



Operation Fuel, Inc.

WE'RE ALL PART OF THE OPERATION.

OPERATION FUEL PROGRAM GUIDELINES 2013-14

Operation Fuel is private, nonprofit statewide program that provides emergency energy assistance to lower-income working families and elderly residents.

The mission of Operation Fuel is to partner with communities, businesses, government and individuals to ensure people in need have access to year-round energy assistance. Operation Fuel offers emergency energy assistance to households who 1) fall outside the government assistance programs' eligibility guidelines or 2) have exhausted their government assistance. Such assistance shall be given in accordance with these guidelines but with flexibility to meet human needs.

GUIDELINES

Beginning December 2, 2013 Operation Fuel will administer an energy assistance program for clients who need aid with meeting their home heating or utility needs. This program will be for households living up to 60% of state median income. There will not be an assets test.

The maximum grant amount will be up to \$500.

PRIMARY HEAT SOURCE: To qualify for oil, propane, pellets, gas/electric utility or wood, clients that qualify for CEAP/CHAP must exhaust those benefits before applying for Operation Fuel. **For clients that are eligible for safety net (vulnerable and non-vulnerable), they will not qualify for Operation Fuel. In an effort to stretch our limited funding, we feel that this strategy will allow us to help more households this winter.**

SECONDARY ENERGY: To qualify for electric utility, clients must have a shut-off notice or have no utility service or must need assistance with making a required payment in order to maintain a payment arrangement, or have a past due balance of 30 days or more. Households will be eligible for this program even if they received a grant for their primary heat through the CEAP/CHAP program.

Grant Amount

One time grant up to \$500 per household. ***All final approvals will be made by Operation Fuel Staff**

Program Dates

The Program will start December 2, 2013. Closing date for deliverables will be determine later as it is based on weather and funds available.

Eligibility Guidelines (Utility Customers, gas or electric)

Some emergency examples can include but are not limited to the following:

- Client is suffering from job loss and is collecting un-employment or exhausted un-employment benefits
- Client health is threatened (i.e. needs utility to refrigerate medications or baby formula)
- Client needs utility to keep medical equipment operational
- Household income is within 60% of state median income
- Has not received a grant during the 12month period of which the client is applying. In other words, if a client received a grant on June 12, 2013, he/she is not eligible for an Operation Fuel grant until June 12, 2014.
- Utility grants – Client has made a total of 4 payments within the 12month period of which the client is applying. 3 payments throughout the year and 1 payment during the winter moratorium. Clients must show a pattern of payments. If client makes all 4 payments within one month or days prior to applying, they will not qualify.

Documentation

- Applicant must provide shut off notice or utility bill that is 30 days past due and payment history (for CL&P and Yankee Gas Utility customers, please access CL&P web portal for account history. UI, CNG, SCG are currently working on a web portal and we will update you when it's up and running)
- Documentation of income of all household members with income (last 4 weeks of income)
- Application must be signed by client

Operation Fuel is an emergency energy assistance program. Operation Fuel energy grants are for households which fall within the income guidelines and are faced with financial crisis.*

An Operation Fuel energy grant is not an entitlement to all Connecticut residents who fall within the income guidelines. Grants to households are approved at the discretion of the local fuel banks. Applicants are asked to first utilize the Connecticut Energy Assistance Program (CEAP) before seeking assistance from Operation Fuel.

** Financial crisis is defined as the inability of a family to pay for a deliverable fuel or a thirty-day outstanding gas or electric bill. Financial crisis is considered to be a situation in which a family must choose between paying for their energy needs, buying food, paying the rent or mortgage, or paying medical bills as a result of unemployment, illness, death, or other emergencies.*