



Operation Fuel, Inc.

WE'RE ALL PART OF THE OPERATION.

OPERATION FUEL PROGRAM GUIDELINES 2018-19

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 Monday July 9, 2018 Operation Fuel will administer an energy assistance program for clients who need aid with meeting their home utility needs (electricity and gas). This program will be for households living up to 75% of state median income. There will not be an assets test. The maximum grant amount will be up to \$500.

ELECTRIC OR GAS UTILITY: To qualify for electric utility, clients must have **one** of the following criteria: a shut-off notice, have no utility service, 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 CT Energy Assistance Program (CEAP).

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 Monday July 9, 2018 and end Wednesday October 31, 2018 or when funding runs out (**Whichever comes first**).

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 75% of state median income to qualify for Operation Fuel Program.
- Household income cannot exceed 60% of state median income in order to qualify for Hardship coding and/or Eversource Hardship programs.
- Has not received a grant during the 12 month period of which the client is applying. In other words, if a client received a grant on June 12, 2016, he/she is not eligible for an Operation Fuel grant until June 12, 2017.

- 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 (please access Eversource, UI, SCG and CNG web portal for account history. If you need the UI, SCG, CNG agreement to sign up for the web portal, please contact Operation Fuel staff).
- Documentation of all household members with income (last 4 weeks of income).
- **ALL zero income and self-employment worksheets must be notarized. This includes hand written notes from an applicant's employer, family, friends, and hand written child support statements.**
- If an application is pending after 30 days, the applicant must re-apply as the household circumstances may have changed. A message regarding a pending application will be sent to the fuel bank via email or voicemail.
- Application must be signed by client and intake worker.

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.*