \$28,969 | \$31,060 | \$33,150 | \$35,240 |
| 53.0000 | \$6,090 | \$8,220 | \$10,351 | \$12,482 | \$14,612 | \$16,743 | \$18,873 | \$21,004 | \$23,135 | \$25,265 | \$27,396 | \$29,526 | \$31,657 | \$33,788 | \$35,918 |
| 54.0000 | \$6,205 | \$8,375 | \$10,546 | \$12,717 | \$14,888 | \$17,059 | \$19,229 | \$21,400 | \$23,571 | \$25,742 | \$27,913 | \$30,083 | \$32,254 | \$34,425 | \$36,596 |
| 55.0000 | \$6,320 | \$8,531 | \$10,742 | \$12,953 | \$15,164 | \$17,375 | \$19,586 | \$21,797 | \$24,008 | \$26,219 | \$28,430 | \$30,641 | \$32,852 | \$35,063 | \$37,274 |
| 56.0000 | \$6,434 | \$8,686 | \$10,937 | \$13,188 | \$15,439 | \$17,690 | \$19,942 | \$22,193 | \$24,444 | \$26,695 | \$28,946 | \$31,198 | \$33,449 | \$35,700 | \$37,951 |
| 57.0000 | \$6,549 | \$8,841 | \$11,132 | \$13,424 | \$15,715 | \$18,006 | \$20,298 | \$22,589 | \$24,881 | \$27,172 | \$29,463 | \$31,755 | \$34,046 | \$36,338 | \$38,629 |
| 58.0000 | \$6,664 | \$8,996 | \$11,327 | \$13,659 | \$15,991 | \$18,322 | \$20,654 | \$22,985 | \$25,317 | \$27,649 | \$29,980 | \$32,312 | \$34,643 | \$36,975 | \$39,307 |
| 59.0000 | \$6,779 | \$9,151 | \$11,523 | \$13,895 | \$16,266 | \$18,638 | \$21,010 | \$23,382 | \$25,754 | \$28,125 | \$30,497 | \$32,869 | \$35,241 | \$37,613 | \$39,984 |
| 60.0000 | \$6,894 | \$9,306 | \$11,718 | \$14,130 | \$16,542 | \$18,954 | \$21,366 | \$23,778 | \$26,190 | \$28,602 | \$31,014 | \$33,426 | \$35,838 | \$38,250 | \$40,662 |
| 61.0000 | \$7,009 | \$9,461 | \$11,913 | \$14,366 | \$16,818 | \$19,270 | \$21,722 | \$24,174 | \$26,627 | \$29,079 | \$31,531 | \$33,983 | \$36,435 | \$38,888 | \$41,340 |
| 62.0000 | \$7,124 | \$9,616 | \$12,109 | \$14,601 | \$17,093 | \$19,586 | \$22,078 | \$24,571 | \$27,063 | \$29,555 | \$32,048 | \$34,540 | \$37,033 | \$39,525 | \$42,017 |
| 63.0000 | \$7,239 | \$9,771 | \$12,304 | \$14,837 | \$17,369 | \$19,902 | \$22,434 | \$24,967 | \$27,500 | \$30,032 | \$32,565 | \$35,097 | \$37,630 | \$40,163 | \$42,695 |
| 64.0000 | \$7,354 | \$9,926 | \$12,499 | \$15,072 | \$17,645 | \$20,218 | \$22,790 | \$25,363 | \$27,936 | \$30,509 | \$33,082 | \$35,654 | \$38,227 | \$40,800 | \$43,373 |
| 65.0000 | \$7,469 | \$10,082 | \$12,695 | \$15,308 | \$17,921 | \$20,534 | \$23,147 | \$25,760 | \$28,373 | \$30,986 | \$33,599 | \$36,212 | \$38,825 | \$41,438 | \$44,051 |
| 66.0000 | \$7,583 | \$10,237 | \$12,890 | \$15,543 | \$18,196 | \$20,849 | \$23,503 | \$26,156 | \$28,809 | \$31,462 | \$34,115 | \$36,769 | \$39,422 | \$42,075 | \$44,728 |
| 67.0000 | \$7,698 | \$10,392 | \$13,085 | \$15,779 | \$18,472 | \$21,165 | \$23,859 | \$26,552 | \$29,246 | \$31,939 | \$34,632 | \$37,326 | \$40,019 | \$42,713 | \$45,406 |
| 68.0000 | \$7,813 | \$10,547 | \$13,280 | \$16,014 | \$18,748 | \$21,481 | \$24,215 | \$26,948 | \$29,682 | \$32,416 | \$35,149 | \$37,883 | \$40,616 | \$43,350 | \$46,084 |
| 69.0000 | \$7,928 | \$10,702 | \$13,476 | \$16,250 | \$19,023 | \$21,797 | \$24,571 | \$27,345 | \$30,119 | \$32,892 | \$35,666 | \$38,440 | \$41,214 | \$43,988 | \$46,761 |
| 70.0000 | \$8,043 | \$10,857 | \$13,671 | \$16,485 | \$19,299 | \$22,113 | \$24,927 | \$27,741 | \$30,555 | \$33,369 | \$36,183 | \$38,997 | \$41,811 | \$44,625 | \$47,439 |
| 71.0000 | \$8,158 | \$11,012 | \$13,866 | \$16,721 | \$19,575 | \$22,429 | \$25,283 | \$28,137 | \$30,992 | \$33,846 | \$36,700 | \$39,554 | \$42,408 | \$45,263 | \$48,117 |
| 72.0000 | \$8,273 | \$11,167 | \$14,062 | \$16,956 | \$19,850 | \$22,745 | \$25,639 | \$28,534 | \$31,428 | \$34,322 | \$37,217 | \$40,111 | \$43,006 | \$45,900 | \$48,794 |
| 73.0000 | \$8,388 | \$11,322 | \$14,257 | \$17,192 | \$20,126 | \$23,061 | \$25,995 | \$28,930 | \$31,865 | \$34,799 | \$37,734 | \$40,668 | \$43,603 | \$46,538 | \$49,472 |
| 74.0000 | \$8,503 | \$11,477 | \$14,452 | \$17,427 | \$20,402 | \$23,377 | \$26,351 | \$29,326 | \$32,301 | \$35,276 | \$38,251 | \$41,225 | \$44,200 | \$47,175 | \$50,150 |
| 75.0000 | \$8,618 | \$11,633 | \$14,648 | \$17,663 | \$20,678 | \$23,693 | \$26,708 | \$29,723 | \$32,738 | \$35,753 | \$38,768 | \$41,783 | \$44,798 | \$47,813 | \$50,828 |
| 76.0000 | \$8,732 | \$11,788 | \$14,843 | \$17,898 | \$20,953 | \$24,008 | \$27,064 | \$30,119 | \$33,174 | \$36,229 | \$39,284 | \$42,340 | \$45,395 | \$48,450 | \$51,505 |
| 77.0000 | \$8,847 | \$11,943 | \$15,038 | \$18,134 | \$21,229 | \$24,324 | \$27,420 | \$30,515 | \$33,611 | \$36,706 | \$39,801 | \$42,897 | \$45,992 | \$49,088 | \$52,183 |
| 78.0000 | \$8,962 | \$12,098 | \$15,233 | \$18,369 | \$21,505 | \$24,640 | \$27,776 | \$30,911 | \$34,047 | \$37,183 | \$40,318 | \$43,454 | \$46,589 | \$49,725 | \$52,861 |
| 79.0000 | \$9,077 | \$12,253 | \$15,429 | \$18,605 | \$21,780 | \$24,956 | \$28,132 | \$31,308 | \$34,484 | \$37,659 | \$40,835 | \$44,011 | \$47,187 | \$50,363 | \$53,538 |
| 80.0000 | \$9,192 | \$12,408 | \$15,624 | \$18,840 | \$22,056 | \$25,272 | \$28,488 | \$31,704 | \$34,920 | \$38,136 | \$41,352 | \$44,568 | \$47,784 | \$51,000 | \$54,216 |
| 81.0000 | \$9,307 | \$12,563 | \$15,819 | \$19,076 | \$22,332 | \$25,588 | \$28,844 | \$32,100 | \$35,357 | \$38,613 | \$41,869 | \$45,125 | \$48,381 | \$51,638 | \$54,894 |
| 82.0000 | \$9,422 | \$12,718 | \$16,015 | \$19,311 | \$22,607 | \$25,904 | \$29,200 | \$32,497 | \$35,793 | \$39,089 | \$42,386 | \$45,682 | \$48,979 | \$52,275 | \$55,571 |
| 83.0000 | \$9,537 | \$12,873 | \$16,210 | \$19,547 | \$22,883 | \$26,220 | \$29,556 | \$32,893 | \$36,230 | \$39,566 | \$42,903 | \$46,239 | \$49,576 | \$52,913 | \$56,249 |
| 84.0000 | \$9,652 | \$13,028 | \$16,405 | \$19,782 | \$23,159 | \$26,536 | \$29,912 | \$33,289 | \$36,666 | \$40,043 | \$43,420 | \$46,796 | \$50,173 | \$53,550 | \$56,927 |
| 85.0000 | \$9,767 | \$13,184 | \$16,601 | \$20,018 | \$23,435 | \$26,852 | \$30,269 | \$33,686 | \$37,103 | \$40,520 | \$43,937 | \$47,354 | \$50,771 | \$54,188 | \$57,605 |
| 86.0000 | \$9,881 | \$13,339 | \$16,796 | \$20,253 | \$23,710 | \$27,167 | \$30,625 | \$34,082 | \$37,539 | \$40,996 | \$44,453 | \$47,911 | \$51,368 | \$54,825 | \$58,282 |
| 87.0000 | \$9,996 | \$13,494 | \$16,991 | \$20,489 | \$23,986 | \$27,483 | \$30,981 | \$34,478 | \$37,976 | \$41,473 | \$44,970 | \$48,468 | \$51,965 | \$55,463 | \$58,960 |
| 88.0000 | \$10,111 | \$13,649 | \$17,186 | \$20,724 | \$24,262 | \$27,799 | \$31,337 | \$34,874 | \$38,412 | \$41,950 | \$45,487 | \$49,025 | \$52,562 | \$56,100 | \$59,638 |
| 89.0000 | \$10,226 | \$13,804 | \$17,382 | \$20,960 | \$24,537 | \$28,115 | \$31,693 | \$35,271 | \$38,849 | \$42,426 | \$46,004 | \$49,582 | \$53,160 | \$56,738 | \$60,315 |
| 90.0000 | \$10,341 | \$13,959 | \$17,577 | \$21,195 | \$24,813 | \$28,431 | \$32,049 | \$35,667 | \$39,285 | \$42,903 | \$46,521 | \$50,139 | \$53,757 | \$57,375 | \$60,993 |
| 91.0000 | \$10,456 | \$14,114 | \$17,772 | \$21,431 | \$25,089 | \$28,747 | \$32,405 | \$36,063 | \$39,722 | \$43,380 | \$47,038 | \$50,696 | \$54,354 | \$58,013 | \$61,671 |
| 92.0000 | \$10,571 | \$14,269 | \$17,968 | \$21,666 | \$25,364 | \$29,063 | \$32,761 | \$36,460 | \$40,158 | \$43,856 | \$47,555 | \$51,253 | \$54,952 | \$58,650 | \$62,348 |
| 93.0000 | \$10,686 | \$14,424 | \$18,163 | \$21,902 | \$25,640 | \$29,379 | \$33,117 | \$36,856 | \$40,595 | \$44,333 | \$48,072 | \$51,810 | \$55,549 | \$59,288 | \$63,026 |
| 94.0000 | \$10,801 | \$14,579 | \$18,358 | \$22,137 | \$25,916 | \$29,695 | \$33,473 | \$37,252 | \$41,031 | \$44,810 | \$48,589 | \$52,367 | \$56,146 | \$59,925 | \$63,704 |
| 95.0000 | \$10,916 | \$14,735 | \$18,554 | \$22,373 | \$26,192 | \$30,011 | \$33,830 | \$37,649 | \$41,468 | \$45,287 | \$49,106 | \$52,925 | \$56,744 | \$60,563 | \$64,382 |

HEAP TABLE 3A: INCOME LEVELS FOR PERCENTAGE OF POVERTY BY HOUSEHOLD SIZE FY09

11/13/13

| PERCENT OF POVERTY | 1.0000 | 2.0000 | 3.0000 | 4.0000 | 5.0000 | 6.0000 | 7.0000 | 8.0000 | 9.0000 | 10.0000 | 11.0000 | 12.0000 | 13.0000 | 14.0000 | 15.0000 |
|--------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| 96.0000 | \$11,030 | \$14,890 | \$18,749 | \$22,608 | \$26,467 | \$30,326 | \$34,186 | \$38,045 | \$41,904 | \$45,763 | \$49,622 | \$53,482 | \$57,341 | \$61,200 | \$65,059 |
| 97.0000 | \$11,145 | \$15,045 | \$18,944 | \$22,844 | \$26,743 | \$30,642 | \$34,542 | \$38,441 | \$42,341 | \$46,240 | \$50,139 | \$54,039 | \$57,938 | \$61,838 | \$65,737 |
| 98.0000 | \$11,260 | \$15,200 | \$19,139 | \$23,079 | \$27,019 | \$30,958 | \$34,898 | \$38,837 | \$42,777 | \$46,717 | \$50,656 | \$54,596 | \$58,535 | \$62,475 | \$66,415 |
| 99.0000 | \$11,375 | \$15,355 | \$19,335 | \$23,315 | \$27,294 | \$31,274 | \$35,254 | \$39,234 | \$43,214 | \$47,193 | \$51,173 | \$55,153 | \$59,133 | \$63,113 | \$67,092 |
| 100.0000 | \$11,490 | \$15,510 | \$19,530 | \$23,550 | \$27,570 | \$31,590 | \$35,610 | \$39,630 | \$43,650 | \$47,670 | \$51,690 | \$55,710 | \$59,730 | \$63,750 | \$67,770 |

SLOPE AND INTERCEPT PAYMENT FORMULA

TO CALCULATE BASE AND INCREMENT

A. $100\%/150\% = 1/1.5 = .666666$

B. CALCULATE 100% AT 1 PERSON - \$ 11,490 1.5 \$ 7,660

C. CALCULATE 100% AT 2 PERSONS - \$ 15,510 1.5 \$ 10,340

D. WS-POVERTY-INCREMENT = C - B \$ 4,020 \$ 4,020

E. WS-POVERTY-BASE = B - D : \$ 7,470 \$ 7,470

FILL IN BLANKS TO COMPUTE BASE AND INCREMENT

MAX HOUSEHOLD INCOME 1 PERSON \$ 11,490

MAX HOUSEHOLD INCOME 2 PERSONS \$ 15,510

WS-POVERTY-INCREMENT = \$ 4,020

WS-POVERTY-BASE = \$ 7,470

FORMULA FOR SPREADSHEET IS $\$A47/100 * (WS-POVERTY-BASE + (B\$4 * WS-POVERTY-INCREMENT))$

HEAP TABLE 3B: INCOME LEVELS FOR PERCENTAGE OF POVERTY BY HOUSEHOLD SIZE FY09

11/13/13

| PERCENT OF POVERTY | HOUSEHOLD SIZE | | | | | | | | | | | | | | |
|--------------------|----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| | 1.0000 | 2.0000 | 3.0000 | 4.0000 | 5.0000 | 6.0000 | 7.0000 | 8.0000 | 9.0000 | 10.0000 | 11.0000 | 12.0000 | 13.0000 | 14.0000 | 15.0000 |
| 100.0000 | \$11,490 | \$15,510 | \$19,530 | \$23,550 | \$27,570 | \$31,590 | \$35,610 | \$39,630 | \$43,650 | \$47,670 | \$51,690 | \$55,710 | \$59,730 | \$63,750 | \$67,770 |
| 101.0000 | \$11,605 | \$15,665 | \$19,725 | \$23,786 | \$27,846 | \$31,906 | \$35,966 | \$40,026 | \$44,087 | \$48,147 | \$52,207 | \$56,267 | \$60,327 | \$64,388 | \$68,448 |
| 102.0000 | \$11,720 | \$15,820 | \$19,921 | \$24,021 | \$28,121 | \$32,222 | \$36,322 | \$40,423 | \$44,523 | \$48,623 | \$52,724 | \$56,824 | \$60,925 | \$65,025 | \$69,125 |
| 103.0000 | \$11,835 | \$15,975 | \$20,116 | \$24,257 | \$28,397 | \$32,538 | \$36,678 | \$40,819 | \$44,960 | \$49,100 | \$53,241 | \$57,381 | \$61,522 | \$65,663 | \$69,803 |
| 104.0000 | \$11,950 | \$16,130 | \$20,311 | \$24,492 | \$28,673 | \$32,854 | \$37,034 | \$41,215 | \$45,396 | \$49,577 | \$53,758 | \$57,938 | \$62,119 | \$66,300 | \$70,481 |
| 105.0000 | \$12,065 | \$16,286 | \$20,507 | \$24,728 | \$28,949 | \$33,170 | \$37,391 | \$41,612 | \$45,833 | \$50,054 | \$54,275 | \$58,496 | \$62,717 | \$66,938 | \$71,159 |
| 106.0000 | \$12,179 | \$16,441 | \$20,702 | \$24,963 | \$29,224 | \$33,485 | \$37,747 | \$42,008 | \$46,269 | \$50,530 | \$54,791 | \$59,053 | \$63,314 | \$67,575 | \$71,836 |
| 107.0000 | \$12,294 | \$16,596 | \$20,897 | \$25,199 | \$29,500 | \$33,801 | \$38,103 | \$42,404 | \$46,706 | \$51,007 | \$55,308 | \$59,610 | \$63,911 | \$68,213 | \$72,514 |
| 108.0000 | \$12,409 | \$16,751 | \$21,092 | \$25,434 | \$29,776 | \$34,117 | \$38,459 | \$42,800 | \$47,142 | \$51,484 | \$55,825 | \$60,167 | \$64,508 | \$68,850 | \$73,192 |
| 109.0000 | \$12,524 | \$16,906 | \$21,288 | \$25,670 | \$30,051 | \$34,433 | \$38,815 | \$43,197 | \$47,579 | \$51,960 | \$56,342 | \$60,724 | \$65,106 | \$69,488 | \$73,869 |
| 110.0000 | \$12,639 | \$17,061 | \$21,483 | \$25,905 | \$30,327 | \$34,749 | \$39,171 | \$43,593 | \$48,015 | \$52,437 | \$56,859 | \$61,281 | \$65,703 | \$70,125 | \$74,547 |
| 111.0000 | \$12,754 | \$17,216 | \$21,678 | \$26,141 | \$30,603 | \$35,065 | \$39,527 | \$43,989 | \$48,452 | \$52,914 | \$57,376 | \$61,838 | \$66,300 | \$70,763 | \$75,225 |
| 112.0000 | \$12,869 | \$17,371 | \$21,874 | \$26,376 | \$30,878 | \$35,381 | \$39,883 | \$44,386 | \$48,888 | \$53,390 | \$57,893 | \$62,395 | \$66,898 | \$71,400 | \$75,902 |
| 113.0000 | \$12,984 | \$17,526 | \$22,069 | \$26,612 | \$31,154 | \$35,697 | \$40,239 | \$44,782 | \$49,325 | \$53,867 | \$58,410 | \$62,952 | \$67,495 | \$72,038 | \$76,580 |
| 114.0000 | \$13,099 | \$17,681 | \$22,264 | \$26,847 | \$31,430 | \$36,013 | \$40,595 | \$45,178 | \$49,761 | \$54,344 | \$58,927 | \$63,509 | \$68,092 | \$72,675 | \$77,258 |
| 115.0000 | \$13,214 | \$17,837 | \$22,460 | \$27,083 | \$31,706 | \$36,329 | \$40,952 | \$45,575 | \$50,198 | \$54,821 | \$59,444 | \$64,067 | \$68,690 | \$73,313 | \$77,936 |
| 116.0000 | \$13,328 | \$17,992 | \$22,655 | \$27,318 | \$31,981 | \$36,644 | \$41,308 | \$45,971 | \$50,634 | \$55,297 | \$59,960 | \$64,624 | \$69,287 | \$73,950 | \$78,613 |
| 117.0000 | \$13,443 | \$18,147 | \$22,850 | \$27,554 | \$32,257 | \$36,960 | \$41,664 | \$46,367 | \$51,071 | \$55,774 | \$60,477 | \$65,181 | \$69,884 | \$74,588 | \$79,291 |
| 118.0000 | \$13,558 | \$18,302 | \$23,045 | \$27,789 | \$32,533 | \$37,276 | \$42,020 | \$46,763 | \$51,507 | \$56,251 | \$60,994 | \$65,738 | \$70,481 | \$75,225 | \$79,969 |
| 119.0000 | \$13,673 | \$18,457 | \$23,241 | \$28,025 | \$32,808 | \$37,592 | \$42,376 | \$47,160 | \$51,944 | \$56,727 | \$61,511 | \$66,295 | \$71,079 | \$75,863 | \$80,646 |
| 120.0000 | \$13,788 | \$18,612 | \$23,436 | \$28,260 | \$33,084 | \$37,908 | \$42,732 | \$47,556 | \$52,380 | \$57,204 | \$62,028 | \$66,852 | \$71,676 | \$76,500 | \$81,324 |
| 121.0000 | \$13,903 | \$18,767 | \$23,631 | \$28,496 | \$33,360 | \$38,224 | \$43,088 | \$47,952 | \$52,817 | \$57,681 | \$62,545 | \$67,409 | \$72,273 | \$77,138 | \$82,002 |
| 122.0000 | \$14,018 | \$18,922 | \$23,827 | \$28,731 | \$33,635 | \$38,540 | \$43,444 | \$48,349 | \$53,253 | \$58,157 | \$63,062 | \$67,966 | \$72,871 | \$77,775 | \$82,679 |
| 123.0000 | \$14,133 | \$19,077 | \$24,022 | \$28,967 | \$33,911 | \$38,856 | \$43,800 | \$48,745 | \$53,690 | \$58,634 | \$63,579 | \$68,523 | \$73,468 | \$78,413 | \$83,357 |
| 124.0000 | \$14,248 | \$19,232 | \$24,217 | \$29,202 | \$34,187 | \$39,172 | \$44,156 | \$49,141 | \$54,126 | \$59,111 | \$64,096 | \$69,080 | \$74,065 | \$79,050 | \$84,035 |
| 125.0000 | \$14,363 | \$19,388 | \$24,413 | \$29,438 | \$34,463 | \$39,488 | \$44,513 | \$49,538 | \$54,563 | \$59,588 | \$64,613 | \$69,638 | \$74,663 | \$79,688 | \$84,713 |
| 126.0000 | \$14,477 | \$19,543 | \$24,608 | \$29,673 | \$34,738 | \$39,803 | \$44,869 | \$49,934 | \$54,999 | \$60,064 | \$65,129 | \$70,195 | \$75,260 | \$80,325 | \$85,390 |
| 127.0000 | \$14,592 | \$19,698 | \$24,803 | \$29,909 | \$35,014 | \$40,119 | \$45,225 | \$50,330 | \$55,436 | \$60,541 | \$65,646 | \$70,752 | \$75,857 | \$80,963 | \$86,068 |
| 128.0000 | \$14,707 | \$19,853 | \$24,998 | \$30,144 | \$35,290 | \$40,435 | \$45,581 | \$50,726 | \$55,872 | \$61,018 | \$66,163 | \$71,309 | \$76,454 | \$81,600 | \$86,746 |
| 129.0000 | \$14,822 | \$20,008 | \$25,194 | \$30,380 | \$35,565 | \$40,751 | \$45,937 | \$51,123 | \$56,309 | \$61,494 | \$66,680 | \$71,866 | \$77,052 | \$82,238 | \$87,423 |
| 130.0000 | \$14,937 | \$20,163 | \$25,389 | \$30,615 | \$35,841 | \$41,067 | \$46,293 | \$51,519 | \$56,745 | \$61,971 | \$67,197 | \$72,423 | \$77,649 | \$82,875 | \$88,101 |
| 131.0000 | \$15,052 | \$20,318 | \$25,584 | \$30,851 | \$36,117 | \$41,383 | \$46,649 | \$51,915 | \$57,182 | \$62,448 | \$67,714 | \$72,980 | \$78,246 | \$83,513 | \$88,779 |
| 132.0000 | \$15,167 | \$20,473 | \$25,780 | \$31,086 | \$36,392 | \$41,699 | \$47,005 | \$52,312 | \$57,618 | \$62,924 | \$68,231 | \$73,537 | \$78,844 | \$84,150 | \$89,456 |
| 133.0000 | \$15,282 | \$20,628 | \$25,975 | \$31,322 | \$36,668 | \$42,015 | \$47,361 | \$52,708 | \$58,055 | \$63,401 | \$68,748 | \$74,094 | \$79,441 | \$84,788 | \$90,134 |
| 134.0000 | \$15,397 | \$20,783 | \$26,170 | \$31,557 | \$36,944 | \$42,331 | \$47,717 | \$53,104 | \$58,491 | \$63,878 | \$69,265 | \$74,651 | \$80,038 | \$85,425 | \$90,812 |
| 135.0000 | \$15,512 | \$20,939 | \$26,366 | \$31,793 | \$37,220 | \$42,647 | \$48,074 | \$53,501 | \$58,928 | \$64,355 | \$69,782 | \$75,209 | \$80,636 | \$86,063 | \$91,490 |
| 136.0000 | \$15,626 | \$21,094 | \$26,561 | \$32,028 | \$37,495 | \$42,962 | \$48,430 | \$53,897 | \$59,364 | \$64,831 | \$70,298 | \$75,766 | \$81,233 | \$86,700 | \$92,167 |
| 137.0000 | \$15,741 | \$21,249 | \$26,756 | \$32,264 | \$37,771 | \$43,278 | \$48,786 | \$54,293 | \$59,801 | \$65,308 | \$70,815 | \$76,323 | \$81,830 | \$87,338 | \$92,845 |
| 138.0000 | \$15,856 | \$21,404 | \$26,951 | \$32,499 | \$38,047 | \$43,594 | \$49,142 | \$54,689 | \$60,237 | \$65,785 | \$71,332 | \$76,880 | \$82,427 | \$87,975 | \$93,523 |
| 139.0000 | \$15,971 | \$21,559 | \$27,147 | \$32,735 | \$38,322 | \$43,910 | \$49,498 | \$55,086 | \$60,674 | \$66,261 | \$71,849 | \$77,437 | \$83,025 | \$88,613 | \$94,200 |

| PERCENT OF POVERTY | HOUSEHOLD SIZE | | | | | | | | | | | | | | |
|--------------------------|----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|-----------|
| | 1.0000 | 2.0000 | 3.0000 | 4.0000 | 5.0000 | 6.0000 | 7.0000 | 8.0000 | 9.0000 | 10.0000 | 11.0000 | 12.0000 | 13.0000 | 14.0000 | 15.0000 |
| 140.0000 | \$16,086 | \$21,714 | \$27,342 | \$32,970 | \$38,598 | \$44,226 | \$49,854 | \$55,482 | \$61,110 | \$66,738 | \$72,366 | \$77,994 | \$83,622 | \$89,250 | \$94,878 |
| 141.0000 | \$16,201 | \$21,869 | \$27,537 | \$33,206 | \$38,874 | \$44,542 | \$50,210 | \$55,878 | \$61,547 | \$67,215 | \$72,883 | \$78,551 | \$84,219 | \$89,888 | \$95,556 |
| 142.0000 | \$16,316 | \$22,024 | \$27,733 | \$33,441 | \$39,149 | \$44,858 | \$50,566 | \$56,275 | \$61,983 | \$67,691 | \$73,400 | \$79,108 | \$84,817 | \$90,525 | \$96,233 |
| 143.0000 | \$16,431 | \$22,179 | \$27,928 | \$33,677 | \$39,425 | \$45,174 | \$50,922 | \$56,671 | \$62,420 | \$68,168 | \$73,917 | \$79,665 | \$85,414 | \$91,163 | \$96,911 |
| 144.0000 | \$16,546 | \$22,334 | \$28,123 | \$33,912 | \$39,701 | \$45,490 | \$51,278 | \$57,067 | \$62,856 | \$68,645 | \$74,434 | \$80,222 | \$86,011 | \$91,800 | \$97,589 |
| 145.0000 | \$16,661 | \$22,490 | \$28,319 | \$34,148 | \$39,977 | \$45,806 | \$51,635 | \$57,464 | \$63,293 | \$69,122 | \$74,951 | \$80,780 | \$86,609 | \$92,438 | \$98,267 |
| 146.0000 | \$16,775 | \$22,645 | \$28,514 | \$34,383 | \$40,252 | \$46,121 | \$51,991 | \$57,860 | \$63,729 | \$69,598 | \$75,467 | \$81,337 | \$87,206 | \$93,075 | \$98,944 |
| 147.0000 | \$16,890 | \$22,800 | \$28,709 | \$34,619 | \$40,528 | \$46,437 | \$52,347 | \$58,256 | \$64,166 | \$70,075 | \$75,984 | \$81,894 | \$87,803 | \$93,713 | \$99,622 |
| 148.0000 | \$17,005 | \$22,955 | \$28,904 | \$34,854 | \$40,804 | \$46,753 | \$52,703 | \$58,652 | \$64,602 | \$70,552 | \$76,501 | \$82,451 | \$88,400 | \$94,350 | \$100,300 |
| 149.0000 | \$17,120 | \$23,110 | \$29,100 | \$35,090 | \$41,079 | \$47,069 | \$53,059 | \$59,049 | \$65,039 | \$71,028 | \$77,018 | \$83,008 | \$88,998 | \$94,988 | \$100,977 |
| 150.0000 | \$17,235 | \$23,265 | \$29,295 | \$35,325 | \$41,355 | \$47,385 | \$53,415 | \$59,445 | \$65,475 | \$71,505 | \$77,535 | \$83,565 | \$89,595 | \$95,625 | \$101,655 |
| 151.0000 | \$17,350 | \$23,420 | \$29,490 | \$35,561 | \$41,631 | \$47,701 | \$53,771 | \$59,841 | \$65,912 | \$71,982 | \$78,052 | \$84,122 | \$90,192 | \$96,263 | \$102,333 |
| 152.0000 | \$17,465 | \$23,575 | \$29,686 | \$35,796 | \$41,906 | \$48,017 | \$54,127 | \$60,238 | \$66,348 | \$72,458 | \$78,569 | \$84,679 | \$90,790 | \$96,900 | \$103,010 |
| 153.0000 | \$17,580 | \$23,730 | \$29,881 | \$36,032 | \$42,182 | \$48,333 | \$54,483 | \$60,634 | \$66,785 | \$72,935 | \$79,086 | \$85,236 | \$91,387 | \$97,538 | \$103,688 |
| 154.0000 | \$17,695 | \$23,885 | \$30,076 | \$36,267 | \$42,458 | \$48,649 | \$54,839 | \$61,030 | \$67,221 | \$73,412 | \$79,603 | \$85,793 | \$91,984 | \$98,175 | \$104,366 |
| 155.0000 | \$17,810 | \$24,041 | \$30,272 | \$36,503 | \$42,734 | \$48,965 | \$55,196 | \$61,427 | \$67,658 | \$73,889 | \$80,120 | \$86,351 | \$92,582 | \$98,813 | \$105,044 |
| 156.0000 | \$17,924 | \$24,196 | \$30,467 | \$36,738 | \$43,009 | \$49,280 | \$55,552 | \$61,823 | \$68,094 | \$74,365 | \$80,636 | \$86,908 | \$93,179 | \$99,450 | \$105,721 |
| 157.0000 | \$18,039 | \$24,351 | \$30,662 | \$36,974 | \$43,285 | \$49,596 | \$55,908 | \$62,219 | \$68,531 | \$74,842 | \$81,153 | \$87,465 | \$93,776 | \$100,088 | \$106,399 |
| 158.0000 | \$18,154 | \$24,506 | \$30,857 | \$37,209 | \$43,561 | \$49,912 | \$56,264 | \$62,615 | \$68,967 | \$75,319 | \$81,670 | \$88,022 | \$94,373 | \$100,725 | \$107,077 |
| 159.0000 | \$18,269 | \$24,661 | \$31,053 | \$37,445 | \$43,836 | \$50,228 | \$56,620 | \$63,012 | \$69,404 | \$75,795 | \$82,187 | \$88,579 | \$94,971 | \$101,363 | \$107,754 |
| 160.0000 | \$18,384 | \$24,816 | \$31,248 | \$37,680 | \$44,112 | \$50,544 | \$56,976 | \$63,408 | \$69,840 | \$76,272 | \$82,704 | \$89,136 | \$95,568 | \$102,000 | \$108,432 |
| 161.0000 | \$18,499 | \$24,971 | \$31,443 | \$37,916 | \$44,388 | \$50,860 | \$57,332 | \$63,804 | \$70,277 | \$76,749 | \$83,221 | \$89,693 | \$96,165 | \$102,638 | \$109,110 |
| 162.0000 | \$18,614 | \$25,126 | \$31,639 | \$38,151 | \$44,663 | \$51,176 | \$57,688 | \$64,201 | \$70,713 | \$77,225 | \$83,738 | \$90,250 | \$96,763 | \$103,275 | \$109,787 |
| 163.0000 | \$18,729 | \$25,281 | \$31,834 | \$38,387 | \$44,939 | \$51,492 | \$58,044 | \$64,597 | \$71,150 | \$77,702 | \$84,255 | \$90,807 | \$97,360 | \$103,913 | \$110,465 |
| 164.0000 | \$18,844 | \$25,436 | \$32,029 | \$38,622 | \$45,215 | \$51,808 | \$58,400 | \$64,993 | \$71,586 | \$78,179 | \$84,772 | \$91,364 | \$97,957 | \$104,550 | \$111,143 |
| 165.0000 | \$18,959 | \$25,592 | \$32,225 | \$38,858 | \$45,491 | \$52,124 | \$58,757 | \$65,390 | \$72,023 | \$78,656 | \$85,289 | \$91,922 | \$98,555 | \$105,188 | \$111,821 |
| 166.0000 | \$19,073 | \$25,747 | \$32,420 | \$39,093 | \$45,766 | \$52,439 | \$59,113 | \$65,786 | \$72,459 | \$79,132 | \$85,805 | \$92,479 | \$99,152 | \$105,825 | \$112,498 |
| 167.0000 | \$19,188 | \$25,902 | \$32,615 | \$39,329 | \$46,042 | \$52,755 | \$59,469 | \$66,182 | \$72,896 | \$79,609 | \$86,322 | \$93,036 | \$99,749 | \$106,463 | \$113,176 |
| 168.0000 | \$19,303 | \$26,057 | \$32,810 | \$39,564 | \$46,318 | \$53,071 | \$59,825 | \$66,578 | \$73,332 | \$80,086 | \$86,839 | \$93,593 | \$100,346 | \$107,100 | \$113,854 |
| 169.0000 | \$19,418 | \$26,212 | \$33,006 | \$39,800 | \$46,593 | \$53,387 | \$60,181 | \$66,975 | \$73,769 | \$80,562 | \$87,356 | \$94,150 | \$100,944 | \$107,738 | \$114,531 |
| 170.0000 | \$19,533 | \$26,367 | \$33,201 | \$40,035 | \$46,869 | \$53,703 | \$60,537 | \$67,371 | \$74,205 | \$81,039 | \$87,873 | \$94,707 | \$101,541 | \$108,375 | \$115,209 |
| 171.0000 | \$19,648 | \$26,522 | \$33,396 | \$40,271 | \$47,145 | \$54,019 | \$60,893 | \$67,767 | \$74,642 | \$81,516 | \$88,390 | \$95,264 | \$102,138 | \$109,013 | \$115,887 |
| 172.0000 | \$19,763 | \$26,677 | \$33,592 | \$40,506 | \$47,420 | \$54,335 | \$61,249 | \$68,164 | \$75,078 | \$81,992 | \$88,907 | \$95,821 | \$102,736 | \$109,650 | \$116,564 |
| 173.0000 | \$19,878 | \$26,832 | \$33,787 | \$40,742 | \$47,696 | \$54,651 | \$61,605 | \$68,560 | \$75,515 | \$82,469 | \$89,424 | \$96,378 | \$103,333 | \$110,288 | \$117,242 |
| 174.0000 | \$19,993 | \$26,987 | \$33,982 | \$40,977 | \$47,972 | \$54,967 | \$61,961 | \$68,956 | \$75,951 | \$82,946 | \$89,941 | \$96,935 | \$103,930 | \$110,925 | \$117,920 |
| 175.0000 | \$20,108 | \$27,143 | \$34,178 | \$41,213 | \$48,248 | \$55,283 | \$62,318 | \$69,353 | \$76,388 | \$83,423 | \$90,458 | \$97,493 | \$104,528 | \$111,563 | \$118,598 |

HEAP TABLE4: REIMBURSEMENT BY POVERTY RATIO

11/13/13

| PERCENT OF POVERTY ===== | WINTER COST REIM- BURSED ===== |
|-----------------------------------|---|
|-----------------------------------|---|

| | |
|---------|-------|
| <50 | 50.00 |
| 50.0000 | 50.00 |
| 51.0000 | 49.80 |
| 52.0000 | 49.60 |
| 53.0000 | 49.40 |
| 54.0000 | 49.20 |
| 55.0000 | 49.00 |
| 56.0000 | 48.80 |
| 57.0000 | 48.60 |
| 58.0000 | 48.40 |
| 59.0000 | 48.20 |
| 60.0000 | 48.00 |
| 61.0000 | 47.80 |
| 62.0000 | 47.60 |
| 63.0000 | 47.40 |
| 64.0000 | 47.20 |
| 65.0000 | 47.00 |
| 66.0000 | 46.80 |
| 67.0000 | 46.60 |
| 68.0000 | 46.40 |
| 69.0000 | 46.20 |
| 70.0000 | 46.00 |
| 71.0000 | 45.80 |
| 72.0000 | 45.60 |
| 73.0000 | 45.40 |
| 74.0000 | 45.20 |
| 75.0000 | 45.00 |
| 76.0000 | 44.80 |
| 77.0000 | 44.60 |
| 78.0000 | 44.40 |
| 79.0000 | 44.20 |
| 80.0000 | 44.00 |
| 81.0000 | 43.80 |
| 82.0000 | 43.60 |
| 83.0000 | 43.40 |
| 84.0000 | 43.20 |
| 85.0000 | 43.00 |
| 86.0000 | 42.80 |
| 87.0000 | 42.60 |
| 88.0000 | 42.40 |
| 89.0000 | 42.20 |
| 90.0000 | 42.00 |
| 91.0000 | 41.80 |
| 92.0000 | 41.60 |

HEAP TABLE4: REIMBURSEMENT BY POVERTY RATIO

| 11/13/13 | |
|--------------------------|--------------------------------|
| PERCENT OF POVERTY | WINTER COST REIM- BURSED |
| ===== | ===== |
| 93.0000 | 41.40 |
| 94.0000 | 41.20 |
| 95.0000 | 41.00 |
| 96.0000 | 40.80 |
| 97.0000 | 40.60 |
| 98.0000 | 40.40 |
| 99.0000 | 40.20 |
| 100.0000 | 40.00 |
| 101.0000 | 39.80 |
| 102.0000 | 39.60 |
| 103.0000 | 39.40 |
| 104.0000 | 39.20 |
| 105.0000 | 39.00 |
| 106.0000 | 38.80 |
| 107.0000 | 38.60 |
| 108.0000 | 38.40 |
| 109.0000 | 38.20 |
| 110.0000 | 38.00 |
| 111.0000 | 37.80 |
| 112.0000 | 37.60 |
| 113.0000 | 37.40 |
| 114.0000 | 37.20 |
| 115.0000 | 37.00 |
| 116.0000 | 36.80 |
| 117.0000 | 36.60 |
| 118.0000 | 36.40 |
| 119.0000 | 36.20 |
| 120.0000 | 36.00 |
| 121.0000 | 35.80 |
| 122.0000 | 35.60 |
| 123.0000 | 35.40 |
| 124.0000 | 35.20 |
| 125.0000 | 35.00 |
| 126.0000 | 34.80 |
| 127.0000 | 34.60 |
| 128.0000 | 34.40 |
| 129.0000 | 34.20 |
| 130.0000 | 34.00 |
| 131.0000 | 33.80 |
| 132.0000 | 33.60 |
| 133.0000 | 33.40 |
| 134.0000 | 33.20 |
| 135.0000 | 33.00 |
| 136.0000 | 32.80 |
| 137.0000 | 32.60 |

HEAP TABLE4: REIMBURSEMENT BY POVERTY RATIO

| 11/13/13 | |
|--------------------------|--------------------------------|
| PERCENT OF POVERTY | WINTER COST REIM- BURSED |
| ===== | ===== |
| 138.0000 | 32.40 |
| 139.0000 | 32.20 |
| 140.0000 | 32.00 |
| 141.0000 | 31.80 |
| 142.0000 | 31.60 |
| 143.0000 | 31.40 |
| 144.0000 | 31.20 |
| 145.0000 | 31.00 |
| 146.0000 | 30.80 |
| 147.0000 | 30.60 |
| 148.0000 | 30.40 |
| 149.0000 | 30.20 |
| 150.0000 | 30.00 |
| >150 | 0.00 |

PERCENT REIMBURSED = WS-PCT-CR-BASE - (WS-PCT-CR-FACTOR * PERCENT OF POVERTY)

WS-PCT-CR-BASE AND WS-PCT-CR-FACTOR ARE FROM MATRIX TABLE 2B

APPENDIX E

Randall Hunt, Office of Community Assistance

2015 Ohio State Plan

**Explanation of Income Threshold for
Heating & Crisis Components**

Explanation of Income Threshold used for Heating & Crisis Components:

Ohio uses Ohio Community and Energy Assistance Network (OCEAN)

OCEAN is a modular design based on the commonalities between the Home Energy Assistance Program (HEAP); Emergency Home Energy Assistance Program (E-HEAP); Percentage of Income Payment Plan (PIPP), Community Services Block Grant (CSBG) services, Home Weatherization Assistance Program (HWAP) services, Electric Partnership Program (EPP) services, and other assistance programs. The most important common thread between these programs is the data collected on each program's applicants that is used to determine their need for assistance and eligibility and for use in client tracking and reporting. To this end, OCA created a core system database that is built as the central hub of the system (Client Intake and Client Tracking Module) and provides the proper security controls, reporting capabilities, data inputs and outputs, intake forms, budget tools, backend activities and load requirements necessary to allow assistance program subparts (Web Forms, reports, etc) to connect, to enter, share and track data for applicants. The OCEAN design contemplated that each assistance program would be grouped into a module that would be designed with reports, web forms, and business workflows specific to that program. The various Assistance Program Modules will connect with the central database to complete the OCEAN system.

OCEAN is designed to use HHS Poverty Guidelines for all programs. Income eligibility threshold will be set in accordance with program requirements.

For Heating Assistance or Crisis Assistance, Ohio uses 175% of HHS Poverty Guidelines, which is under 60% of State Median Income.

For Weatherization, Ohio uses DOE WAP rules for eligibility requirements. It is 200% of HHS Poverty Guidelines

APPENDIX F

Randall Hunt, Office of Community Assistance
2015 Ohio State Plan
Energy Assistance Guidelines



Development
Services Agency

2013 - 2014

EDITION OF
THE OFFICE OF COMMUNITY ASSISTANCE (OCA)

ENERGY ASSISTANCE
GUIDELINES

For

The Home Energy Assistance Program (HEAP)

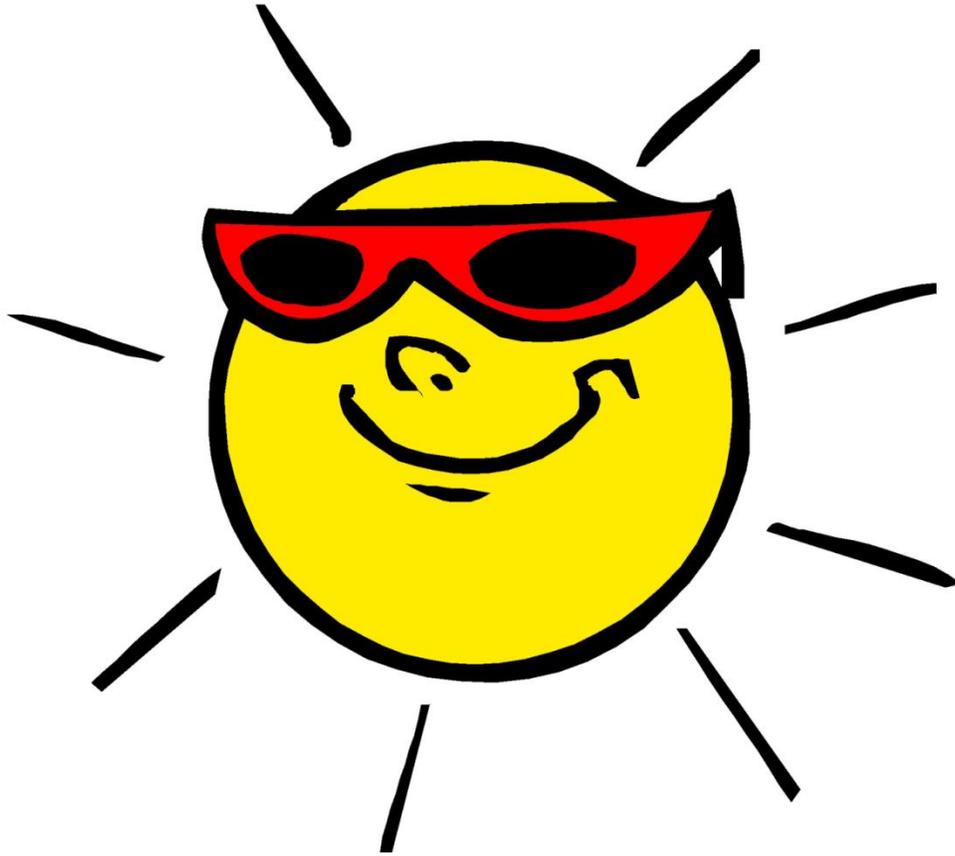
The Winter Crisis Program (WCP)

The Summer Crisis Program (SCP)

Percentage of Income Payment Plan (PIPP) Plus

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**OCA will provide this section prior to the start
of the Summer Crisis Program (SCP)**

I – ENERGY ASSISTANCE PROGRAMS

E-1 Energy Assistance Programs Overview

Home Energy Assistance Program (HEAP) - **The Home Energy Assistance Program is a federally funded program designed to help low-income Ohioans with their winter heating bills. The program runs from June 1 to May 31.**

Winter Crisis Program (WCP) - **The Winter Crisis Program (WCP) provides financial assistance to low-income households that are threatened with disconnection of their heating source; have already had service disconnected; need to establish new service or pay to transfer service; or have 25% or less of the fuel capacity in their tank. The WCP program year runs from November 1 to March 31. Agencies have until April 15 to finish incomplete or pending applications.**

Summer Crisis Program (SCP) - **The Summer Crisis Program (SCP) provides assistance with the electric energy source for applicants determined eligible by the current SCP State Issued Grant Agreement, Exhibit 1, Scope of Work. The SCP typically runs from July 1 to August 31. Agencies have until September 15 to finish any incomplete or pending applications.**

Percentage of Income Payment Plan (PIPP) Plus - **To be eligible for the PIPP Plus program, a customer must receive their electric or gas service from a company regulated by the Public Utilities Commission of Ohio (PUCO), must have a total household income which is at or below 150% of the federal poverty level, and must apply for all energy assistance programs for which he or she is eligible. For Gas PIPP Plus, the utility must be a primary or secondary heat source.**

E-2 Eligibility requirements

E-2.1 Income guidelines

To be income-eligible a household must have total household income for the last 12-months or 90-days equal to or less than **175%** of the federal poverty guidelines. Income guidelines representing the **175%** calculation are revised annually. The period to be used in determining annual income must not be more than 12-months or less than the 90 day period preceding the request for assistance by the household.

The following chart displays income levels by household size and should be used to determine eligibility. Income guidelines listed below represent the **175%** calculation for 2013-2014 energy assistance programs and are revised annually.

| Household Size | Yearly Income | 13 Weeks |
|----------------|---------------|-------------|
| 1 | \$20,107.50 | \$5,026.88 |
| 2 | \$27,142.50 | \$6,785.63 |
| 3 | \$34,177.50 | \$8,544.38 |
| 4 | \$41,212.50 | \$10,303.13 |
| 5 | \$48,247.50 | \$12,061.88 |
| 6 | \$55,282.50 | \$13,820.63 |
| 7 | \$62,317.50 | \$15,579.38 |
| 8 | \$69,352.50 | \$17,338.13 |

Households with more than eight members should add \$7,035 to the yearly income or \$1758.75 to the quarterly income for each additional member.

NOTE: Percentage of Income Payment Plan (PIPP) Plus eligibility remains at 150% of poverty.

E-2.2 Household Income – Countable and Excluded

Household income is defined as the gross income of all household members, except wage or salary income earned by dependent minors less than 18 years of age. Heads of household and spouses may never be considered minors. Gross income includes, but is not limited to, wages (excluding documented health insurance premiums), interest, annuities, pensions, Social Security (excluding Medicare premiums), retirement, employment disability, public assistance, Supplemental Security Income (SSI), alimony, child support, unemployment benefits, Workers' Compensation and any other indirect income such as utility allowance. Other exclusions may apply if documented.

COUNTABLE INCOME

Active Military Pay (Basic pay)

Adoption Assistance

Alimony

Annuity

Black Lung

Capital Gains - Proceeds from sale of property, home and stock

Cash Withdrawals from Individual Retirement Accounts (IRA)

Child Support Received

Company Disability and Black Lung

Disability Assistance (DA)

Estate and Trust Settlements - minus attorney fees

Farm Income

Garnisheed Wages, including Bankruptcy/Chapter 13

Monetary Assistance

Grants/Training Stipends – living expenses only

Immigrant Relocation Allowance

Income received from Gas and Oil Leases

Interest earned from Savings Accounts

Lump Sum Distribution

Odd Jobs

Pensions - Government/Veterans/Private Industry

Rental Income

Self-Employment

Social Security, Supplemental Security Income (SSI) Social Security Disability (SSDI)

Strike Benefits

Temporary Assistance to Needy Families (TANF)

Unearned income paid to or on the behalf of minors

Unemployment Benefits

Utility Allowances (as discretionary income)

Wages/Tips

Workers' Compensation

See E-2.4 for Excluded Income

E-2.3 Documentation of Countable Income

Acceptable documentation of income is a reference guide. Although there are various types listed for some sources of income only one is required.

*** **IRS Tax forms** are acceptable proof for certain types of income, however they must be current (ex: 2012 for 2013/2014 HEAP program) and clarification is needed in most cases. The federal gross is used when calculating income from a tax form.

** **90 Day Rule**---Lump sum payments should be prorated over either the 90-day/3-month or 12-month eligibility period)-If the past 90-day/3-month income is used, that amount must be annualized, ex: income for the past 3 months was \$100 per month, total household income annualized would be \$1200 yearly

* See "**Wages**" section.

PLEASE NOTE: "OCA/HEAP ONLY" refers to rules and regulations followed by the Ohio Development Services Agency (ODSA) OCA HEAP program only.

| INCOME SOURCE | ACCEPTABLE DOCUMENTATION |
|---|---|
| <u>ACTIVE MILITARY PAY (BASIC PAY)</u> | 1. Check stub/Pay Statement |
| <u>ADOPTION ASSISTANCE</u> | 1. Stated on application with clarification if necessary (OCA/HEAP only) 2. Copy of check or assistance statement 3. Signed Office of Community Assistance (OCA) Self-Declaration Form (this form is primarily used by the Community Action Agencies) or signed letter with amounts listed (Please refer to E-2.13) |
| <u>**ALIMONY DIVORCE SETTLEMENTS/SPOUSAL SUPPORT</u> | 1. Stated on application with clarification if necessary (OCA/HEAP only) 2. Bank statement 3. Court Documents 4. *IRS Form 1040 (line 11) 5. Signed OCA Self-Declaration Form or signed letter with amounts listed (Please refer to E-2.13) |
| <u>**ANNUITIES</u> | 1. Stated on application with scanned documentation from previous year (OCA/HEAP only) 2. Copy of check 3. Most recent *IRS form 1099-R (box 1) 4. Most recent *IRS form 1040 (line 16a) with clarification if necessary 5. Signed OCA Self-Declaration Form or signed letter with amounts listed (Please refer to E-2.13) 6. Bank Statements |
| <u>BLACK LUNG</u> | 1. Stated on application with scanned documentation from previous year (OCA/HEAP only) 2. Copy of check 3. Award letter |

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| **CAPITAL GAINS | <ol style="list-style-type: none"> 1. *IRS Tax Statement Form1040 (line 13) with Schedule D 2. *IRS Tax Statement Form 1099-DIV |
| **CASH DISTRIBUTIONS/ WITHDRAWALS FROM INDIVIDUAL RETIREMENT ACCOUNTS (IRA) | <ol style="list-style-type: none"> 1. Stated on application with scanned documentation from previous year (OCA/HEAP only) 2. Copy of check 3. Most recent *IRS Form 1099-R (box 1) 4. *IRS Form 1040 (line 15a/15b) with clarification if necessary |
| <u>CHILD SUPPORT RECEIVED</u> | <ol style="list-style-type: none"> 1. Stated on application with clarification if necessary (OCA/HEAP only) 2. Payment Printout/statement from agency issuing payments ex: Ohio Department of Job and Family Services (ODJFS) 3. Court Documents with clarification of amounts if necessary 4. Copy of check 5. Signed OCA Self-Declaration Form or signed letter with amounts listed (Please refer to E-2.13) |
| <u>COMPANY/EMPLOYMENT DISABILITY</u> | <ol style="list-style-type: none"> 1. Award letter with clarification if necessary 2. Copy of check stub/pay statement with clarification if necessary |
| <u>DISABILITY ASSISTANCE (DA)/ GENERAL ASSISTANCE (GA)</u> | <u>See TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)</u> |
| **ESTATE AND TRUST SETTLEMENTS | <ol style="list-style-type: none"> 1. Written documentation from executor, attorney, bank representative, administrator of estate, Power of Attorney (POA) etc. Note: Attorney's fees are excluded 2. *IRS Form 1040 (line 17) with Schedule E (this is correct according to the IRS website) |
| <u>GARNISHEED WAGES/CHAPTER 13 BANKRUPTCY</u> | <u>See WAGES</u> |
| ** MONETARY ASSISTANCE, NO INCOME, ZERO INCOME (NON- DISCRETIONARY VS. DISCRETIONARY INCOME) <u>MONETARY ASSISTANCE</u> <u>If the applicant answers "OTHER" to question #6 on the application</u> | <ol style="list-style-type: none"> 1. Stated on application with oral clarification if necessary – (OCA/HEAP only) 2. A signed letter from the person giving the applicant money should include the amount(s) and the frequency of assistance. <p>Remember to determine if the amount is a ***loan – if the client states they are expected to pay the money back, this would be considered a loan and would NOT be counted as income.</p> |

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| <p align="center"><u>NO INCOME/ZERO INCOME</u></p> <p>If the applicant answers “<u>NO INCOME</u>” or “<u>ZERO INCOME</u>” to Question #7 on the application</p> | <ol style="list-style-type: none"> 1. A signed OCA Self-Declaration Form explaining how the customer is surviving and/or maintaining his/her household. This form must explain in detail the customer’s source of maintaining shelter; receiving food; etc. (Please refer to E-2.13). 2. Ineligible Person(s) in an Eligible Household - If the customer has zero income and other household members are non-citizens, the customer must declare the non-citizen members’ household income. |
| | <p>EXAMPLE: If payments for rent, utilities, etc. are paid directly to the payee (gas co. landlord etc.) and this is documented from a signed letter of the person who paid the bill or a cancelled check etc. this is considered NON-DISCRETIONARY income and WOULD NOT be counted.</p> |
| <p align="center"><u>DISCRETIONARY INCOME</u></p> | <p>EXAMPLE: If the cash was given directly to the client for them to pay the bills at their own discretion; it would be considered DISCRETIONARY income and WOULD be counted.</p> <p>***LOANS—Loans are never counted /included as income. Gifts are included as income <u>only</u> if they are DISCRETIONARY.</p> |
| <p><u>GRANTS/Training Stipends/Work Study Programs, Fellowships, Scholarships</u> (exclude amounts for books, educational fees, and tuition)</p> | <ol style="list-style-type: none"> 1. Statement from educational institution or company providing grant with clarification if necessary 2. Award Letter with clarification if necessary 3. Signed OCA Self-Declaration Form or signed letter from client (Please refer to E-2.13) 4. *IRS Form 1099 and 1040 (line 7) 5. *IRS Form W-2 <p>Some students receive a tax form (W-2 or 1099) for Work Study Programs, Fellowships and Scholarships. Amounts used for books, educational fees and tuition are excluded.</p> <p>Example: Susan Harris, who attends The Ohio State University, receives a \$2,000 scholarship, with \$1,000 specifically designated for tuition and \$1,000 specifically designated for living expenses. Her tuition is \$1,600. She may exclude \$1,000 from income, but the other \$1,000 designated for living expenses is taxable and must be included in income.</p> <ol style="list-style-type: none"> 1. Allowance Statement 2. Copy of check with clarification if necessary |
| <p><u>IMMIGRANT RELOCATION ALLOWANCE</u></p> | <ol style="list-style-type: none"> 1. Allowance Statement 2. Copy of check with clarification if necessary |

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| <u>INTEREST</u> (earned from financial accounts) | <ol style="list-style-type: none"> 1. Stated on application with clarification if necessary (OCA/HEAP only) 2. Bank statement 3. Most recent *IRS form 1099 (form INT boxes 1-3) 4. Most recent *IRS form 1040 (line 8a through 9b) (box 1) 5. Signed letter with amounts listed with oral clarification if necessary (OCA/HEAP only) |
| <u>**LUMP SUM DISTRIBUTION/Social Security or Disability Lump Sum Awards, Insurance Policy Payouts, Lottery winnings etc. (See E-2.9)</u> | <ol style="list-style-type: none"> 1. Statement from financial institution 2. Copy of check with clarification if necessary 3. *IRS Form 1040 (line 21) 4. *IRS Form W-2, W-2G |
| <u>ODD JOBS/Income in exchange for labor</u> | <ol style="list-style-type: none"> 1. Stated on application with amount(s) listed with clarification if necessary 2. Signed letter from individual or company providing the income source with amounts listed 3. Signed letter from client with amount listed 4. If client provides an *IRS tax statement then the client is self-employed, see rules for self-employment documentation 5. Signed OCA Self-Declaration Form for signed letter with amounts listed (Please refer to E-2.13) <p>Fair market value of labor example: A landlord gives the manager of an apartment building free rent in place of a salary. The amount of rent a landlord would receive for the managers apartment is \$500 a month. \$500 a month would be the manager's monthly income.</p> |
| <u>PENSIONS-Government, VA, Private Industry-Government Pensions include: Public Employees Retirement Systems (PERS), School Employees Retirement Pension (SERS) Veterans Pension (VA), Police, Firefighters, Railroad Workers</u> | <ol style="list-style-type: none"> 1. Stated on application and on last year's file with scanned documents with clarification of current amounts (OCA/HEAP only) 2. Copy of check – If pension is from a private company, and no company name is listed, clarification of the name is acceptable. 3. Award letter 4. Most recent *IRS form 1099-R (box 1) 5. *IRS form 1040 line 16a/16b 6. Signed OCA Self-Declaration Form or letter with amounts listed (Please refer to E-2.13) 7. Bank Statements |
| <u>SELF EMPLOYMENT, Farm</u> | <ol style="list-style-type: none"> 1. Most recent *IRS Form 1040 (line 12, with |

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| <u>income/***Rental Income</u> | <p>schedule C/CZ, Line 17 with Schedule E or Line 18 with Schedule F) etc.</p> <ol style="list-style-type: none"> 2. **Form which shows deductions (type) and gross profit with current information; this can be a handwritten form as long as current information (at least 3 months/90 days) is included. 3. *IRS Form 1099-Misc (box 1) 4. Quarterly Statements (past 3 months/90 days) 5. Copy of financial statements or accounting records for at least the past 90 days/3 months 6. Signed OCA Self-Declaration Form with amounts (including profit after deductions/expenses listed (Please refer to E-2.13). <p>If the client states that they do not file taxes on their self-employment income, refer to: Odd Jobs section.</p> <p>***If the client states that they receive rental income but do not file taxes on this income, ex: receives \$300 a month from son for renting him a home etc., this is not considered self-employment, list this as "other" income in OCEAN.</p> <p>HEAP/WCP/SCP allows the client to use the same deductions to calculate gross income/profit as the IRS; with the exception of: Business Expansion and Carryover/Net Operating Loss (NOL). These two deductions must be added back into the client's total income. You will find these deductions on the appropriate tax forms/schedules.</p> |
| <u>SOCIAL SECURITY, SSI, SSA, SSDI</u> | <ol style="list-style-type: none"> 1. **Award/Benefit Letter 2. Bank Statement with Deposit Amount 3. Copy of Check 4. Printout from Social Security Office 5. Most recent *IRS Form SSA-1099 (box 3) 6. Most recent *IRS Form 1040 (line 20a-20b) 7. (ODJFS) website Client Registry Information System-Enhanced (CRISE) (OCA/HEAP only) 8. Stated on application with scanned documents from the previous year's file (OCA/HEAP only) |
| <u>STRIKE BENEFITS</u> | <ol style="list-style-type: none"> 1. Check stub/pay statement |
| <u>TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF): Disability Assistance (DA), General Assistance (GA), Ohio Works First (OWF) Aid to Dependent Children (ADCF) Welfare, Public Assistance</u> | <ol style="list-style-type: none"> 1. Copy of check 2. ODJFS documents/printout 3. Bank statement 4. CRIS-E (OCA/HEAP only) 5. Signed OCA self-declaration Form or letter from client with amounts listed 6. Stated on application---must match payment standard sheet for household size and must include case number (see question 5 on application) (OCA/HEAP only). |

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| <u>UNEARNED INCOME PAID TO OR ON BEHALF OF MINORS/SS, SSI, Child Support received</u> | See appropriate “Types of Acceptable Documentation” box within this section. |
| <u>UNEMPLOYMENT BENEFITS</u> | <ol style="list-style-type: none"> 1. Copy of check/Award amount letter 2. ODJFS printout (must list name and/or social security number and date) 3. Eligibility letter with amounts and date 4. Most recent *IRS Form 1040 (line 19) 5. Most recent *IRS Form 1099-G (box 1) |
| <u>UTILITY ALLOWANCES</u> (if received as discretionary income) | <ol style="list-style-type: none"> 1. Housing Authority Documentation 2. Lease/Rental Agreement 3. Printout/Documentation from ODJFS 4. Stated on Application--- (OCA/HEAP only) Since utility allowances are usually a very small amount of income it is acceptable if the client explains how they are surviving, for example: The client states they are receiving food stamps (see question 5 on application) and live in government subsidized housing (see question 10 on application) no further documentation or clarification is needed. |
| <u>WAGES/*Gross Earnings</u> | <ol style="list-style-type: none"> 1. Pay stub(s) —must be dated within the past 30 days from the application date and must cover income period of (at least) the past 90 days/3 months 2. Statement from employer (must list client’s name) with company name <p>TIPS: If tips are not declared or listed, we need to clarify the amount received, for example; a waitress/bartender/busboy is paid \$2 an hour, their income is supplemented by tips to equal \$10 an hour, and we need clarification, proof of the addition \$8 tip income.</p> <p>*Garnisheed Wages, Chapter 13 Bankruptcy and elective payroll deductions (ex: Christmas Club, payroll advances etc.) are included in total gross household income; these are usually listed in the deduction section on a paystub.</p> |
| <u>**WORKERS COMPENSATION</u> | <ol style="list-style-type: none"> 1. Award letter with clarification of amounts if necessary 2. Printout/letter from agency providing disability Compensation (Bureau of Workers Comp (BWC)) etc. 3. Copy of check with clarification if necessary 4. Bank statement |

E-2.4 Excluded Income

Agent Orange Compensation/Benefit

Assets from bank withdrawals

Attorney's fees for Estate & Trust Settlements

*Child Support Paid

FEMA – Cash Payments

Food Stamps/Cash Payment for food stamps

*Funds/training stipends designated for specific purposes (i.e., educational Grants/Training stipends for tuition and/or books only-not living expenses).

Handicapped Income - self-sufficiency programs (example: work expenses for the blind)

Health Care Spending Accounts – non-taxable health care spending accounts are allowable deductions from income and should be treated the same as health insurance premiums in OCEAN

*Health Insurance Premiums (dental, vision, health and supplemental insurance)

Income earned by dependent minors less than 18 years of age

*Loans from individuals or institutions requiring repayment of either principle or principle and interest

Medicaid spend-down

Medicare Payments

*Military Allowances for Subsistence, Housing, Family Separation, etc.

Prevention, Retention, & Contingency (PRC) - assistance to attempt to divert families from long term financial dependency

Stipend for Foster Care

Reverse Mortgages

Tax refunds and rebates

Title III Disaster Relief Emergency Assistance Program (DREAP)

Title V Wages/Senior Community Employment Programs (SCEP) - Older Americans' Act (Public Law 100-175) Experience Works (formerly Green Thumb), Foster Grandparents Program, Mature Services

Transportation Allowances (i.e., Workforce Investment Act (WIA), Job Training Partnership Act (JTPA), Workfare

Work Allowances (i.e., Learning Earning and Parenting [LEAP]

Volunteers in Service to America (Vista) or other AmeriCorps Stipends

* These exclusions require documentation.

See E-2.2 for Countable Income

E-2.5 Household Size

1. Tax dependents are to be counted.
2. Those in military service are to be counted.
3. Those temporarily in hospital/nursing home are to be counted – unless long term (>6 months) or permanently.
4. Those sharing a kitchen or bath are to be counted. **However, a Live-in Aide should NOT be counted, nor should their income. Documentation verifying Live-in Aide designation is required. Please see Appendix V for a copy of the “Live-in-Aide” form.**
5. Children of divorced/separated couples are to be counted based on the following information:
 - a) Person/persons who has/have LEGAL custody;
 - b) If JOINT custody, person/persons who claim/claims children for tax purposes;
 - c) If joint taxes filed, the household that applies for energy assistance first;
6. Foster children should NOT be counted, nor should foster care income.
7. Those in prison/jail for an extended term (>6 months), are NOT to be counted.
8. Foreign students may not apply as separate households.
College students, living away from home, are to be counted as part of the household if they are claimed as dependents for tax purposes. However, the tax dependent student may still apply for assistance as a separate household. **If this situation causes a duplication error in the OCEAN system, please contact OCA OCEAN Help Desk.**

E-2.6 Immigration Status

U.S. Citizens or Nationals

Proof of citizenship or Alien status **is required for the primary applicant.** Below is the list of acceptable documentation of Citizenship:

1. At a minimum, a signed statement from the primary applicant which declares, under penalty of perjury, that they are a U.S. citizen. The Energy Assistance Programs Application will suffice and does not require notarization.
2. Birth Certificate/Hospital Birth Records
3. U.S. Passport
4. Military Service Records
5. Voter Registration Cards
6. Baptismal Record (Only when place and date of birth is shown)
7. Immigration and Naturalization Service (INS) ID Card
8. Refugee Registration Cards
9. Permanent Visa
10. Naturalization Papers/Certifications of Citizenship (INS Form I-179, INS Form I-197)
11. Native American Census Records
12. Alien Registration Cards/Re-entry Permits

13. INS Form I-551
14. INS Form I-94 if annotated with either: a) Sections 203(a) (7); 207; 208; 212(d)(5); 243(h); or 241(b)(3) of the Immigration and Nationality Act or b) One or a combination of the following terms: Refugee, Parolee, or Asylee.
15. INS Form G-641, "Application for Verification of Information from INS Records", when annotated at the bottom by an INS representative as "lawful admission for humanitarian reasons".
16. Documentation that an alien is classified pursuant to Sections: 101(a)(2); 203(a); 204(a)(1)(a); 207; 208; 212(d)(5); 241(b)(3); 243(h); or 244(a)(3) of the Immigration and Nationality Act.
17. Court order stating that deportation has been withheld pursuant to Section 241(b)(3) 04 243(h) or of the Immigration and Nationality Act.
18. Documentation of "current enrollment in" and/or "receiving services through" Ohio Works First (OWF), Cash Assistance, and/or Medicaid, i.e., a copy of the Cash Issuance History or a copy of applicant's medical card showing he/she/they is/are eligible for the dates included within the application period.

Non-citizens with Documentation

All primary applicants who are not U.S. citizens or nationals, i.e., those applicants that mark "Not a U.S. citizen", must provide documentation of their current alien status. ***This applies only to the primary applicant.*** Acceptable forms of documentation are as follows:

1. Immigration and Naturalization Service (INS) ID card
2. Refugee Registration Cards
3. Permanent Visa (Green Card)
4. Naturalization Papers/Certifications of Citizenship (INS Form I-179, INS Form I-197)
5. Native American Census Records
6. Alien Registration Cards/Re-entry Permits
7. INS Form I-551 or Form I-688
8. INS Form I-94 if annotated with either: a) Sections 203(a)(7); 207; 208; 212(d)(5); 243(h); or 241(b)(3) of the Immigration and Nationality Act or b) one or a combination of the following terms: Refugee, Parolee, or Asylee,
9. INS Form G-641, "Application for Verification of Information from INS Records", when annotated at the bottom by an INS representative as "lawful admission for humanitarian reasons"
10. Documentation that alien is classified pursuant to Sections: 101(a)(2); 203(a); 204(a)(1)(a); 207; 208; 212(d)(5); 241(b)(3); 243(h); or 244(a)(3) of the Immigration and Nationality Act,
11. Court order stating that deportation has been withheld pursuant to Section 241(b)(3) 04 243(h) or the Immigration and Nationality Act

12. Documentation of “current enrollment in” and/or “receiving services through” Ohio Works First (OWF), Cash Assistance, and/or Medicaid, i.e., a copy of the Cash Issuance History or a copy of applicant’s medical card showing he/she/they is/are eligible for the dates included within the application period.

Non-citizens without Documentation

A household member who claims to be of an ineligible alien status does not have to verify his status and cannot receive assistance and is, therefore, ineligible. Any ineligible household members, (i.e., undocumented aliens, duplicates etc.) cannot be included in the household, nor should their income be counted. If there are no eligible members in the household, or if the only eligible members are children, then the household is not eligible for assistance.

E-2.7 Ineligible Person(s) in an Eligible Household

Ineligible persons include the following: foster children, undocumented aliens, **person’s in the United States on a student visa**, duplicates within the OCEAN system (previously counted in another household), and those incarcerated for a period longer than six months.

E-2.8 Countable Income Periods

Only count the income actually received during the time period that you are using for calculations. Example - If a customer receives 11 payments in the 12-month period , then only the total of those 11 payments are used to calculate income. DO NOT make up data just to have 12 payments.

Calculate each source of income: (12 month)

Using: 52 weeks per year
 26 pay periods per year, if paid every two weeks
 4 1/3 weeks per month

E-2.9 Lump Sums

Prorated lump sum amounts are not to be counted as monthly income when determining PIPP Plus payments.

If the lump sum was received outside of the 90 days then it should not be counted. However, if the lump sum is in the bank and is earning interest, then the interest earned (only) is to be counted as income.

E-2.10 Assets Test

The energy assistance programs administered by OCA do not have an assets test used to determine eligibility for benefits.

E-2.11 Calculation of Household Income (except self-employed)

Follow steps 1-4 (below) for all the energy assistance program applicants **except those filing with the Internal Revenue Services (IRS) as self-employed**. This procedure applies to both the 90-day and 12-month income eligibility periods.

- ✓ Step 1 Add the total annual gross income for each adult member of the household who is 18 years of age or older. Do not include wage or salary income earned by dependent minors less than 18 years of age. (See definition and countable income list).

- ✓ Step 2 Subtract any source of income found on the income exclusion list.
- ✓ Step 3 Add all prorated monthly lump sum amounts.
- ✓ Step 4 Compare the results of your calculations (steps 1, 2, 3) with the income eligibility guideline (**See E-2.1**)

E-2.12 Calculation of Income for Self-Employed

In the computation of gross household income, the net income from operation of a business or profession, or rental of real or personal property should be used. **With the exception of expenditures for business expansion and carryover losses**, all operating expenses accepted by the United States Internal Revenue Service shall be accepted by the energy assistance programs administered by OCA, in the cases where net income is accepted.

A copy of the applicant's IRS tax statement or similar document which reflects gross profit and a list of business expenses for the specific twelve months or 90-days previous to and including the date of application are required for final approval of self-employed applicants. Refer questions on self-employment income calculation to the OCA office.

E-2.13 Self-Declaration of Income Statement and Zero Income Statement

All household members 18 years of age and older, unable to supply complete income documentation, must complete an **Energy Assistance Program/Income Self-Declaration Form**. During the intake process, if there is reason to believe that additional income may exist, every effort should be made to obtain the documentation. A Self-declaration statement is not income documentation. Qualifying an applicant through the acceptance of a Self-declaration should rarely occur and only after attempts to obtain income documentation have failed. All notes should be added to OCEAN.

Zero Income Statement- Persons stating zero (0) income must also complete the Energy Assistance Program/Income Self-Declaration Form and explain their ability to exist (i.e., source of food and shelter). An explanation must be provided on the OCEAN Self-Declaration form.

NOTE - All persons stating ZERO (0) income who request the 180 day waiver of the minimum \$10 PIPP Plus payment (available not more than once in any five year period) must re-verify their income if their household income changes during the 180 day period. If the customer's monthly PIPP Plus installment has not been re-verified during the 180 day period due to a change in household income, the customer shall be required at the end of the 180 day period to have the monthly household income re-verified and shall pay the calculated monthly PIPP Plus installment amount or the minimum \$10 payment, whichever is greater. Customers must return to the agencies for PIPP Plus re-verification. Appointments are strongly recommended.

E-2.14 Completion of the HEAP Application

The Local Delegate Agency (LDA) is responsible for completing the current program year's HEAP application at the same time the WCP, SCP or PIPP Plus application is completed. Should the HEAP application require additional documentation or information, enter detailed notes into OCEAN. If the HEAP application is incomplete in OCEAN or was started by another organization, the LDA should complete the application if all required documents have been submitted.

II – THE WINTER CRISIS PROGRAM (WCP)

W-1 Eligibility Determination & Payment Guidelines for the Winter Crisis Program

Winter Crisis funds can be paid on behalf of an eligible household once per winter heating season.

A written notification of eligibility or denial of eligibility must be issued to the applicant within 48 hours.

Fuel must be ordered and/or arrangements made for delivery or reconnection within 48 hours for all applicants found eligible.

Fuel must be ordered and/or arrangements made for delivery or reconnection within 18 hours for all applicants found eligible and in a life-threatening situation.

All written notification must be completed and issued to the fuel vendor within five working days from date of application. Notification of intent to pay may be issued by mail, email or faxed.

Households may receive assistance for either the main heating source and/or the secondary heating source (electric):

If the customer's furnace requires electricity (a secondary heating source), the electric service must be "on" in order for the customer to receive assistance for the main heating source. (Example: A gas forced air furnace requires electricity to power the fan.)

If the customer's heating source does not require electricity to run, then no assistance may be given for the electric service. (Example: Kerosene fueled space heater.)

The following are conditions must be assessed to determine eligibility and payment amounts for households applying for emergency assistance:

1. There must be a face-to-face interview with an adult (18 years or older) household member. If the applicant cannot visit the intake site due to medical reasons or infirmity, LDA staff must make a home visit. This requirement can only be waived if a designated person living outside of the household has been empowered to act for the applicant of record by obtaining a current power of attorney or current notarized statement. The application must be completed, signed and dated. Please note current is defined as 12 months from the date of the application.
2. All gross income for the previous 90 days or 12 months, including self-declarations, must be verified, documented and maintained in the case file and scanned into OCEAN.
 - a. To determine if the household is income eligible, first use the 90-day test. If the household is over-income for the previous 90 days, use the 12-month income test. The income that qualifies the household must be supported by documentation.
 - b. If the household is over-income for both the 90-days and the 12-months income, the household is ineligible.
 - c. A written notification of eligibility must be issued to the applicant within 48 hours.

3. An applicant whose main heating source is a regulated or unregulated utility and whose related electric energy source is also regulated or unregulated must meet the following conditions:
 - a. The main heating source and/or related electric energy source must be either in disconnect status or have been terminated.
 - b. The utility accounts must be coded residential, except in master-metered situations. Payments for the main heating source and/or secondary heating source (electric) must be made separately from rent payments.
 - c. The main heating source vendor account number is required to approve the application for direct credit customers.
 - d. Fuel must be ordered and/or arrangements made for delivery or reconnection within 48 hours for all applicants found eligible.
4. All households who receive their main heating source from a regulated utility must be enrolled in PIPP Plus or another suitable payment plan when the customer is invoking the reconnect order. Please note, all customers who receive a WCP benefit do not have to go on a payment plan. PIPP Plus payments are based on 6% of the current monthly household income or a minimum of \$10 for natural gas, 10% of the current monthly household income or \$10, whichever is greater for total electric households and 6% of the current gross monthly income or \$10 whichever is greater for electric base load customers. Electric PIPP Plus customers who claim "zero income" may have their minimum \$10 monthly payment waived for up to 180 days once every five years. Please refer to the PIPP Plus reference materials (including the Energy Resource Guide) for more detailed information on PIPP Plus.

The WCP 90-day or 12-month income criterion is also used for determining a household's eligibility for PIPP Plus. PIPP Plus installments are not based on an average of the household's 90-day or 12-month income. Monthly PIPP Plus installments are based on the applicant's current monthly income (last 30 days), only.

5. The LDA is responsible for verifying the status of the main heating source and the electric energy source. Verifications made via phone calls should be noted in OCEAN Notes as well as documented in the customer's file. The note should include the utility company representative's name, particulars of the conversation and type of payment made (first PIPP Plus, default PIPP Plus, deposit for a new account, reconnect fee, transfer, co-payment required (by agency or utility company, amount paid, etc.).
6. When assisting households with a master meter each unit must apply as a separate household. Eligible households may be assisted with a portion of the bill according to the percentage for which they are responsible. Supportive Documentation should be scanned into OCEAN that details the method utilized to determine usage. Each eligible household can receive assistance up to the maximum allowable benefit.
7. A household which resides on both sides of a duplex, has disconnects for both, and is income eligible shall receive only one (1) benefit. There is only one benefit per household and in this instance the duplex is considered one (1) household.
8. If the maximum energy assistance benefit is not sufficient to restore or continue service, documentation that the customer has made a co-payment must be obtained prior to processing the WCP application. Verification of the co-payments should be noted in OCEAN and in the file.

9. All household members, regardless of age are required to have a social security number. For customers that have applied for a social security number, but have not yet received it, select “applying for” in OCEAN. This should only be selected the 1st time the customer applies for a HEAP benefit. In all subsequent program years, the social security number must be obtained in order to process the application.
10. A customer who has an eviction notice and a disconnection notice is still eligible for an energy assistance benefit if they are residing in the home at time of eviction, and have at least 30 days to vacate the premises.
11. If a household is assisted and part of that household moves out and establishes a NEW residence, with a NEW account number, that new household may be assisted. Example – divorce, separation, college student, etc. ***If this situation causes a duplication error in the OCEAN system, please contact OCA OCEAN Help Desk.***

W-2 Appointment Scheduling/Interviewing Process

LDAs that use an appointment system must see all households who contact the agency within twenty-eight (28) calendar days. An accommodation must be made on the daily appointment calendar for walk-in applicants. Applicants should be informed of documentation needed before the appointment.

W-2.1 Utility Bills

During the time of scheduling an appointment, it is imperative to stress to the applicant the importance of bringing both utility bills to the face-to-face interview regardless of the account status. Customer account numbers will be retained at the OCA for information purposes and direct crediting to the applicant’s account. However, if the applicant fails to provide both bills during the face-to-face interview, do not delay the application process.

The utility bill must be in the name of an adult household member, OR

- If the utility bill is under a child’s name (under 18 years of age) the account must be switched to an adult household member’s name in order to receive assistance.
- If the bill is in the name of an adult living outside of the household, that adult must have Power-of-Attorney or must transfer the name to the applicant.
- If the bill is in the landlord’s name and will not allow it to be changed and the customer is responsible for the bill, the customer can be assisted. Documentation in the form of a lease, or a note from the landlord, stating that the customer is responsible for the bill is required. Also required is a copy of the bill showing the account number. Payment should be made directly to the utility company for the client’s portion of the bill.

NOTE - For HEAP only, the utility bill does not have to be in a household member’s name (for example, heat included in rent) to receive a benefit.

W-2.2 Permanently and Totally Disabled Applicants

It is required for any household, which has a member who is classified as permanently and totally disabled (see Program Definitions) to provide proof at the time of the face-to-face interview. This information must be communicated to the applicant before the interview date. All monthly Public Service Announcements (PSA) and/or newspaper articles should stress that the applicant must bring proof of disability to the face-to-face interview. If the applicant provides proof of disability during the face-to-face interview when the file is electronically sent to the OCA, the regular HEAP benefit will be evaluated for an increased benefit.

If the applicant states that they are disabled but does not provide proof of disability at the time of application, do not make incomplete or delay the application. Process the application as usual. Inform the client that they will receive a normal regular HEAP benefit; however, if they are able to later provide documentation of disability they may appeal their regular HEAP benefit. Their original benefit determination, with proof of disability, will then be evaluated for an increased benefit at the State level. Please send all appeals to:

Office of Community Assistance
Attention: Appeals Department
P.O. Box 2169
Columbus, Ohio 43216

W-2.3 Summary of Applicant Documents Required

The following is a summary of all documents that are required to be brought by the applicant to the face-to-face interview. This information must be communicated to the applicant before their interview date and must also be included in all monthly public service announcements and/or newspaper articles.

1. Income documentation for all household members 18 years of age and older. If this documentation is missing, the application is incomplete.
2. Copies of both bills for the main heating and electric utility source. If this documentation is missing, continue with the application. Contact the utilities to obtain account information. HEAP must have the main heating source account number for all regulated utilities in order to process the application for direct credit purposes. Electric utility account numbers are also needed if the customer is to be placed on PIPP Plus. However, only an electric utility bill is needed if the household is all electric.

NOTE - For the Summer Crisis Program (SCP), the applicant is required to bring in BOTH bills. This will allow the customer to be evaluated for a Regular HEAP benefit in the upcoming season.

3. Documentation of co-payment if required (ex: Furnace Repair, Non-Regulated Utility).
4. Proof of disability - If this documentation is missing, continue with the application. Inform the client that they may file an appeal to the OCA (State HEAP Office) if they are able to provide proof of disability after the face-to-face interview.
5. Social security numbers are required for all household members, regardless of age (including those members under the age of 2). For those that have applied for numbers but have not yet received them, there will be a way to enter the information in OCEAN. It will be marked as “applying for” the first year. In subsequent program years, the social security number must be obtained in order to continue the processing of the application.

W-3 PIPP Enrollment Requirement for Winter Crisis Program

The Office of Community Assistance no longer requires applicants for the WCP be enrolled in PIPP Plus to receive the emergency benefit. Local agency intake staff can waive PIPP Plus enrollment (**remove customer from PIPP Plus**) for WCP applicants. This allows the applicant and the intake worker to decide which plan is best. **However, if PIPP Plus is waived and the applicant has an outstanding account default, the applicant must enroll in another plan in order to clear the outstanding account default and to lessen the likelihood of the bill payment crisis recurring.** Optional payment plans include, but are not limited to, the one-third or one-sixth payment plan, budget plan, the one-ninth plan, or the Graduate PIPP Plus Plan.

The local agency staff should work with the WCP/PIPP Plus customer to determine what payment plan best suits the customer's needs.

When determining the "best" plan, be sure to obtain the following information:

1. Heating bills for the household during the coldest winter months, which are December through February. (This information can be obtained from the utility company)
2. **Budget billing amount (average bill) either from the utility or under Utility Details in OCEAN. If this amount is larger than the PIPP Plus installment, and the client has low or no arrearages, it is probably in the client's best interest to NOT go on PIPP Plus.**
3. All alternate payment plans on which the applicant can be placed, and the monthly amount that would be required for each. (This information can be obtained from the utility company)

Other Payment Plans:

The 1/3 plan is available between 11/1 and 4/15 only and requires payment of one-third of the balance due each month (arrearages + current bill).

After 4/15, the customer is eligible to switch to the 1/6 plan.

The 1/6 plan requires six equal monthly payments on the arrearages in addition to full payment of current bill.

The 1/9 plan requires nine monthly payments on arrearages in addition to a budget payment plan (budget based on a 9 or 12 month calculation).

The Budget Plan is available all year, is an optional uniform payment plan for any customer who is not in default.

Graduate PIPP Plus is available to PIPP Plus customers who are determined over-income for PIPP Plus or who voluntarily elect to enroll in Graduate PIPP Plus. They must be current on their PIPP Plus payments and must remain a customer of the utility in which he or she was enrolled in PIPP Plus. In most cases the payment will be based upon the PIPP Plus installment amount plus the budget bill divided by two. Please see the PIPP Plus materials including the Energy Resource Guide for more details on Graduate PIPP Plus.

W-4 Special Situations

If situations occur that are out of the ordinary and are not addressed in this document or related WCP/PIPP Plus documents in the OCA Policy and Procedures Manuals, please contact the OCA for a determination of eligibility. Prior to contacting the OCA, please collect all pertinent information regarding the case.

W-5 Maximum Delivery & Payment Guidelines

W-5.1 Regulated Gas and Electric

Households with both regulated gas and regulated electric are eligible for up to \$175 for both fuel types.

WCP payments can be made up to \$175 to pay the first PIPP Plus installment, to bring PIPP Plus default current, establish new service, and transfer or restore service.

- a. If the household has received a notice of disconnection and service is on in the name of an adult household member, emergency funds can be paid for the first PIPP Plus payment or defaulted PIPP Plus payments (see definition of defaulted PIPP Plus). In all cases the agency must verify enrollment in PIPP Plus before authorizing payment.
- b. WCP can be used for security deposits to put utilities in an adult household member's name, if the household has received a notice of disconnection and service is not in the name of an adult household member. However, no security deposits can be charged for PIPP Plus customers (per the PIPP Plus rules).
- c. If the household's service has been disconnected, payment of up to \$175 can be made for any defaulted PIPP Plus installments plus applicable reconnect fees.
- d. Customers who have had their regulated service terminated for a fraudulent practice (per a utility company) may not receive an E-HEAP benefit until the fraudulent situation is resolved and all related fees are paid. Fraudulent practices include returned checks and all associated fees.

W-5.1a Certified Retail Electric Suppliers (CRES)

Households that have chosen to secure services from Certified Retail Electric Suppliers (CRES) are eligible for the Winter Crisis Program but not the PIPP Plus Program. The Winter Reconnect Order amount will prevent disconnection of service or reconnect service and the Electric Distribution Utility (EDU) will set the customer up on a payment plan.

W-5.2 Unregulated Gas and Electric

Households with both unregulated gas and electric, or one of the utilities is unregulated and the other is not, the benefit is up to **\$450**. **However, only up to \$175 may be used on the regulated utility.** A WCP payment of up to **\$450** can be made to continue, restore, establish or transfer service. Payment must guarantee service for 30 days.

SCENARIO #1 - Customer has regulated gas and unregulated electric. Up to \$175 may be used to pay the gas bill and the remaining \$275 may be used to pay the electric bill. If the customer owes more than \$275 to the electric utility, a co-payment may be required.

SCENARIO #2 - Customer has unregulated gas and regulated electric. Up to \$175 may be used to pay the electric bill and the remaining \$275 may be used to pay the gas bill. If the customer owes more than \$275 to the gas utility, a co-payment may be required.

Customers who have had their regulated service terminated for a fraudulent practice (per a utility company) may not receive an E-HEAP benefit until the fraudulent situation is resolved and all related fees are paid. Fraudulent practices include returned checks and all associated fees.

Reminder - Unregulated utilities do not fall under the regulations of The Winter Rule.

W-5.3 Bulk Fuels

A household is eligible to receive a delivery of fuel if their tank contains **25% or less** of its capacity. **Please note that this is based on the customer's declaration, no documentation is required.** A household is eligible for a maximum delivery of **\$350** for coal or wood, or **\$750** for propane/bottled gas, or **\$750** for fuel oil and kerosene, all of which are classified as deliverable fuels. The applicant may also receive assistance with their electric source, if the **\$350** or **\$750** maximum will resolve the emergency for both energy sources. For regulated electric, up to **\$175**, and for Municipalities and Co-Ops, up to **\$450** can be used towards the electric source as long as a sufficient amount of fuel is delivered to end the customer's crisis.

A **30-day** line of credit may be arranged for propane customers that use 120 gallon tanks, **124 gallon tanks** or 100 pound cylinders, or for oil/kerosene customers that have tanks that are smaller than 100 gallons.

100 Pound Cylinders

A maximum of 4 100 pound cylinders may be filled/refilled/exchanged within the 14-day period (a maximum number of 8 100 pound cylinders may be filled in a 30-day period). The bulk fuel invoice must indicate the number of cylinders initially filled/ refilled/ exchanged during the 30-day period in order to be paid. **The client is not entitled to the remaining amount of the benefit beyond 30 days.**

Vendor Participation Agreement

All vendors who participate in the Summer Crisis Program must sign an Energy Assistance Participation Agreement. Vendors who participate in both the Regular and WCP components of the program and have already signed an agreement for those programs do not have to sign an additional contract exclusively for the Summer Program.

NOTE - Once a vendor has signed the participation agreement with the OCA, this requirement has been satisfied until such time that the vendor agreements are revised.

Fuel Delivery

LDAs are required to verify, prior to making arrangements for delivery, that the WCP pledge amount will result in the delivery of 30-days' worth of fuel. These efforts, along with the balance amount, must be noted in OCEAN notes. If a co-payment is required, the LDA must verify such payments prior to making arrangements. Special Exceptions-if the bulk fuel company agrees to a payment plan in lieu of the co-payment documentation of such must be secured and scanned into OCEAN. Upon receipt of an acceptable arrangement to satisfy the co-payment requirement, delivery arrangements are permissible.

Arrangements for bulk fuel delivery must be made within 2 working days from the date of application. Although in extreme cases, actual deliveries of fuel cannot always be made within two days, vendors should be encouraged to make WCP deliveries as soon as possible.

Payment of a WCP benefit on behalf of an eligible applicant must result in a delivery of fuel.

Vendors must provide the purchaser (LDA) with a delivery ticket or sales invoice which includes: **the name and address of the vendor, name of purchaser (LDA), delivery address (client), delivery date, delivered quantity, quantity upon which the price is based (price per unit - gallon, ccf, etc.), total price of the amount delivered and the identity of the product in descriptive terms. The original or copy of the date-stamped invoice must be placed in the**

client file and scanned into OCEAN within 30 days for proper documentation. This also includes Amerigas invoices.

100 Pound Cylinders

A maximum of 4 100 pound cylinders may be filled/refilled/exchanged within the 14-day period (a maximum number of 8 100 pound cylinders may be filled in a 30 day period). The bulk fuel invoice must indicate the number of cylinders initially filled/ refilled/ exchanged during the 30 day period in order to be paid. **The client is not entitled to the remaining amount of the benefit beyond 30 days.**

Tank Expenses (Testing, Setting, Rental)

WCP funds may also be used to pay for fuel tank testing, and/or the setting of a tank. Any remaining benefit not spent on testing, setting or rental fees may be used for fuel assistance.

Existing Credits

If a customer has an existing credit that is large enough to cover their need, then no crisis exists.

If a customer has an existing credit that is not large enough to stop their crisis, then WCP funds may be used, up to the maximum benefit, to make up the difference. This is similar to the customer having a co-payment.

Past Due Bills

A payment for a past due bill is only allowed for bulk fuels when a delivery will result from the payment, or the following:

1. Metered Bulk Fuels

If the customer receives a bill for their amount of fuel, and have received a termination of service notice, WCP will pay the termination amount up to **\$750**. In other words, the fuel provider is to be treated the same as an unregulated natural gas utility, except that the benefit is larger. Electric assistance for these customers remains the same.

2. Automatic Fill-ups

Customers utilizing propane, fuel oil, or kerosene and are on an automatic fill-up (monthly top off, etc.,) schedule may receive a benefit if they have documentation from their vendor that they have failed to pay their past bill(s) and will receive no more fuel until the delinquent amount is paid. The customer may receive up to \$750. If the customer owes more than **\$750**, a copayment to the vendor must be made before the customer is approved for a WCP benefit.

Multi-family Dwelling with Single Fuel Tank

In the case of a multi-family dwelling, such as a duplex, where there is only one fuel tank, each unit in the dwelling may be eligible for assistance. If the bill is in the landlord's name and the customer is responsible for the bill, the customer can be assisted. Documentation in the form of a lease, or a note from the landlord, stating that the customer is responsible for the bill is required. Also required is a copy of the bill showing the account number. Payment should be made directly to the utility company for the client's portion of the bill.

Example - A client living in a 3-unit building with one fuel oil tank applies for assistance. The three units share the fuel bill with each unit paying 1/3 of the bill. If all 3 tenants are eligible, the possible benefit would be \$2250. Our client is the only eligible family in the dwelling and has 25% or less of the fuel capacity of their tank. The vendor is called and the tank is filled and the invoice is for \$900. Just as in the case of a co-payment, the other two families must pay their share of the bill first and then our client would be eligible for a \$300 benefit. Non-eligible tenants should be informed of what will occur.

Heating Unit Repair

WCP funds can be authorized to repair/replace the main heating source for homeowners provided the repair restores service. It is strongly recommended that WCP funds be combined with other funds (e.g. HWAP, WarmChoice, etc.), whenever possible for repair or replacement of the heating unit. **All repairs must be completed by a qualified, insured heating unit technician.** Homeowners are not permitted to perform their own repairs. Estimates for repair or replacement should be obtained whenever possible. The company completing the repairs must certify that the heating system is safe and operable before payment can be made. All payments must be made directly to the company completing the repairs. Up to **\$175** may be used for the repair. Any of the benefit not spent on the repair, may be used for utility assistance.

If there isn't a furnace in the home, insert notes in OCEAN. If the house has a natural gas furnace, but the furnace was never fixed, and was "red tagged" and the client has been alternative heating (baseboard heat or space heaters) and refuses to have natural gas connected, select electric as the main energy source and notate this in OCEAN notes. If the client is a PIPP Plus customer, their monthly payment would be based on an all-electric home with the payment being \$10 or 10% of their gross monthly household income each month, whichever is greater. The client must notify their utility company and request an inspection to recode their service as all electric.

Portable Space Heaters

WCP funds can be authorized to purchase portable electric heaters equipped with an automatic shut-off switch and is UL approved. However, Winter Crisis funds **are not** authorized to purchase kerosene heaters or ventless gas heaters.

Customer Fraud (per a utility company)

For all vendors regardless of bulk fuel – customers who have had their service terminated for a fraudulent practice (per a utility company) may not receive an E-HEAP benefit until the fraudulent situation **for that utility** is resolved and all related fees are paid. Fraudulent practices include returned checks and all associated fees.

Sales Tax

In regard to vendor payments made by non-profit agencies to purchase fuel for eligible WCP applicants, the non-profit agency is considered the customer of record. Non-profit agencies are exempt from Ohio sales tax. Therefore, WCP benefits that are issued by non-profit agencies are not subject to sales tax. **[Ohio Revised Code, section 5739.02(B)(12)]**

Guidelines for Making Bulk Fuel Purchases:

Propane or Bottled Gas

Fill tank up to **\$750**.* A **30-day** line of credit may be arranged for propane customers that use 120 gallon tanks, **124 gallon tanks** or 100 pound cylinders. Vendors should submit one invoice for payment at the end of the **30-day** period. The timeframe for the **30-day** line of credit begins from the date of application approval. This allows the customer to receive fuel up to the **\$750** maximum during the **30-day** timeframe, only. **A maximum of 4 100 pound cylinders may be filled/refilled/exchanged within the 14-day period (a maximum number of 8 100 pound cylinders may be filled in a 30 day period).** **The bulk fuel invoice must indicate the number of cylinders initially filled/refilled/exchanged during the 30-day period in order to be paid.*** The customer must exchange the empty cylinders in order to receive fuel (Customers who own their cylinders may only be permitted to fill empty cylinders).

Kerosene or Fuel Oil (#1 & #2)

Fill tank up to **\$750**.* A **30-day** line of credit may be arranged for oil/kerosene customers that have tanks that are smaller than 100 gallons, or when more than one household draws fuel from a single tank. In the latter case, each dwelling is eligible for a maximum **\$750** benefit. The timeframe for the **30-day** line of credit begins from the date of application approval. This allows the customer to receive or obtain fuel up to the \$750 maximum during the 30-day timeframe, only.

Coal (stoker & lump)

A maximum of 2½ tons, not to exceed **\$350**.

Wood

A maximum of 2½ stacked cords or the equivalent, not to exceed **\$350**.

Pellet Fuels

Not to exceed **\$350**, must be premium grade (less than 1% ash content). Corn is also allowable. **A 30-day line of credit may be arranged for Pellet Fuel customers.**

* The **\$350** and **\$750** benefit amounts are the maximums allowed. Remember that the goal of this program is to keep customers warm for **30 days**. The customer's actual benefit is only the amount of fuel that fills the tank during one delivery, or **30 days**, for those with "small tanks", as defined above. **The client is not entitled to the remaining amount of the benefit beyond 30 days.**

Fuel Types

Kerosene (K-1)

1. Kerosene is a lightweight fuel burned in portable kerosene heaters. It can also be substituted for fuel oil #1. Most of the small fuel oil burning heating units found in mobile homes are set up to burn fuel oil #1.
2. Kerosene (K-1) fuel can be purchased for portable heaters only if there is no operable/reparable heating unit in the home or no other heating source is available.
3. Portable kerosene heaters are viewed as a temporary, portable, and potentially unsafe source of heat.

4. All kerosene heaters should be equipped with automatic shut-off switches.
5. Portable electric heaters, while not encouraged, are more acceptable than kerosene heaters for temporary heating situations. All portable electric heaters should be equipped with automatic shut-off switches and UL approved.

NOTE - The agency must have the applicant sign a waiver absolving the agency of all liability for the use of ventless gas heaters and kerosene heaters when kerosene or any fuel used in the ventless gas heater has been purchased through the WCP. This form can be developed at the agency level and submitted to OCA for approval.

Fuel Oil #1

1. Fuel oil #1 is the lightest grade of fuel oil. It is burned primarily in mobile home heating units.
2. Fuel oil #1 cannot be substituted for kerosene (K-1) and burned in portable kerosene heaters.

Fuel Oil #2

1. Fuel oil #2 is the heaviest grade of fuel oil. It is burned primarily in large home heating units.

Firewood Guidelines

Effective January 1, 1990, the Ohio Department of Agriculture, Division of Weights and Measures, issued the following rules concerning the sale of firewood in Ohio:

1. Fireplace and stovewood is defined as any kindling logs, boards, timbers, or other wood, split or unsplit advertised or otherwise offered for sale as fuel.
2. Seasoned hardwood is defined as wood for fuel that has been air dried and has a moisture content value that is less than or equal to fifty percent. (No pine, cottonwood, willow, magnolia, aspen or other soft, light weight wood is permitted).
3. All firewood must be sold by the cord or by the ton. A cord is defined as 128 cubic feet of compactly stacked wood, arranged in a pile of 8 feet long, 4 feet high and 4 feet wide. Advertising in terms such as "face cord," "rick," "rack," "pile," or "truckload" is prohibited.

NOTE - Vendors must provide the purchaser (LDA) with a delivery ticket or sales invoice which includes: the name and address of the vendor, name of purchaser (LDA), delivery address (client), delivery date, delivered quantity, quantity upon which the price is based (price per cord or ton), total price of the amount delivered and the identity of the product in descriptive terms. The original or copy of the date-stamped invoice must be placed in the client file and scanned into OCEAN within 30 days for proper documentation.

Any questions concerning the advertising or sale of firewood should be directed to the Ohio Department of Agriculture, Division of Weights and Measures, 8995 E. Main Street, Reynoldsburg, Ohio 43008. Questions can also be answered by calling (614) 728-6200.

W-6 Required Forms & Information for WCP

1. The Energy Assistance Programs Application is the required application form for the Winter Crisis Program. LDAs must accept applications from residents in their service area during the program season.
2. The Notice of Decision must be forwarded to the applicant to inform them of the eligibility determination. The applicant's copy of the application can be given to the client at the end of the application process or can be mailed. The applicant must be informed of their eligibility within 48 hours of the date of the application. When energy assistance is denied the reason must be indicated in the appropriate space provided on the application.
3. Following the approval of a household's application for assistance, the utility or bulk fuel vendor must be notified in writing of application approval within five working days of the date of the application.
4. For households serviced by regulated utility companies, verification of enrollment in PIPP Plus, or another plan, must be indicated on the application. Enrollment verification must be maintained in the applicant's file for any other utility plans in which HEAP funds were used to make payment.

W-6.1 Agency Employee, Relative, and/or Friend Application Review Policy

Your agency must have a policy that addresses how an application for HEAP benefits will be processed for an employee, a relative of staff and/or a friend of staff. All policies must include review and approval by a member of the Agency Management Team (i.e., HEAP Coordinator, Program Manager and/or Executive Director).

W-7 Client Files

All required emergency forms must be completed, signed and dated. The Energy Assistance Programs Application must be dated and signed by the applicant and the intake worker who actually conducted the interview, in the appropriate areas provided. All client files (hard copy and electronic) must be completed and information filed or stored to be considered in compliance per the OCA. Please submit all agency designed forms to the OCA for prior approval.

In order to fulfill program requirements and assure adequate audit trails, WCP client files, at a minimum, must contain the following information (See W-7.1 – W-7.4 which follows):

W-7.1 Client files – Eligible

1. A properly completed Energy Assistance Programs Application, which includes the Notice of Decision and the Intent-to-Pay. The customer's signature is required and must be in the file. **HARD COPY and OCEAN SCANNED COPY**
2. Copies of all documents verifying income. **HARD COPY and OCEAN SCANNED COPY.**

Copy of current notice of disconnection of service or description of collateral contacts made to verify disconnection of service, this includes documentation of the applicant's gas and electric account. This will usually be a copy of the utility bill. **HARD COPY and OCEAN SCANNED COPY. DO NOT ENTER the customer's electric account information in the primary field in OCEAN if there is gas usage. If the customer has forgotten their gas account information, ask the customer if they have the**

same account and service as last year, if so, the gas account information may be obtained within OCEAN from previous HEAP, WCP, or SCP applications. If the gas account information is not available within OCEAN, then as a last resort, you may enter "Unknown."

NOTE - In cases where the applicant's heating source(s) has been disconnected (shut-off), the LDA can accept the applicant's final bill as verification of how much the applicant owes the utility company. If the final bill is more than 30 days old, the amount should be verified verbally with the utility company and noted in the client's file.

3. If applicable, an original or copy of the date-stamped bulk fuel invoice from the energy dealer must be placed in the client file and scanned into OCEAN within 30 days for proper documentation. **This also includes Amerigas invoices.**
4. If applicable, the co-payment made to resolve the emergency must be made by the customer before the application can be completed and notes added in OCEAN. If the maximum energy assistance benefit is not sufficient to restore or continue service, documentation that the customer has made a co-payment must be obtained prior to processing the WCP application. Verification of the co-payments should be noted in OCEAN and in the file. **HARD COPY and OCEAN SCANNED COPY**
5. If applicable, a dated INCOMPLETE letter and/or documentation noting this, if the file is INCOMPLETE. The agency will have a process to contact pending (incomplete) customers regarding missing application documents within a reasonable timeframe prior to the end of the program. **Verifications made via phone calls should be noted in "OCEAN Notes", as well as documented in the customer's file.**
6. If applicable, proof of permanent disability as defined by W-2.2 Permanently and Totally Disabled. **HARD COPY and OCEAN SCANNED COPY**

W-7.2 Client Files – Ineligible

In order to fulfill program requirements, INELIGIBLE Winter Crisis Program (WCP) files, at a minimum, must contain:

1. Emergency Assistance Programs Application. **HARD COPY and OCEAN SCANNED COPY**
2. Income documentation, if applicable. **HARD COPY and OCEAN SCANNED COPY**
3. Documentation supporting reason for denial. **HARD COPY and OCEAN SCANNED COPY**

NOTE - *Applicants who are determined to be ineligible can reapply if their circumstances change in a way that may qualify them for assistance. Applicants who are denied assistance have thirty (30) days from the decision date on the application to file an appeal.*

W-7.3 Client Files – Incomplete

If an application does not include all necessary documentation, it will remain in INCOMPLETE status until all information is received.

Agencies have 15 calendar days after the WCP ends to complete incomplete (pending) files. (It is recommended that the LDA institute a follow-up policy, which includes at least one

documented effort, in writing, to notify the applicant that their energy assistance application is still in INCOMPLETE status. This written documented effort must be scanned into OCEAN).

If application determination requires more than 30-days, the customer must return to the agency and provide current income for the household. Current income means any income that has changed since the original visit for assistance.

If documentation has not been received by the end of the WCP season, those files shall be reported to the OCA under the Winter Close-Out Activity Report by the date specified in the current Grant Agreement as the number of applications still INCOMPLETE.

W-7.4 Scanning

OCA is now requiring agencies to scan supporting documentation for HEAP, WCP, SCP and/or PIPP Plus into OCEAN. **All scans must be uploaded to OCEAN within 10 business days of starting the application. (This includes INCOMPLETE applications.)**

Documents utilized to support information in the application must be scanned into OCEAN. The following are examples of documents that must be scanned into OCEAN: all signed/dated documents (i.e. Self-Declarations, Application **signature page**), income supportive documentation, application supportive documentation, invoices, **utility bills, proof of citizenship**, etc. **This also includes Amerigas invoices.**

The following scanner specifications are recommended:

- Automatic Document Feeder (ADF) is a must.
- A good price for an individual scanner is from \$100 - \$300.
- If you are going to buy a central Scanner for the whole office, we suggest you buy an all-in-one printer (meaning: printer, copier, fax machine and scanner all-in-one).
- The scanner should have the ability to scan a document to Adobe PDF
- A color scanner is not needed; all images for OCEAN should be in black and white to save space.

Although not required, OCA recommends desk top scanners for intake staff.

W-8 Client Outreach and Public Service Announcements (PSA)

The **minimum requirement** is to provide a monthly news article or Public Service Announcement (PSA) to at least one of the following venues:

- local newspaper that has the largest circulation in your service area;
- local radio station;
- local television station; or
- social media site(s).

The PSA or news article should, at minimum, offer a brief definition of the seasonal Crisis Program (Winter or Summer) and their application guidelines. In addition to income requirements, all PSA's, articles, and outreach efforts must stress the need for the applicant to bring both primary and electric heating bills (if the applicant has gas and electric), regardless of account status, **proof of disability if disabled**, and social security numbers for all household members to the face-to-face interview. (See W-2.3 for a complete list of documents the applicant must bring to the face-to-face interview). Documentation must be maintained on-site in a **PSA binder/folder** that will substantiate that the LDA has made an effort to adhere to the monthly PSA and/or news article submission requirement.

Additional Media standards (the above minimum requirements must still be met):

1. When an electronic order is submitted to purchase an advertisement or to place a PSA (even if for more than one month at a time for the entire WCP or SCP), the purchase receipt must include the months in which the ad/PSA will appear and a copy of the press release/ad should be saved in your PSA binder/folder for the compliance review. LDA's should also retain the list of media contacts.
2. When social media efforts are used, print out the dated announcement (tweet on Twitter, status update on Facebook, etc.) and save it in your PSA binder/folder for the compliance review.
3. When radio or television interviews are conducted, the interview date and station name should be documented in your PSA binder/folder. If the interview is posted on the station's website, print out the screen shot with the link highlighted and save it in your PSA binder/folder for the compliance review.

W-9 Payment Procedures

LDAs must forward payment to the utility company within 30 days from the date the applicant was determined to be eligible for a benefit.

Payment for bulk fuel delivery must be made within 30 days of receipt of invoice. The "received" date that is stamped on the original invoice must be the same date that is entered into the OCEAN system in the "Invoice Date" field. The "received" date is defined as the date that the agency actually received the invoice from the bulk fuel vendor.

All bulk fuel invoices must be stamped with the date that the LDA received it. This date-stamped invoice (or legible copy there-of) must be retained in the client **file and scanned into OCEAN within 30 days for proper documentation.** This also includes Amerigas invoices.

Payment to a bulk fuel vendor or any utility company (regulated, unregulated) that utilizes an invoicing payment process, must be made by the LDA no later than 30 days of receipt of the invoice.

Each invoice must have the unit price of fuel and the amount delivered.

W-10 Applicant/Customer Inquiries

The LDA must designate two (2) staff members who are responsible for addressing customer inquiries and contacting the OCA via e-mail within two (2) business days. OCA notification must be sent as a "Reply to All" e-mail. Please include in the response to the e-mail the date the customer was contacted regarding their inquiry.

W-11 Exhausted Allocation

PLEASE CONTACT OCA when funds are nearing depletion, BEFORE all funds are exhausted, to ascertain if additional funds can be obtained through a budget amendment request.

Only after a confirmation from the OCA that no additional funds are available, should the agency issue The Energy Assistance Programs Application showing "funds exhausted" as the reason for denial. Immediate referrals should be made to other available energy assistance programs.

W-12 Reporting Requirements

Local delegate agencies must comply with all reporting requirements that are specified in the Exhibits of the Grant Agreement. During each month of the Crisis Programs, HEAP Coordinators shall review and resolve any issues identified from the review of the OCEAN-generated reports listed below:

- Pending Applications Report;
- Rejected Records;
- Incomplete Regular HEAP applications with a processed WCP / SCP; and
- Applications with Validation Errors.

See appendix IX for details on running these reports.

W-13 Recommended Referrals

If a household applying for emergency assistance qualifies for TANF, a referral can be made to the county Department of Job and Family Services for assistance through the Prevention, Retention Contingency Program (PRC) or any other available funds.

W-14 Recovery

The LDA will be responsible for initiating and organizing recovery in all cases of duplicate payments as follows:

1. Misrepresentation by the client resulting in the client receiving a benefit from two different LDAs. The agency that paid the second (or duplicate) benefit is responsible for recovering the full amount of the second benefit.
2. Misrepresentation by the client resulting in two payments received by the client from the same agency.
3. Payments in excess of \$175 for regulated utilities (gas/electric) or \$450 for unregulated utilities (gas/electric), or in excess of \$350 for wood or coal, or in excess of \$750 for propane or bottled gas, fuel oils or kerosene.
4. In cases where the LDA is aware of non-compliant vendor activity.

W-14.1 Recovery Review Process

- A. All cases of duplicate payments discovered by the LDAs must be reported in writing to the OCA.
 1. Each verified duplicate file should include:
 - a. A copy of the application(s) under review. (Do not include income or other supporting documentation).
 - b. Current status of account.
 - 1a. To be placed in recovery
 - 2a. Active payment
- B. If it is determined that the agency is in error, restitution to the State of Ohio will be necessary and recovery will promptly be initiated.

W-14.2 Recovery Action

- A. Written notification requirement:
1. Once a duplicate payment has been verified the LDA must provide the affected household with written notification of this finding.
 2. If the household does not respond to the initial letter within 14 working days, the LDA should send a second letter requiring a response within 10 working days.
 3. If a client applies at the agency and a recovery action is still pending, the customer must be informed at the time of application, that the recovery issue must be resolved before processing a new application.
- B. The recovery letter must at the minimum include:
1. Verification of the duplicate payment and the amount of money to be recovered.
 2. Program reimbursement options:
 - a. A repayment plan, i.e., a 25% initial payment on the balance due is required regardless of the terms of the plan.

1a. In cases of duplicate payments to households that applied at two agencies the following applies - The 25% initial payment can be accepted at any agency.
 - b. The re-direction of the current benefit. The client can use all or a portion of the current benefit to repay the program.
 3. The fact that restitution must be made by the closeout of the program year following the year in which the duplicate payment occurred.
 4. The fact that if the client defaults on the payment plan, the unrecovered balance will be deducted from the following year's emergency benefit. The client can be assisted with the remaining funds and is responsible for any additional funds needed to resolve the emergency.
 5. The fact that when restitution has been made in full, the household will again be eligible to apply for emergency benefits.

W-14.3 Returning Recovered Funds for Closeout

After the **final** financial report has been submitted to the OCA, refunds received by the LDA from utility companies, fuel vendors or applicants should be handled as follows:

1. The LDA shall submit HEAP Adjustment/Refund Tracking Report (OCS 221) and total refunds to the OCA no later than the tenth (10th) of each subsequent month. An Adjustment/Refund Tracking Report is to be submitted for each program year being reported.
2. Make a check representing total refunds or adjustments payable to **the Treasurer of the State of Ohio. Submit refund to the Office of Community Assistance, ODSA, and P.O. Box 1001, Columbus, Ohio 43216-1001.**

W-15 Liability for Incorrect Payments

In all cases the client file documentation must support the approved payments.

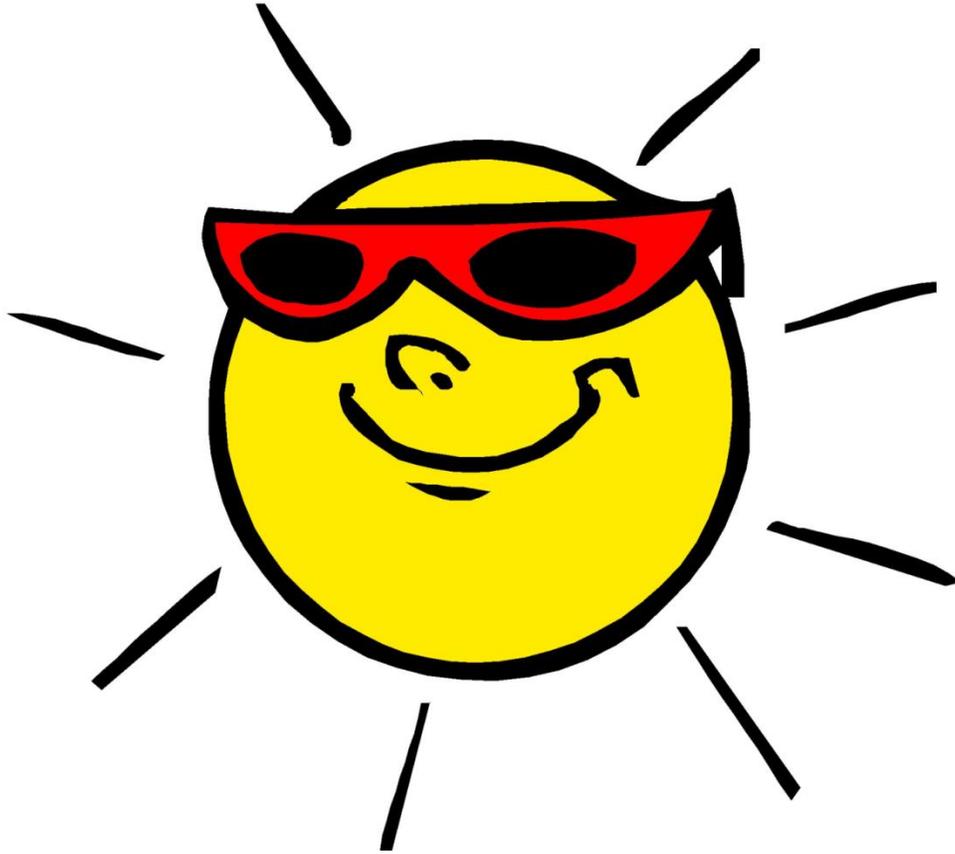
1. The agency will be responsible to rectify payments made in violation of program guidelines.
2. When incorrect payments are cited the agency must review all case files, find all similarly situated households, and rectify payments as needed.
3. The agency will be responsible for documentation of corrective action.

W-16 Rejections

The LDA must have a sound and effective process for handling rejected records. All rejected records associated with the Winter Crisis Program, Summer Crisis Program and PIPP Plus must be reviewed/resolved and noted in OCEAN according to the following schedule:

| Programs | Resolution Timeline |
|-------------------------|---|
| Winter Crisis Program* | Comments in OCEAN and Resolution must be completed within (14) calendar days. |
| Summer Crisis Program* | Comments in OCEAN and Resolution must be completed within (14) calendar days. |
| PIPP Plus (Intentions)* | Comments in OCEAN and Resolution must be completed within (30) calendar days. |

2014 SUMMER CRISIS PROGRAM



**OCA will provide this section prior to the start
of the Summer Crisis Program (SCP)**

IV – APPENDICES

Appendix I: Glossary

PROGRAM DEFINITIONS

| | |
|------------------------------|--|
| Bulk Fuel Dealer: | Retail vendor of fuel oil, propane, coal, wood or kerosene. |
| Camper: | Dwelling that must be towed and contains one room. |
| Customer: | The person who resides in the housing unit and pays the utility bill separately from rent payments. |
| Defaulted PIPP Plus: | Any PIPP Plus installment where the due date has passed. |
| Disconnect Notice: | A notice from a utility company stating that a household's service will be terminated on or after a definite date if a specific amount is not paid. |
| Household: | Section 2603 (2) of the Low-Income Energy Assistance Act of 1981 defines "Household" as any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent. The OCA will adhere to this definition, and makes no distinction between homeowners and renters. In order to qualify as a separate household - there must be a separate bath and kitchen and utility meter. |
| Household Member: | Persons who share a common kitchen or bath and purchase residential energy in common are considered members of the same household. Those persons should apply for energy assistance on one application. |
| Local Delegate Agency (LDA): | Refers to grantees of the OCA that administer the winter and summer crisis programs. They can be Community Action Agencies or other public or private non-profit organizations. |
| Master Meter: | A master meter is a utility meter installed in a multi-unit dwelling. The utility company codes these accounts commercial. If the household in a master-metered situation is responsible for paying utility cost separately from their rent costs, they are eligible for an energy assistance benefit. Accounts that are coded commercial are not eligible for enrollment in the PIPP Plus program. |
| Mobile Home: | Dwelling that must be towed and contains multiple rooms. |

Movable

Vehicle Definition:

For a dwelling unit to be eligible for energy assistance benefits, it must receive heating (or cooling) fuel in one of the following ways:
attached to a Regulated utility (gas & electric)
attached to a permanent, free-standing fuel tank (oil & propane)
heats using a legal fireplace (wood)
heats using a legally vented wood/coal stove

Odd Jobs:

Sporadic employment that pays for the work done. No deductions are taken.

Percentage of Income

Payment Plan (PIPP) Plus:

An extended payment arrangement mandated by the Public Utilities Commission of Ohio (PUCO). PIPP Plus requires regulated companies to accept payments based on a percentage of monthly income for customers at or below 150% of the federal poverty level.

Permanently and
Totally Disabled:

A person who has, on the first day of July of the year an application is made, some impairment in body or mind that makes the person unfit to work at any substantial employment that the person would otherwise be reasonably able to perform and that will, with reasonable probability, continue for an indefinite period of at least twelve months without any present indication of recovery there from, or who has been certified as permanently and totally disabled by a state or federal agency having the function of so classifying persons.

Program Season:

The time period designated by the OCA in which applications for energy assistance will be accepted.

Recreational Vehicle (RV):

A motorized vehicle that has the dwelling attached.

Seasoned Hardwood:

Wood for fuel that has been air dried and has a moisture content value that is less than or equal to fifty percent. (Source: Effective January 1, 1990, the Ohio Department of Agriculture, Division of Weights and Measures, issued the following rules concerning the sale of firewood in Ohio)

Some examples of hardwoods:

Best Firewood - Ash, red oak, white oak, beech, birch, hickory, hard maple, pecan, dogwood, almond, apple (incense-like perfume, nice scent); high heat, easy to burn, no heavy smoke, overall excellent

Good - Soft maple, cherry, walnut; medium heat, easy to burn, no heavy smoke.

Fair - elm, sycamore, gum, aspen, basswood, cottonwood, yellow poplar (bitter smoke); low to medium heat, can be a bit harder to burn, medium smoke, ok for kindling but not as much heat and more smoke.

A cord – All firewood must be sold by the cord or by the ton. A cord is defined as 128 cubic feet of compactly stacked wood, arranged in a pile of 8 feet long, 4 feet high and 4 feet wide. Advertising in such terms as “face cord”, “rick”, “rack”, “pile”, or “truckload” is prohibited.

Self-employed: Running a business or providing a service on your own. Taxes are filed, including quarterly statements, and deductions are taken as a business.

Utility Company: Regulated or non-regulated gas and electric utility company, including retailers that distribute propane by pipeline.

Wages: Money earned from regularly scheduled employment where a check is received with deductions for taxes, health insurance, etc. A self-declaration is not acceptable as documentation.

Appendix II: Assurances for HEAP

THE **EXECUTIVE DIRECTOR** MUST INDICATE ACKNOWLEDGEMENT OF THE FOLLOWING REQUIREMENTS BY INITIALING THE SPACES PROVIDED IN FRONT OF EACH STATEMENT.

_____ I acknowledge that every user of the OCEAN system will have a signed copy of the OCEAN data confidentiality agreement.

_____ I acknowledge that every user of the OCEAN system has been informed not to share their password with anyone and that any user that is no longer employed by the agency or who no longer has the authority to use the system will be disabled in the OCEAN system or the State office will be called to disable the user account.

_____ I acknowledge the requirement that all HEAP telephone systems and IVR systems will be tested and operating prior to November 1 of the current program year.

_____ I acknowledge the requirement that all HEAP customer data is secure and confidential.

_____ I acknowledge the requirement that all HEAP staff - managers, intake/case workers, and telephone operators - have been fully trained and have reviewed updated copies of their required reference materials prior to November 1 of the current program year.

_____ I acknowledge the requirement that intake workers will ensure self-declaration forms are completed in full; identification and income documentation are included and support OCEAN entries and all utility bills are included with the customer's application.

_____ I acknowledge the requirement that HEAP staff is available for home visits.

_____ I acknowledge the requirement that all Applicant/Customer Inquiries will be addressed within two (2) working days via e-mail, using "Reply to All" so that OCA is copied on the responses.

_____ I acknowledge that the HEAP Program has a sound and effective process for handling rejected records in a 60 day period if the corrections are within the control of the agency.

_____ I acknowledge that the Agency has a Client Appeal Process that includes review, investigation and notification steps that correspond with the lead up to the Energy Assistance Guidelines Appeal Process.

_____ I acknowledge that the HEAP Program has a process to contact customers who files remain Incomplete for missing application documents within a reasonable timeframe prior to the end of the program.

_____ I acknowledge that any data obtained from OCEAN or ODSA will not be shared with anyone not directly employed by the agency.

_____ I acknowledge that if an IVR system is used that the client will be informed that any information provided will be sent to their utility company.

- _____ I acknowledge that if any agency employees, or relatives of staff, or friends of staff apply for the program, the HEAP Coordinator must complete the application.
- _____ I acknowledge that if the HEAP Coordinator, or a relative or friend of the HEAP Coordinator applies for the program, that a member of the Agency's Management Team with the Executive Director's approval will complete an OCEAN Home Energy Assistance Application.
- _____ I acknowledge that the agency has implemented procedures to deter and detect fraud up to and including referring instances of suspected fraud to the OCA Integrity Unit. All employees acknowledge acceptance of the anti-fraud actions.
- _____ I acknowledge the requirement that the agency will notify OCA in advance through email when the agency will be closed during normal business hours.
- _____ I acknowledge the requirement that the agency will at a minimum place a monthly news article or Public Service Announcement to the general public about HEAP.
- _____ I acknowledge the requirement that good customer service is essential to the success of the HEAP Program.
- _____ I acknowledge the requirement that the agency has a policy that clearly informs customers, in writing, that if they do not retrieve their approved A/C unit and/or fan(s) within a reasonable timeframe, the A/C benefit and/or fan(s) may be forfeited and the unit may be returned to the agency's distribution pool.
- _____ I acknowledge the requirement that the agency will comply with all reporting requirements and that each month of the Crisis Programs the HEAP Coordinator shall review and resolve issues arising from the review of OCEAN generated reports listed below: (Copies must be maintained for the Compliance Review)
- Pending Applications Report
 - Rejected Records
 - Incomplete Regular HEAP applications with a processed WCP/SCP
 - Applications with Validation Errors
- _____ All scans must be uploaded to OCEAN within 10 working days of starting the application.

Appendix III: WCP / SCP Appeal Procedure

A household may file an appeal for the following reasons:

1. If the application was denied.
2. If the application was neither approved nor denied within thirty (30) days after application, unless such delay was the result of the household's lack of cooperation in providing necessary and reliable evidence with which to determine eligibility.
3. If the payment was in an amount less than designated in the notice of eligibility.
4. If the payment was unduly delayed after receipt of notice of eligibility.
5. If the household was suspended from the program for violation of program rules and regulations, and then contests that suspension.

Local delegate agencies must fully inform applicants of their appeal rights, both at the agency level and the state level. Within thirty (30) days of an agency's initial determination, an applicant must file an appeal at the local agency level. The local agency must provide an opportunity for a fair administrative hearing. The (LDA) must notify the ODSA Office of Community Assistance's (OCA) Field Representative of the final decision and scan all documentation into ODSA OCEAN database (i.e., the initial appeal, supportive documentation, Agency's Resolution/Notification/Actions).

If the applicant wishes to pursue a further appeal, he/she must submit an appeal to the state OCA within thirty (30) days of the decision rendered at the local agency level. Appeals may be made in writing to the OCA, P.O. Box 2169, Columbus, Ohio 43216 or by completing an "Appeal Form." The letter or appeal form must contain the following: applicant's name, address, telephone number, social security number, reason for the appeal, and the applicant's signature. Failure to sign will delay the appeal process. Appeals may be faxed to **614-387-2718**.

Assistance can be obtained by calling the HEAP toll-free number 1-800-282-0880. Hearing-impaired applicants with a telecommunications device for the deaf (TDD) can call toll-free 1-800-686-1557.

Within thirty (30) days of receipt of the appeal, the appeal will be approved or denied. After the appeal notification form is received, appellants wishing to further pursue their appeals will have five (5) working days to notify the OCA to have a hearing scheduled.

REMINDER:
This appeal procedure must be posted in all areas
where clients are interviewed

Appendix IV: Percentage of Income Payment Plan (PIPP) Plus

The Percentage of Income Payment Plan (PIPP) Plus, called PIPP Plus, will make monthly payments more affordable on a year-round basis. And if the PIPP Plus household pays the monthly PIPP Plus payment on-time and in-full, some of their old debt and the rest of that month's bill will go away in the form of a credit on their utility account.

Are all gas and electric companies in Ohio required to offer PIPP Plus?

No. Small gas companies are not required to offer PIPP Plus. Brainard Gas, Ohio Cumberland Gas, Orwell Natural Gas Company, Sheldon Gas Company and Waterville Gas and Oil Company will continue to offer the original PIPP program to existing PIPP customers but will not enroll new PIPP customers. Ohio Gas, Eastern Natural Gas, Pike Natural Gas, and Southeastern Natural Gas will offer a slightly different version of PIPP Plus. Because Duke Energy Ohio is a combination gas and electric company, it will also offer a slightly different version of PIPP Plus. If you are a customer of one of these companies, call your company to learn more.

How do I know if I am income eligible for PIPP Plus?

Households with a gross yearly household income at or below 150 percent of the federal poverty guidelines (see current income eligibility chart below) are eligible to participate in PIPP Plus.

| Size of Household | Yearly Income Limit | Three Month Income Limit |
|-------------------|---------------------|--------------------------|
| 1 | \$17,235 | \$4,308.75 |
| 2 | \$23,265 | \$5,816.25 |
| 3 | \$29,295 | \$7,323.75 |
| 4 | \$35,325 | \$8,831.25 |
| 5 | \$41,355 | \$10,338.75 |
| 6 | \$47,385 | \$11,846.25 |
| 7 | \$53,415 | \$13,353.75 |
| 8 | \$59,445 | \$14,861.25 |

For households with more than eight members, add \$6,030 per member for 12 months or \$1,507.50 for three months.

How do I sign up for PIPP Plus?

Contact your local energy assistance program provider. You may also enroll in PIPP Plus by completing the Energy Assistance Program application and mailing it to The Ohio Development Services Agency. You must provide proof of your gross monthly household income for at least the last three months. To find your local energy assistance program provider or to obtain an application, please call (800) 282-0880 or visit http://development.ohio.gov/is/is_energyassist.htm

Will I have to pay a deposit when I sign up for PIPP Plus?

No. There are no deposits for PIPP Plus households. If you paid a deposit in the past, that amount will be used to reduce any debt you owe the utility company.

What will my monthly payment be?

Natural gas: \$10 or 6 percent of your gross monthly household income each month, whichever is greater.

Electric: \$10 or 6 percent of your gross monthly household income each month, whichever is greater.

All-electric homes: \$10 or 10 percent of your gross monthly household income each month, whichever is greater.

When is my first PIPP Plus payment due?

Your first payment will be due when you enroll in PIPP Plus. If you are unable to pay at enrollment, the installment can be added to your next monthly bill, but you will be billed for two payments. You will also lose the arrearage credit for the first month and have to make up that first payment.

Do I have to make a monthly payment if I am a zero income customer?

Yes. You will be required to pay a \$10 minimum monthly payment for both natural gas and electric. For electric, the \$10 payment may be waived for up to 180 days; during that time period, you will not earn arrearage credits.

When do I pay the PIPP Plus amount and when do I pay the current amount due?

For both gas and electric, you will pay your income-based PIPP Plus payment amount or if you are zero income, the minimum \$10 payment every month of the year.

What are the new benefits of paying my PIPP Plus amount on-time and in-full?

When PIPP Plus payments are made on-time and in-full, customers earn an incentive credit and an arrearage credit. Each time you pay your required monthly payment on-time and in-full, you no longer owe the rest of that month's billed amount. You also receive a 1/24 credit toward any old debt. If you make full, on-time payments for 24 straight months, all of your arrearages will be eliminated.

Will fees be assessed for late payments?

No, but you will not receive the incentive or arrearage crediting benefits that come from paying your PIPP Plus payment amount on-time and in-full.

What must I do to remain on PIPP Plus?

Natural gas: Every 12 months you must provide proof that your gross monthly household income is at or below 150 percent of the federal poverty level to remain a PIPP Plus customer. Also, on your anniversary date, you must also make up any PIPP Plus payments that you missed over the past 12 months. You will have one billing cycle to make up those payments, or you will be removed from PIPP Plus, and your entire bill balance will become due. At that time, your utility may offer you an extended payment plan to help you avoid disconnection.

Electric: To remain a PIPP Plus customer, you must provide proof of your gross monthly household income at least every 12 months. If you do not provide proof of income you will be removed from PIPP Plus, and your entire bill balance will become due. At that time, your utility may offer you an extended payment plan to help you avoid disconnection.

What is the difference between my PIPP Plus anniversary date and reverification date?

The anniversary date is the calendar date when your arrearage credits will be calculated. Natural gas customers must be current on any missed PIPP Plus payments by this date. Your anniversary date is the same every year.

The reverification date is the actual date on which you complete documentation of your household income. Reverification must occur no more than 12 months from the previous reverification date. Since the customer is required to reverify any change in household size and income, the customer's reverification date may change from year to year.

If I am dropped from PIPP Plus for failure to make up missed natural gas payments by the anniversary date or for failure to make electric payments, what must I do to be re-enrolled in the program?

You must make up all missed payments that you owed when you were dropped from PIPP Plus. In addition, you must pay your bills for current monthly service for those months that you were not enrolled in PIPP Plus.

Can I re-enroll in PIPP Plus if I am removed for failure to prove that I am income-eligible?

Yes. You may re-enroll as long as you still meet the income requirements. To do so, you must provide proof of income, and you must first pay all missed PIPP Plus payments. In addition, natural gas PIPP Plus customers are responsible for paying their actual bill amount for the months that they were not enrolled on PIPP Plus.

Can I remain on PIPP Plus if I am disconnected for non-payment?

Yes. You may remain on PIPP Plus as long as you still meet the income requirements. To do so, you must first pay all missed PIPP Plus payments.

What is my responsibility for reporting changes in my household income?

You must report any change in your household income to your local community action agency. If your household income has gone down, the amount you must pay each month will also go down. If your household income goes up, the amount that you must pay each month will also go up. If your household income goes up so much that you are no longer income-eligible, help is still available.

What are my options if I become income ineligible for PIPP Plus?

Natural gas: Customers who become income ineligible for PIPP Plus, but are current on their PIPP Plus payment, will be placed on Graduate PIPP Plus. This new program provides customers with a 12-month transition from PIPP Plus to full payments. Under Graduate PIPP Plus, customers pay an average of their most recent PIPP Plus amount and a budget billing amount calculated by their utility. Graduate PIPP Plus customers who make payments on-time and in-full will continue to receive credits toward their monthly bill balance and a 1/12 credit to their old debt. Some small gas companies are not required to offer Graduate PIPP Plus.

Electric: The electric transition and arrearage crediting program provides customers with a 12 month transition from PIPP Plus to full payments. Under the Electric Graduate PIPP Plus program, customers pay either an average of their most recent PIPP Plus amount and a budget billing amount calculated by their utility, or a regular budget payment or the cost of the electric service billed each month. Electric Graduate PIPP Plus customers who make payments on-time and in-full will continue to receive credits toward their monthly bill balance and a 1/12 credit to their old debt.

What if I no longer have natural gas service with the same company?

If your natural gas account is closed, and you still owe money to the natural gas company and need help paying off your debt, contact the company to set up payment arrangements.

What if I no longer have electric service with the same company?

If your electric account closes and you need help paying off any debt owed to the utility, you may enroll in the electric Post-PIPP Plus program. This program can help you pay down this debt over the 12-month period beginning on the date your account was closed. To participate, you must be current on all PIPP Plus payments.

What if I decide to stop participating in PIPP Plus even though I still qualify?

You may request to be taken off PIPP Plus at any time. Simply contact your utility company. At this time, you may be placed on Graduate PIPP Plus for 12 months. To participate, you must be current on all PIPP Plus payments. Some small gas companies are not required to offer Graduate PIPP Plus.

Can I participate in customer choice and PIPP Plus at the same time?

No. If you are participating in a customer choice program, and then become eligible for and participate in PIPP Plus, you will automatically be switched to the utility. If you were under a contract with a marketer, they may assess an early termination fee if you switch to PIPP Plus before your contract expires.

PIPP Plus rules which are different for Gas PIPP Plus and Electric PIPP Plus
 Combination Utility is to follow the rules in the mustard-colored cells

| Rule Issue | Gas Rule | Electric Rule |
|---|--|--|
| Zero income waiver for minimum payment | No waiver available. Participants must pay \$10 minimum installment but are eligible for arrearage crediting for each installment that is paid. | Participants may waive the minimum payment for up to 180 days and are eligible for the waiver once every five years. During the period that the installments are waived, the participant cannot earn arrearage credits. |
| The point at which participants are dropped from program for failure to make payments | Participants will be dropped if missed installments are not paid by the anniversary date or if service is disconnected for non-payment. | Participants may be dropped for two consecutive missed installments or if service is disconnected for non-payment. |
| Re-enrollment after service is disconnected due to failure to make payments or if customer is dropped from program and service is maintained. | Participant must pay all installments owed prior to being dropped and the installment amount for those months that they were not enrolled in the program (not to exceed the account balance). | Participant must pay all installments owed prior to being dropped and the current monthly charges for service for those months that the customer was not enrolled in the program (not to exceed the account balance). |
| Re-enrollment after being dropped for failure to reverify | Customer must reverify and pay all installments owed prior to being dropped and the current monthly charges for service for those months that the customer was not enrolled in the program. | Customer must reverify and pay all installments owed prior to being dropped and the installment amount for those months that they were not enrolled in the program. |
| Reasons a utility may drop participant from the PIPP Plus | Utilities can drop a participant for failure to make up missed payments at his/her anniversary date, utility fraud, theft of service, tampering. | Utilities can drop a participant for utility fraud, theft of service, tampering. |
| Overpayments of installments | Any overpayments of installments are used to offset the arrearage balance | Any overpayments of installments are applied to future installments once any missed installments have been paid. |
| Graduate PIPP Plus Program | Participants make a payment that is the average of the PIPP Plus installment and the budget billing amount. In addition, all current PAC customers are automatically transferred to the new arrearage crediting program. Participants will earn arrearage credits in the amount of 1/12 of the account balance for every in-full and on-time payment made. | Participants currently on a utilities' arrearage crediting program have 90 days to choose to transfer to the Graduate PIPP Plus program and they will have a payment calculated in the same manner as the gas Graduate PIPP Plus customer. Participants will earn arrearage credits in the amount of 1/12 of the account balance for every in-full and on-time payment made. |
| On-time payment definition for arrearage crediting | Payment must be received by due date on bill | Payment must be received before the next month's bill is issued |
| Arrearage crediting program for former PIPP Plus participants who are no longer customers of the utility. | None | For every payment the former PIPP Plus participant makes that equals 1/60 of the balance, the account will be credited for 1/12 of the final balance. |
| Participant has utility service that is not associated with space heating | Natural gas must be participant's primary heating source. | Participant is not required to use utility service as a primary or secondary heating source. |

Guide to PIPP Plus Enrollment

| Customer is Currently NOT Active on PIPP Plus | Service | | Enroll on PIPP Plus or Mark as Enrollment | Re-Verify on PIPP Plus | Pay First PIPP Plus Plus Installment | Pay Reconnect Fee | Pay Plan Amount (<= \$175) | Pay non-PIPP Plus Plan Default (<= \$175) | Pay all Missed PIPP Plus Installments* | Pay all Missed Monthly Charges* | Pay Account Default (<= \$175) |
|--|---------|-----|---|------------------------|--------------------------------------|-------------------|--|---|--|---------------------------------|--------------------------------|
| | On | Off | | | | | | | | | |
| 1. Eligible for PIPP Plus. Disconnect notice received. (First PIPP Plus) | X | | X | | X | | | | | | |
| 2. Eligible for PIPP Plus. Service is off due to non-payment. (First PIPP Plus) | | X | X | | X | X | | | | | X |
| 3. Customer dropped from PIPP Plus for being over income. Now eligible for PIPP Plus. Has PIPP Plus default. | X | | | X | X | | | | | | X |
| 4. Customer dropped from PIPP Plus for being over income. Now eligible for PIPP Plus. Does not have PIPP Plus default. | X | | | X | X | | | | | | |
| 5a. Gas Customer dropped from PIPP Plus for failure to reverify. Eligible for PIPP Plus. | X | | | X | | | | | X | X | |
| Plus for failure to reverify. Eligible for PIPP Plus. | X | | | X | | | | | X | | |
| 6. Customer dropped from PIPP Plus for non-payment at anniversary date. Eligible for PIPP Plus. (GAS ONLY) | X | | | | | | | | X | | |
| 7. Customer dropped from PIPP Plus for being over income. Now eligible for PIPP Plus. Service is off for non-payment. Has PIPP Plus default. | | X | | X | | X | | | | | X |
| 8. Customer dropped from PIPP Plus for being over income. Now eligible for PIPP Plus. Service is off for non-payment. Does not have PIPP Plus default. | | X | | X | X | X | | | | | X |
| 9a. Gas Customer dropped from PIPP Plus for failure to reverify. Eligible for PIPP Plus. Service is off for non-payment. | | X | | X | | X | | | X | X | |
| 9b. Electric Customer dropped from PIPP Plus for failure to reverify. Eligible for PIPP Plus. Service is off for non-payment. | | X | | X | | X | | | X | | |
| 10a. Gas Customer dropped from PIPP Plus for non-payment. Eligible for PIPP Plus. Service is off for non-payment. | | X | | X | | X | | | X | | |
| 10b. Electric Customer dropped from PIPP Plus for non-payment. Eligible for PIPP Plus. Service is off for non-payment. | | X | | X | | X | | | X | X | |
| 11. Eligible for PIPP Plus. Disconnect notice. 1/3 payment plan is best option. | X | | | | | | X | | | | |
| 12. Eligible for PIPP Plus. Disconnect notice. 1/6 or 1/9 payment plan is best option. | X | | | | | | Plan + Bill ▼ X | | | | |
| 13. Not currently on a plan. Not eligible for PIPP Plus but is eligible for HEAP. Disconnect notice. | X | | | | | | If disconnect < \$175, winter reconnect not invoked. Enroll in 1/3, 1/6, or 1/9 plan. If client was on PIPP in last 12 months; Graduate PIPP is also an option. | | | | X |
| 14. Customer eligible for PIPP Plus. Enrolled on another payment plan. PIPP Plus is the best option. Disconnect notice. Does not have PIPP Plus default. | X | | X | | X | | | | | | |
| 15. Customer eligible for PIPP Plus. Enrolled on another payment plan. Service is off for non-payment. | | X | X | | X | X | | X | | | |
| 16. Transferring service. | | X | X | | X | | | | | | X |
| 17. Transferring service. Disconnect status. Carries account default. | X | | X | | X | | | | | | |
| 18. New service. No arrearage. | X | | X | | X | | | | | | |
| 19. Eligible for PIPP Plus. Disconnect | X | | X | | X | | | | | | |

* WCP up to \$175 may be used to support this payment. If defaulted PIPP Plus installments exceed \$175, customer will need to make a co-payment to be reinstated or to remain on PIPP Plus.

Guide to PIPP Plus Enrollment

| | Service | | Enroll on PIPP Plus or Mark as Enrollment | Re-Verify on PIPP Plus | Pay First PIPP Plus Plus Installment | Pay Reconnect Fee | Pay Plan Amount (<= \$175) | Pay non-PIPP Plus Plan Default (<= \$175) | Pay all Missed PIPP Plus Installments* | Pay all Missed Monthly Charges* | Pay Account Default (<= \$175) |
|--|---------|-----|---|------------------------|--------------------------------------|-------------------|---|---|--|---------------------------------|--------------------------------|
| | On | Off | | | | | | | | | |
| Customer is Currently ACTIVE on PIPP Plus | | | | | | | | | | | |
| 1. Defaulted PIPP Plus payments. Disconnect notice. | X | | | X | | | | | X | | |
| 2. Defaulted PIPP Plus payments. Service is off for non-payment. | | X | | X | | X | | | X | | |
| 3. Transfer service. Disconnect notice. | X | | X | | | | | | X | | |
| 4. Name transfer. Account default in new name. | X | | X | | | | Transfer account default to new account holder. | | | | |
| * WCP up to \$175 may be used to support this payment. If defaulted PIPP Plus installments exceed \$175, customer will need to make a co-payment to be reinstated or to remain on PIPP Plus. | | | | | | | | | | | |

Request for Care Attendant/Live-In Aide

DARKE COUNTY METROPOLITAN HOUSING AUTHORITY

1469 Sweitzer Street • Greenville, OH 45331
 Phone (937) 548-5380 • Fax (937) 548-8397
 TDD/TYY 800-750-0750



Managing Agent
 Community Action Partnership
 of the Greater Dayton Area

Request for Care Attendant/Live-in Aide

Janey Christman Director
 Jack Harless Chairman

Name _____ Phone _____
 Request made by _____
 Address _____

Please answer the following questions:

1. Which family member requires a live-in aide? _____
2. Explain how a live-in aide is essential to the care and well-being of this family member:

3. Is the live-in aide needed: _____ full-time
 _____ part-time
 If part-time, what hours of the day? from _____ to _____
4. List any qualified health professionals who can verify the need for a live-in aide.
 Name/Title _____ Phone _____
 Name/Title _____ Phone _____
5. What is the current address of the proposed live-in aide?
 Street _____ City/State _____ Zip Code _____
6. What is the previous address of the proposed live-in aide?
 Street _____ City/State _____ Zip Code _____
7. How much will the live-in aide be paid? _____ per _____
8. Is the proposed live-in aide a relative? _____ Yes _____ No

I certify that the information contained herein is true and correct.

Signature _____ Date _____

WARNING! Title 18, Section 1001 of the United States Code, states that a person who knowingly and willingly makes false or fraudulent statements to any department or agency of the United States is guilty of a felony.

Appendix VI: Zero Income Self-Declaration Form

ENERGY ASSISTANCE PROGRAM – ZERO INCOME SELF-DECLARATION FORM

Please complete and sign this form if you have claimed zero or no income on the attached application. **Failure to complete this form will delay the processing of your HEAP application and affect your PIPP Plus enrollment/re-verification.** Leaving the form blank or writing N/A or dashes (---) is not acceptable. If more than one adult household member claims zero or no income, you will need to provide copies of this form for all qualifying household members.

| | | | | |
|--------------|-----------------|-------|-----------|--|
| Please Print | First Name | M. I. | Last Name | Client Number |
| | Current Address | | | Your Social Security Number |
| | City | State | Zip code | Daytime Telephone including Area Code () |
| | | | | |

Explain how you have paid your monthly bills for at least the past 90 days:

| |
|--|
| |
| |
| |



If a non-household member is helping pay your bills, list name (s) and phone number (s) and include a signed letter from that person. The letter should state how much and how often the money is given, and if the money is given to you or paid to your creditors directly.

| | | |
|------------|-----------|--|
| First Name | Last Name | Daytime Telephone including Area Code () |
|------------|-----------|--|

Explain how you are paying the following monthly expenses:

| Bill | Monthly Amount | If paid by someone else, it is: | | Bill | Monthly Amount | If paid by someone else, it is: | |
|---------------|----------------|---------------------------------|-------------------------------|--|----------------|---------------------------------|-------------------------------|
| Rent/Mortgage | \$ | <input type="checkbox"/> gift | <input type="checkbox"/> loan | Car Payment/Insurance | \$ | <input type="checkbox"/> gift | <input type="checkbox"/> loan |
| Food | \$ | <input type="checkbox"/> gift | <input type="checkbox"/> loan | Cable/Internet | \$ | <input type="checkbox"/> gift | <input type="checkbox"/> loan |
| Gas | \$ | <input type="checkbox"/> gift | <input type="checkbox"/> loan | Personal Expenses | \$ | <input type="checkbox"/> gift | <input type="checkbox"/> loan |
| Electric | \$ | <input type="checkbox"/> gift | <input type="checkbox"/> loan | Bulk Fuels (i.e. propane, fuel oil/coal) | \$ | <input type="checkbox"/> gift | <input type="checkbox"/> loan |
| Phone/Cell | \$ | <input type="checkbox"/> gift | <input type="checkbox"/> loan | Other Expenses | \$ | <input type="checkbox"/> gift | <input type="checkbox"/> loan |

I understand that by signing this form, I authorize the Ohio Development Services Agency's Office of Community Assistance, or its designated representatives access to public assistance, social security, employment or other records needed to verify any statements I have made.

| | |
|-------------------|------------|
| X Signature _____ | Date _____ |
|-------------------|------------|

Appendix VII: PY 2014 Energy Assistance Programs Training PUCO/Utility Contacts

| | | |
|---|---|---|
| Dwight C. Snowden, DM Collection Support Coordinator | AEP | Email: dcsnowden@aep.com Telephone: 614-716-2265 |
| Tammy Schmid Strategic Initiatives – Regulatory Compliance Customer Services Leader | Columbia Gas of Ohio/Nisource | Email: tschmid@nisource.com Telephone: 614-460-6072 |
| Lindsay Secrist Office Supervisor | Dayton Power & Light Company | Email: lindsay.secrist@dplinc.com Telephone: 937-331-3193 |
| Barbara Smith Customer Operations Supervisor | Dominion East Ohio Gas | Email: barbara.a.smith@dom.com Telephone: 330-798-7219 |
| Margaret Callahan Supervisor, Customer Service Center | Dominion East Ohio Gas | Email: margaret.callahan@dom.com Telephone: 330-798-7220 |
| Cindy Rummel Business Operations Analyst, Accounts Receivable Department | Duke Energy | Email: cynthia.rummel@duke-energy.com Telephone: 513-419-1430 |
| Jason Wallace Supervisor, Revenue Assurance | First Energy (Cleveland Electric Illuminating, Ohio Edison & Toledo Edison) | Email: jswallace@firstenergycorp.com Telephone: 440-546-8840 |
| Michele Figueroa Senior Customer Accounting Associate, Revenue Assurance | First Energy (Cleveland Electric Illuminating, Ohio Edison & Toledo Edison) | Email: mkfigueroa@firstenergycorp.com Telephone: 440-717-6824 |
| Carmen Barner Advanced Customer Accounting Revenue Assurance | First Energy (Cleveland Electric Illuminating, Ohio Edison & Toledo Edison) | Email: cbarner@firstenergycorp.com Telephone: 440-717-6804 Associate, |
| Tonja Stewart Low Income Programs Specialist Service Monitoring Enforcement Department | Public Utilities Commission of Ohio (PUCO) | Email: tonja.stewart@puc.state.oh.us Telephone: 614-466-0138 |
| Jared Wells Supervisor – Low Income Programs Department | Vectren Energy Delivery | Email: jwells@vectren.com Telephone: 812-491-5202 |
| Emily Baxter Customer Outreach Representative | Vectren Energy Delivery | Email: ebaxter@vectren.com Telephone: 812-491-5109 |

Appendix VIII: Case Review Checklist Example

Case Manager: _____ Application Date: _____ Review Date: _____
 Customer Name: _____ Reviewer: _____

| | Yes | No | N/A | Notes |
|--|-----|----|-----|-------|
|--|-----|----|-----|-------|

Signed Documents

| | | | | |
|--|-------|-------|-------|-------|
| Application | _____ | _____ | _____ | _____ |
| Pending Letter | _____ | _____ | _____ | _____ |
| Pending App. Notice PIPP+ Terms (or other payment plan form) | _____ | _____ | _____ | _____ |
| Self-Declaration | _____ | _____ | _____ | _____ |

Customer Information

| | | | | |
|----------------------------------|-------|-------|-------|-------|
| SS# for all Household Members | _____ | _____ | _____ | _____ |
| Names | _____ | _____ | _____ | _____ |
| Address | _____ | _____ | _____ | _____ |

Income

| | | | | |
|--|-------|-------|-------|-------|
| Correct | _____ | _____ | _____ | _____ |
| Income Calculation | _____ | _____ | _____ | _____ |
| 90 days Verified | _____ | _____ | _____ | _____ |
| Failed 90 day - 12 mo. test completed? | _____ | _____ | _____ | _____ |

Self-Declaration

| | | | | |
|--|-------|-------|-------|-------|
| Everyone 18 years + | _____ | _____ | _____ | _____ |
| Explored Rent | _____ | _____ | _____ | _____ |
| Explored Food | _____ | _____ | _____ | _____ |
| Explored Phone Letter of Support (signed, dated –incl. address & ph. #) | _____ | _____ | _____ | _____ |

Pending Documents

| | | | | |
|-------------------|-------|-------|-------|-------|
| Income Dates | _____ | _____ | _____ | _____ |
| Co-pay Noted | _____ | _____ | _____ | _____ |
| Date of New Bill | _____ | _____ | _____ | _____ |
| Comments in OCEAN | _____ | _____ | _____ | _____ |

Case Review Checklist Example

| | Yes | No | N/A | Notes |
|------------------------|-------|-------|-------|-------|
| Payment Correct | | | | |
| Primary Source | _____ | _____ | _____ | _____ |
| Secondary Source | _____ | _____ | _____ | _____ |
| First PIPP | _____ | _____ | _____ | _____ |

| | | | | |
|--------------------------|-------|-------|-------|-------|
| PIPP/Payment Plan | | | | |
| PIPP Plus | | | | |
| Primary Source | _____ | _____ | _____ | _____ |
| Secondary Source | _____ | _____ | _____ | _____ |
| Waived PIPP | _____ | _____ | _____ | _____ |
| Other Payment Plan | _____ | _____ | _____ | _____ |

| | | | | |
|--|-------|-------|-------|-------|
| Utility Account # and Customer Name | | | | |
| Gas Account # | _____ | _____ | _____ | _____ |
| Electric Account # | _____ | _____ | _____ | _____ |

| | | | | |
|------------------|-------|-------|-------|-------|
| Bulk Fuel | | | | |
| Past Due Letter? | _____ | _____ | _____ | _____ |
| Invoice Present? | _____ | _____ | _____ | _____ |

Comments: _____

Received By: _____ on _____

Case Manager

Date

Corrected By: _____ on _____

Case Manager's Initials

Date

Reviewer's Initials: _____

Report 1: Incomplete Regular HEAP applications with a processed WCP

Utility Manager/Reporting/Workflow Reports

Report: Incomplete Regular HEAP applications with a processed WCP

| Client Number | Client's Name | OrganizationName |
|---------------|---------------|--------------------------------------|
| [REDACTED] | [REDACTED] | Akron/Summit Community Action, Inc. |
| [REDACTED] | [REDACTED] | CAC of Portage County |
| [REDACTED] | [REDACTED] | CAP of the Greater Dayton Area |
| [REDACTED] | [REDACTED] | CAP of the Greater Dayton Area |
| [REDACTED] | [REDACTED] | CAPC of The Lancaster/Fairfield Area |
| [REDACTED] | [REDACTED] | Cincinnati/Hamilton CCAA |
| [REDACTED] | [REDACTED] | Cleveland Housing Network |
| [REDACTED] | [REDACTED] | Cleveland Housing Network |

Report 2: Applications with Validation Errors

Report: Applications with Validation Errors

Organization: [Dropdown]

Program:

- DE (2014 Duke Electric Fuel Fund Credit)
- DG (2013 Duke Gas Fuel Fund Credit)
- DG (2014 Duke Gas Fuel Fund Credit)
- EPP (2011 Electric Partnership Program)
- EPP (2012 Electric Partnership Program)

Validation Errors:

- does not allow bulk selections for the Utility. Please change the Utility for Energy Type. .
- requires at least one benefit
- benefit requires an electric energy source
- {{0}} The budgeted amount ({{1}}) cannot be more than the

Dates: From: 9/9/2013 To: 9/10/2013

Search Reset Print Help

Organization:

Program:

Validation Errors:

Dates:

Workflow Report

Report: Applications with Validation Errors

Organization: 1 Office of Community Assistance

Program:

- DE (2014 Duke Electric Fuel Fund Credit)
- DG (2013 Duke Gas Fuel Fund Credit)
- DG (2014 Duke Gas Fuel Fund Credit)
- EPP (2011 Electric Partnership Program)
- EPP (2012 Electric Partnership Program)

Validation Errors:

- does not allow bulk selections for the Utility. Please change the Utility for Energy Type: .
- requires at least one benefit
- benefit requires an electric energy source
- {{0}} The budgeted amount {{1}} cannot be more than the

Dates: From: 08/09/2013 To: 09/12/2013

Search Reset Print Help

Applications with Validation Errors (29 items)

| File Number | SSN | Client Number | Name | Program | Errors | Opened | Created By |
|-------------|------------|---------------|------------|-------------------------------------|---|------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | 2014 Home Energy Assistance Program | <ul style="list-style-type: none"> • A utility must be selected for the main energy source. • Client 'Rebecca Schluttenhofer' missing income documentation. • Energy Source from utility missing an account number. • Vendor cannot be unknown for this Heap Program application | 08/09/2013 | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | 2014 Home Energy Assistance Program | <ul style="list-style-type: none"> • A utility must be selected for the main energy source. • An Unknown Energy Source cannot be the Main Energy Source for a HEAP application. • Vendor cannot be unknown for this Heap Program application | 08/09/2013 | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | 2014 Home Energy Assistance Program | <ul style="list-style-type: none"> • A utility must be selected for the main energy source. • Vendor cannot be unknown for this Heap Program application | 08/12/2013 | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | 2014 Home Energy Assistance Program | <ul style="list-style-type: none"> • A utility must be selected for the main energy source. • An Unknown Energy Source cannot be the Main Energy Source for a HEAP application. • Client 'Karen Smith' missing income documentation. • Vendor cannot be unknown for this Heap Program application | 08/13/2013 | [REDACTED] |
| | | | | | <ul style="list-style-type: none"> • A utility must be selected for the main energy source. | | |

Report 3: Pending Applications Report

Report: Pending Applications Report

Organization: [Dropdown]

Program:

- DE (2014 Duke Electric Fuel Fund Credit)
- DG (2013 Duke Gas Fuel Fund Credit)
- DG (2014 Duke Gas Fuel Fund Credit)
- EPP (2011 Electric Partnership Program)
- EPP (2012 Electric Partnership Program)

Dates: From: 9/9/2013 To: 9/10/2013

Search Reset Print Help

Organization:
Program:
Dates:

Workflow Report

Report Pending Applications Report

Organization: 1 Office of Community Assistance

Program:

- DE (2014 Duke Electric Fuel Fund Credit)
- DG (2013 Duke Gas Fuel Fund Credit)
- DG (2014 Duke Gas Fuel Fund Credit)
- EPP (2011 Electric Partnership Program)
- EPP (2012 Electric Partnership Program)

Dates: From: 08/16/2013 To: 9/17/2013

Search Reset Print Help

Pending Applications Report (22165 items)

| File Number | Client Name | Client Number | Create Date | Batch Id | Status | Energy Source | Payment Amount | Last Name |
|-------------|-------------|---------------|-----------------------|----------|--------------------|---------------|----------------|------------|
| [REDACTED] | [REDACTED] | [REDACTED] | 9/10/2013 11:34:56 AM | | Not Yet Determined | | | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | 8/27/2013 12:01:01 PM | | Not Yet Determined | | | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | 8/30/2013 7:29:29 AM | | Not Yet Determined | | | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | 8/26/2013 4:07:40 PM | | Not Yet Determined | | | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | 9/11/2013 9:22:13 AM | | Not Yet Determined | | | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | 9/10/2013 3:18:05 PM | | Not Yet Determined | | | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | 9/10/2013 11:22:05 AM | | Not Yet Determined | | | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | 8/22/2013 9:42:55 AM | | Not Yet Determined | | | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | 8/23/2013 2:24:02 PM | | Not Yet Determined | | | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | 9/3/2013 9:23:43 AM | | Not Yet Determined | | | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | 9/13/2013 1:51:47 PM | | Not Yet Determined | | | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | 8/28/2013 9:37:25 AM | | Not Yet Determined | | | [REDACTED] |

Report 4: Rejected Records Report

Programs/PIPP Plus/Rejected Records

Utility:

Start Date:

End Date:

Record Type:

Rejected Reason:

Client Number:

Account Number:

Rejected Record Review

Utility: Columbia Gas

Start Date: 9/9/2013

End Date: 9/18/2013

Record Type: PIPP Enrollment

Rejected Reason: Final Account, Moved, or put in different name

Client Number: [REDACTED]

Account Number: [REDACTED]

Search

| Date | Record Type | Rejected Reason | Client Number | Client Name | Account Number | Application | Application Created By | Reviewed | Reviewed By | Comments |
|------------|-----------------|--|---------------|-------------|----------------|----------------------------------|------------------------|--------------------------|-------------|------------------------------|
| 09/12/2013 | PIPP Enrollment | Final Account, Moved, or put in different name | [REDACTED] | [REDACTED] | [REDACTED] | Open Application | [REDACTED] | <input type="checkbox"/> | | Comments (0) |
| 09/12/2013 | PIPP Enrollment | Final Account, Moved, or put in different name | [REDACTED] | [REDACTED] | [REDACTED] | Open Application | [REDACTED] | <input type="checkbox"/> | | Comments (0) |
| 09/17/2013 | PIPP Enrollment | Final Account, Moved, or put in different name | [REDACTED] | [REDACTED] | [REDACTED] | Open Application | [REDACTED] | <input type="checkbox"/> | | Comments (0) |
| 09/17/2013 | PIPP Enrollment | Final Account, Moved, or put in different name | [REDACTED] | [REDACTED] | [REDACTED] | Open Application | [REDACTED] | <input type="checkbox"/> | | Comments (0) |
| 09/17/2013 | PIPP Enrollment | Final Account, Moved, or put in different name | [REDACTED] | [REDACTED] | [REDACTED] | Open Application | [REDACTED] | <input type="checkbox"/> | | Comments (1) |
| 09/17/2013 | PIPP Enrollment | Final Account, Moved, or put in different name | [REDACTED] | [REDACTED] | [REDACTED] | Open Application | [REDACTED] | <input type="checkbox"/> | | Comments (0) |
| 09/17/2013 | PIPP Enrollment | Final Account, Moved, or put in different name | [REDACTED] | [REDACTED] | [REDACTED] | Open Application | [REDACTED] | <input type="checkbox"/> | | Comments (0) |

Page size: 20

7 items in 1 pages

Appendix X: OCEAN Income Entry Samples

Enter income INDIVIDUALLY as it is earned (each pay period)

| Source | Type | Amount | Units | Total | Doc Type | Start Date | End Date | Entry Date | Invalid Date | Excluded Amount |
|-----------|--------|----------|-------------|----------|--------------------|------------|------------|------------|--------------|-----------------|
| Wages | Income | \$675.50 | Weekly [1] | \$675.50 | Attached Documents | 10/25/2012 | 11/1/2012 | 1/24/2013 | | \$0.00 |
| No Income | Income | \$0.00 | Monthly [3] | \$0.00 | Self Declaration | 10/26/2012 | 1/26/2013 | 1/24/2013 | | \$0.00 |
| Wages | Income | \$780.50 | Weekly [1] | \$780.50 | Attached Documents | 11/1/2012 | 11/8/2012 | 1/24/2013 | | \$0.00 |
| Wages | Income | \$665.00 | Weekly [1] | \$665.00 | Attached Documents | 11/8/2012 | 11/15/2012 | 1/24/2013 | | \$0.00 |
| Wages | Income | \$875.00 | Weekly [1] | \$875.00 | Attached Documents | 11/15/2012 | 11/22/2012 | 1/24/2013 | | \$0.00 |
| Wages | Income | \$0.00 | Weekly [1] | \$0.00 | Self Declaration | 11/22/2012 | 11/29/2012 | 1/24/2013 | | \$0.00 |
| Wages | Income | \$766.50 | Weekly [1] | \$766.50 | Attached Documents | 11/29/2012 | 12/6/2012 | 1/24/2013 | | \$0.00 |
| Wages | Income | \$602.00 | Weekly [1] | \$602.00 | Attached Documents | 12/6/2012 | 12/13/2012 | 1/24/2013 | | \$0.00 |

| Source | Type | Amount | Units | Total | Doc Type | Start Date | End Date | Entry Date | Invalid Date | Excluded Amount |
|-----------------|--------|----------|-------------|----------|--------------------|------------|----------|------------|--------------|-----------------|
| Social Security | Income | \$45.00 | Monthly [3] | \$135.00 | Attached Documents | 12/1/2011 | 3/1/2012 | 2/27/2012 | | \$0.00 |
| Social Security | Income | \$45.00 | Monthly [3] | \$135.00 | Attached Documents | 12/1/2011 | 3/1/2012 | 2/27/2012 | | \$0.00 |
| Child Support | Income | \$186.08 | Monthly [3] | \$558.24 | Attached Documents | 12/2/2011 | 3/2/2012 | 2/27/2012 | | \$0.00 |

| Source | Type | Amount | Units | Total | Doc Type | Start Date | End Date | Entry Date | Invalid Date | Excluded Amount |
|-----------|--------|------------|---------------|------------|--------------------|------------|------------|------------|--------------|-----------------|
| No Income | Income | \$0.00 | Monthly [3] | \$0.00 | Self Declaration | 12/9/2011 | 3/9/2012 | 3/8/2012 | | \$0.00 |
| No Income | Income | \$0.00 | Monthly [3] | \$0.00 | Self Declaration | 12/9/2011 | 3/9/2012 | 3/8/2012 | | \$0.00 |
| No Income | Income | \$0.00 | Monthly [3] | \$0.00 | Self Declaration | 12/9/2011 | 3/9/2012 | 3/8/2012 | | \$0.00 |
| Wages | Income | \$100.79 | Weekly [1] | \$100.79 | Attached Documents | 12/15/2011 | 12/22/2011 | 3/8/2012 | | \$0.00 |
| Wages | Income | \$1,272.84 | Bi-Weekly [1] | \$1,272.84 | Attached Documents | 12/16/2011 | 12/30/2011 | 3/8/2012 | | \$156.87 |
| Wages | Income | \$137.22 | Weekly [1] | \$137.22 | Attached Documents | 12/22/2011 | 12/29/2011 | 3/8/2012 | | \$0.00 |
| Wages | Income | \$123.56 | Weekly [1] | \$123.56 | Attached Documents | 12/29/2011 | 1/5/2012 | 3/8/2012 | | \$0.00 |
| Wages | Income | \$1,279.57 | Bi-Weekly [1] | \$1,279.57 | Attached Documents | 12/30/2011 | 1/13/2012 | 3/8/2012 | | \$156.87 |

| Source | Type | Amount | Units | Total | Doc Type | Start Date | End Date | Entry Date | Invalid Date | Excluded Amount |
|---------------|--------|----------|-------------|------------|--------------------|------------|-----------|------------|--------------|-----------------|
| SSI | Income | \$698.00 | Monthly [3] | \$2,094.00 | Attached Documents | 5/17/2012 | 8/17/2012 | 8/15/2012 | | \$0.00 |
| No Income | Income | \$0.00 | Monthly [3] | \$0.00 | Self Declaration | 5/17/2012 | 8/17/2012 | 8/15/2012 | | \$0.00 |
| Unemployment | Income | \$541.00 | Monthly [3] | \$1,623.00 | Attached Documents | 5/17/2012 | 8/17/2012 | 8/15/2012 | | \$0.00 |
| Child Support | Income | \$240.00 | Monthly [3] | \$720.00 | Attached Documents | 5/17/2012 | 8/17/2012 | 8/15/2012 | | \$0.00 |

These three are incorrect. Wages should NOT be entered beyond the entry date (forecasting future income)

| Source | Type | Amount | Units | Total | Doc Type | Start Date | End Date | Entry Date | Invalid Date | Excluded Amount |
|---------------|--------|----------|---------------|------------|--------------------|------------|------------|------------|--------------|-----------------|
| Child Support | Income | \$200.28 | Weekly [13] | \$2,603.64 | Attached Documents | 12/19/2012 | 12/18/2013 | 3/19/2013 | | |
| Wages | Income | \$430.00 | Bi-Weekly [7] | \$3,010.00 | Attached Documents | 12/21/2012 | 12/20/2013 | 3/19/2013 | | |
| Unemployment | Income | \$220.00 | Weekly [3] | \$660.00 | Attached Documents | 3/1/2013 | 2/28/2014 | 3/19/2013 | | |

A Self Declaration should just be for 90 days (and end at the entry date)

| Source | Type | Amount | Units | Total | Doc Type | Start Date | End Date | Entry Date | Invalid Date | Excluded Amount |
|-----------|--------|----------|---------------|------------|--------------------|------------|-----------|------------|--------------|-----------------|
| No Income | Income | \$0.00 | Monthly [3] | \$0.00 | Self Declaration | 8/3/2012 | 11/3/2012 | 11/1/2012 | | \$0.00 |
| No Income | Income | \$0.00 | Monthly [3] | \$0.00 | Self Declaration | 8/3/2012 | 11/3/2012 | 11/1/2012 | | \$0.00 |
| Wages | Income | \$685.04 | Bi-Weekly [7] | \$4,795.28 | Attached Documents | 8/3/2012 | 6/7/2013 | 11/1/2012 | | \$0.00 |

| Source | Amount | Units | Total | Doc. Type | Start Date | End Date | Entry Date | Invalid Date | Exclusion Amount |
|-----------|----------|--------------|------------|--------------------|------------|------------|------------|--------------|------------------|
| No Income | \$0.00 | Monthly [12] | \$0.00 | Self Declaration | 06/06/2013 | 06/05/2014 | 09/04/2013 | | \$0.00 |
| SSDI | \$639.00 | Monthly [12] | \$7,668.00 | Attached Documents | 06/06/2013 | 06/05/2014 | 09/04/2013 | | \$0.00 |
| No Income | \$0.00 | Monthly [12] | \$0.00 | Self Declaration | 06/06/2013 | 06/05/2014 | 09/04/2013 | | \$0.00 |
| No Income | \$0.00 | Monthly [12] | \$0.00 | Self Declaration | 06/06/2013 | 06/05/2014 | 09/04/2013 | | \$0.00 |
| No Income | \$0.00 | Monthly [12] | \$0.00 | Self Declaration | 06/06/2013 | 06/05/2014 | 09/04/2013 | | \$0.00 |

ENERGY ASSISTANCE PROVIDER COMPLAINT REPORTING FORM

Agency Information

Agency: Telephone: Ext.:

Address: Relation to client:

Client's Information

First: Last: Middle:

Address: City: Zip Code:

Alias: Date of Birth:

Case Details

Disclosure: This form is for internal use only by OCA, Program Integrity Unit. All information on this form will be used to verify compliance with Federal and State Program Guidelines and Regulations. All information reported will be kept confidential and will remain anonymous for purposes of the referral.

Prepared by MTate 9/17/2013

Appendix XII: Health Care Spending Accounts Sample

Non-taxable health care spending accounts are allowable deductions from income and should be treated the same as health insurance premiums in OCEAN.

The total amount of \$218.77 should be deducted in the sample below.

| | | | |
|-------------------------------|----------|-----------|--------------------------------|
| Vacation Pay | | 1,164.44 | VACATION |
| Gift Certificate PBKids | | 236.80 | |
| Store Mgr Bonus - PBK East | | 1,817.00 | |
| Total Gross | 1,663.46 | 41,640.28 | <u>Direct Deposit Accounts</u> |
| | | | Checking - XXXXX4474 |
| Taxes | | | |
| Federal Income Tax | 117.09 | 3,166.47 | |
| Social Security (FICA) | 60.68 | 1,549.38 | |
| Federal Medicare | 20.94 | 534.90 | |
| Ohio Income Tax | 39.62 | 1,043.69 | |
| Columbus City Tax | 36.12 | 922.27 | |
| Total | 274.45 | 7,216.71 | |
| Pretax Deductions | | | |
| UHC National EPO | 140.31 | 3,076.56 | |
| HC Spending Acct | 46.16 | 507.76 | |
| H C Spending Acct | | 399.99 | |
| Metlife Dental Premium Pretax | 28.15 | 675.60 | |
| VSP Vision | 4.15 | 90.42 | |
| Total | 218.77 | 4,750.33 | |

APPENDIX G

Randall Hunt, Office of Community Assistance
2015 Ohio State Plan
Kickoff Training Information

2015 Energy Assistance Program Training

Proposed Session Dates

September 23, 24 & 25 (dates will be confirmed March 19)

Location – ODOT 1980 W. Broad Street Columbus 43223 (New location)

Proposed Agenda

| | |
|---------------|--|
| 8:00 – 8:30 | Sign In |
| 8:30 – 9:00 | Opening Remarks Randy Hunt – Sharon Smith |
| 9:00 – 11:00 | HEAP Program Management & Guidelines |
| 11:00 – 12:00 | Lunch (on your own) |
| 12:00 – 1:30 | PUCO / Utilities Panel led by Tonja Stewart PUCO |
| 1:30 – 2:00 | Break |
| 2:00 – 3:00 | PIPP Plus led by Susan Moser |
| 3:00 – 3:30 | Program Integrity led by Margaret Tate |
| 3:30 – 4:00 | Closing Q & A |

Agencies to attend training based on geographical assignments

(below list for discussion – actual list based on utility break out from Alicia).

Southern Sector September 23

Adams-Brown; CAP Dayton; Cincinnati-Hamilton; Clermont; Clinton; Fayette; Gallia-Meigs; Highland; Ironton-Lawrence; Jackson-Vinton; PICCA; Pike; Ross; Scioto; SELF; Warren; Washington-Morgan

Central Sector September 24

Belmont; CLS; DMU; GMN; HAPCAP; HARCATUS; IMPACT; Jefferson; KnoHoCo; Lancaster-Fairfield; LEADS; Lima-Allen; MEOAG; Miami; Ohio Heartland; OIC; SOURCES;TBA

Northern Sector September 25

Akron-Summit; Ashtabula; CEOGC; CHN; Columbiana; EOPA; Erie-Huron Richland; Geauga; HHWP; LEDC; Lorain; MYCAP; NOCAC; Portage; Stark; TCAP; Wayne-Medina; WSOS

Required Attendees: HEAP Coordinator and primary assistant(s) from each agency.
Expected attendance = 170 per session

2015 Energy Assistance Programs Training
Agency Assignments

September 22

Adams-Brown
CAP Dayton
CHCCAA
Clermont
Clinton CCAP
Fayette CAC
Gallia-Meigs CAA
Highland CAO
Ironton-Lawrence
Jackson/Vinton
Pickaway CCA
Pike CAC
Ross CCA
Scioto CAC
Self
Warren
Washington-Morgan

September 23

Belmont
DMU
GMN
HAPCAP
Har-Ca-Tus
IMPACT CAA
Jefferson CCAC
Kno-Ho-Co Ashland
Lancaster-Fairfield
LEADS
Lima/Allen
MEOAG
Miami CAC
Ohio Heartland
OIC (OPP Indus. Ctr.)
SOURCES
The Breathing Association

September 25

Akron-Summit
Ashtabula
CEOGC
CHN
Columbiana
EOPA
Erie-Huron Richland
Geauga CAA
HHWP
LEDC
Lorain
MYCAP
Northwestern (NOCAC)
Portage CAC
Stark CCAA
TCAP
Wayne-Medina CAA
WSOS

Revised 2-20-14