



# Town of Windsor –Social Services

## ENERGY ASSISTANCE SEMINAR

# Topics for discussion this evening

- ▶ CRT Energy Assistance Program
- ▶ Other services that CRT offers – Heating System Repair/Replacement & Weatherization
- ▶ Low Income Household Water Assistance (LIHWAP)
- ▶ Eversource and CNG: Winter Protection
- ▶ Eversource: Nustart program
- ▶ Operation Fuel
- ▶ The Windsor Food and Fuel Bank



# CRT Energy Assistance Program (Heating Program)

# CRT Energy Assistance Program

- ▶ During the winter months, help is available to income eligible households to pay for heating fuel in the form of oil, gas, or electric heat, and propane. Help may also be available if heat is included in your rent.
- ▶ Households can begin to apply for Energy Assistance on 09/01/22
- ▶ This program typically runs until the end of May
- ▶ Basic benefits toward your heating bill range depending on your
  - ❑ Income level
  - ❑ Household size
  - ❑ Whether there is a vulnerable member in the household

# CRT Energy Assistance Program (Heating)

▶ CRT How to apply :

- ❑ Call CRT at 860-560-2694 (Press #1 for energy assistance)
- ❑ Download the application of the DSS website-can be emailed to [crtenergyapplication@crtct.org](mailto:crtenergyapplication@crtct.org)
- ❑ You can mail it to the following address:

Community Renewal Team, Inc.

Attention: CRT Energy Department

395 Wethersfield Avenue, Hartford, CT 06114.



# Eligibility Requirements – CRT Energy Assistance Program

- ▶ Are you a Connecticut resident?
- ▶ Do you meet one of the following income guidelines?
  - ❑ You receive food stamps (SNAP) , SSI, TANF, or other benefits from the Department of Social Services
  - ❑ Your annual household income falls at or below the income levels in the table below.

Household Size	1	2	3	4	5	6	7	8
Annual Income	\$39,027	\$51,035	\$63,044	\$75,052	\$87,060	\$99,069	\$101,320	\$103,572

# CRT Energy Assistance Program- (Electric & Gas)

- ▶ If you heat your home with electricity or natural gas and have been approved for Energy Assistance you will be placed on the Matching Payment Program.
- ▶ The utility bill must be in your name.
- ▶ You can maintain year-round electric or gas heating service and reduce your past-due balance with affordable monthly payments –as low as \$50 for customers receiving public assistance benefits.

# CRT Energy Assistance Program- Fuel Delivery

- ▶ November 1, 2022 is the first day to receive a fuel delivery
- ▶ Call the CRT Energy office (860-560-5800) when you need a fuel delivery. **DON'T WAIT UNTIL YOU'RE OUT!**
- ▶ Leave a detailed message and a staff member from CRT will call you back.
- ▶ If you use all of your basic benefits, you may be eligible to receive Crisis and Safety Net Assistance. Call CRT for more information about these benefits.
- ▶ Once you have exhausted all of your benefits and still in need of heating assistance call Windsor Social Services.





# Other CRT Benefits

# Heating System Repair/ Replacement (HSRR)

- ▶ Funds for furnace repair and replacement and for leaking, unsafe oil tanks is available for homes that are single family , owner occupied.
- ▶ The cost for the clean, tune & test of a deliverable fuel heating system is also covered under this component.
- ▶ Applicant must be approved for energy assistance to be eligible for the HSRR.

# Weatherization

- ▶ Connecticut sets aside funds to be used for healthy & safety measures necessary to provide weatherization services to CEAP eligible households.
- ▶ Whether you own your house or rent, you can take action to save money and energy, benefit from renewable energy , and improve the comfort of your home.
- ▶ They will perform an energy assessment, including:
  - ❑ caulking and sealing of critical air leaks,
  - ❑ installing energy efficient light blubs,
  - ❑ low flow faucets and shower heads which reduce water usage
  - ❑ provide money saving rebates on appliances, heating and cooling systems, windows, solar, insulation and more.

# Low Income Household Water Assistance Program (LIHWAP)

- ▶ Household with annual income at or below 60 percent of the state median income can qualify for this one-time water assistance benefit.
- ▶ Covered services include restoration of household water service to eligible disconnected homes; reduction of arrearages (overdue water bills); and prevention of service disconnection.
- ▶ If you receive state benefits you will most likely qualify.

# Low Income Household Water Assistance Program (LIHWAP)- Cont.

- ▶ Eligible household can qualify for you to \$1,000 in water assistance if they have disconnected service or behind on bills.
- ▶ Applications for the 2022-2023 program year will open in August 2022.
- ▶ There is no asset limit.
- ▶ To apply: Online at [www.ct.gov/dss/waterassistance](http://www.ct.gov/dss/waterassistance) or contact CRT at 860560-2694

- ▶ Maximum Income for Program Eligibility:

Household size 1 : \$39,027

Household size 3: \$63,044

Household size 2 : \$51, 035

Household size 4: \$75,052






# Eversource & CNG- Winter Protection

# Eversource & CNG Winter Protection


- ▶ Winter Protection is from 11/01-05/01, which means that during this time your account is protected from being shut-off.
- ▶ You must provide proof of income.
- ▶ CNG customers must fax all documents to CNG to be enrolled into Winter Protection .
- ▶ Eversource customers must provide documents to caseworker. Caseworker will then enroll you into Winter Protection.
- ▶ Client is encouraged to make payments on account



# Eversource- Nustart Program (electricity assistance-non heating)

# Eversource- Nustart Program (electric customers-non heating)

- ▶ This program helps you eliminate your outstanding balance in as little as 12 months.
- ▶ Ever source will review your account billing history and set a monthly payment based on your electric usage.
- ▶ If you miss one payment you will be automatically disqualified from the program.



# Operation Fuel (oil, electric and gas)



# Operation Fuel (oil, electric, and gas)

- ▶ Administers emergency assistance grants for applicants who need aid meeting their home heating or utility needs.
- ▶ Provides all year round energy assistance (Programs are inactive November and June).
- ▶ The Summer/Fall program runs from July 11, 2022- October 28, 2022 (or when funds have been exhausted)
- ▶ One time grant up to \$500. \*All final approvals will be made by Operation Fuel staff\*

# Operation Fuel Guidelines

- ▶ For electric or gas utility applicants must have the following:
  - ❑ Shut-off notice
  - ❑ No utility service
  - ❑ Need assistance with a payment on order to maintain a payment arrangement
  - ❑ Past due balance of 30 days or more.
  - ❑ Deliverable Fuels: applicants must have at or below  $\frac{1}{4}$  tank of fuel. Fuel assistance can only be applied toward future fuel deliveries. Households will be eligible for this program even if they receive a grant for their primary heat through CEAP.
  
- ▶ Applicants has made a total of 4 payments within the 12 month period of which they are applying.
  
- ▶ Family Size 75% State Median
  - ▶ 1: \$48,783.93 2: \$63,794.37
  - ▶ 3: \$78,804.81 4: \$93,815.25
  - ▶ 5: \$108,825.69 6: \$123,836.13
  - ▶ 7: \$126,650.59 8: \$129,465.05

# Operation Fuel (MDC)

# Operation Fuel/MDC

- ▶ To qualify for water utility assistance customers must have a shut-off notice, have no water utility service, must need assistance with making a required payment in order to prevent shut-off, or have a past due balance of 30 days or more.
- ▶ Program dates : July 11, 2022- May 26,2023
- ▶ One time grant up to \$500 per household.
- ▶ Applicant must have made a total of 4 payments within the last 12 months in which they area applying. If applicant did not make 4 payments within the preceding 12 month period but made substantial payments that equal at least 35% of the outstanding balance at the time of the application.

Family Size	75% State Median
1 \$48,783.93	2 \$63,794.37
3 \$78,804.81	4 \$93,815.25
5 \$108,825.69	6 \$123,836.13
7 \$126,650.59	8 \$129,465.05



# The Windsor Food and Fuel Bank (oil, electric, gas, and water)



# Windsor Food and Fuel Bank

- ▶ Another program that assist with emergency energy assistance.
- ▶ The household must demonstrate :
  - ❑ preventing a disconnection or electric, gas, and water service.
  - ❑ Providing delivery of heating fuel
  - ❑ Reinstating electric, gas or water service.
- ▶ The household may only apply once in a twelve-month period.

# Windsor Food and Fuel Bank – Eligibility

- ▶ Applicants for electric and gas must demonstrate at least four payments within the past twelve months, two of which have been made during the winter moratorium.
- ▶ Applicants for oil must demonstrate the purchase of at least 75 gallons of oil within the past twelve months.
- ▶ Applicants for water assistance must demonstrate at least four payments towards their account within the past twelve months.
- ▶ The maximum grant amount is \$700.

Household Size	1	2	3	4	5	6	7	8+
Annual Income	\$48,784	\$63,795	\$78,805	\$93,816	\$108,826	\$123,837	\$126,651	\$129,465

# Things to remember !!

- ▶ Call the CRT Energy Assistance line to get an appointment , appointments slots fill up quickly!
- ▶ Applications for Operation Fuel take 5-7 business days to process.
  - You can also apply online at <https://operationfuel.org/gethelp/> .
- ▶ The Windsor Food and Fuel Bank take 3-5 business days to process.
- ▶ Please make an appointment with Caseworker to complete an application for Operation Fuel and Windsor Food and Fuel Bank.
- ▶ Please make sure you bring all required documents to your appointment.
- ▶ If you have any questions please call Windsor Social Services.

Any Questions?