

Arkansas
Low-
Income
Home
Energy
Assistance
Program
(LIHEAP)
Survey

FY

2012

This report is a compilation of payment amounts and numbers of applicants served by the Arkansas LIHEAP program in FY 2012.

Arkansas Community Action Agencies Association, Inc.

February 7, 2013

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Arkansas Community Action Agencies Association, Inc. (ACAAA)
300 S. Spring Street, Suite 1020
Little Rock, AR 72201
(501)372-0807

February 7, 2013

Mr. Thomas Green
Arkansas DHS/OCS
P.O. Box 1437, Slot S330
Little Rock, AR 72203-1437

Dear Mr. Green:

Enclosed is a report of the results of the FY 2012 LIHEAP survey with data compiled or provided by the 16 community action agencies that administer the program at the local level.

If you have any questions regarding this report, please contact me at lkozlowski@acaaa.org or 501-372-0807.

Sincerely,

Ludwik J. Kozlowski, Jr.
ACAAA Energy Policy Coordinator

Executive Summary

- In Fiscal Year (FY) 2012, The Fourth and First Congressional Districts received most of the LIHEAP payments and had a majority of the applicants served. These are also the two Congressional Districts in the state with the highest aggregate poverty rates.
- All four Congressional Districts had more applicants for the winter program than for the summer program in FY 2012. This differs from FY 2011, when the two more southern districts (Second and Fourth) had more applicants in the summer, when a higher funding level was available for a summer cooling program.
- Statewide winter payments were \$14,839,393.48, and summer program payments were \$9,408,347.59, for a total of \$24,247,741.07 paid out in LIHEAP FY 2012. This total is \$6,962,618.06 (or 22%) less than the FY 2011 funds of \$31,210,359.13
- Of the \$24,247,741.07 paid out in FY 2012, \$19,060,076.29 (79%) went to electric utilities, while 18% went to various other heating sources, and approximately around 3% was paid directly to applicants.
- Over 41% of the total applicants served in Arkansas received assistance during the summer cooling program. This is down from over 50% in 2011 when funding was higher. This is most likely due to the fact that, although the average payout was lower, there was \$5,266,555.82 less allocated for summer 2012 than in summer 2011, which resulted in over 27,000 fewer applicants being helped during the period.
- The average payment overall across all programs during the FY 2012 LIHEAP year was \$149.83. This is down \$16.39 from the 2011 average of \$166.22.¹
- The average payment during the FY 2012 winter regular program per applicant served was \$131.27.
- The average payment during the winter crisis program per applicant served in FY 2012 was \$226.76.
- The average payment during the overall FY 2012 winter program per applicant served was \$156.54. This is down \$20.70 from the overall FY 2011 winter payment average of \$177.24 per applicant.

¹ The total number of applicants does not represent an unduplicated count. Applicants potentially can receive help under Regular Winter LIHEAP, Crisis Winter LIHEAP, Summer Regular LIHEAP, and Summer Crisis LIHEAP, although this is an extreme example. FY 2012 was the first year that agencies have been able to report unduplicated households receiving assistance. Due to the time required to validate those data, this report has not attempted to reconcile those numbers with the total applicants approved across the four programs.

- The average payment during the summer regular program per applicant served in FY 2012 was \$126.99.
- The average payment during the summer crisis program per applicant served in FY 2012 was \$177.96.
- The average payment during the overall FY 2012 summer programs per applicant served was \$140.34. This is down \$15.00 from the FY 2011 payment average of \$155.34 per applicant.²
- The total number of winter applicants (regular and crisis combined) for FY 2012 totaled 94,794. This ticked upward by 1,502 from the FY 2011 total of 93,292.³ While the number of applicants was about constant year to year from 2011 to 2012, the average payment was slightly less than the previous year. Total payments for winter 2012 were \$1,696,062.24 less compared to winter payments in 2011.
- The total number of summer applicants (regular and crisis combined) for FY 2012 totaled 67,038. This was down by 27,430 from the FY 2011 number of summer applicants, which was 94,468⁴. With \$5,266,555.82 less for the summer FY 2012 program to spend than in summer 2011, this resulted in a great decline in the number of clients who were helped during the critical hot, summer months. Having 22% less money to spend overall in FY 2012 compared to FY 2011 also had an impact on the summer program, despite the average payment per applicant being less.
- The total number of all applicants (Winter Regular, Winter Crisis, Summer Regular, Summer Crisis) for FY 2012 totaled 161,832. This was down by 25,928 compared to the FY 2011 total of 187,760⁵. This substantial drop in program funding for summer by \$5,266,555.82 compared to 2011, despite the average amount paid out being less, resulted in 27,430 less being helped in summer FY 2012 compared to FY 2011.
- In FY 2012, with the exception of the winter overall program, the number of applicants helped went down, and the average amount paid out per applicant went down.

² The total number of applicants does not represent an unduplicated count. Applicants potentially can receive help under Regular Winter LIHEAP, Crisis Winter LIHEAP, Summer Regular LIHEAP, and Summer Crisis LIHEAP, although this is an extreme example. FY 2012 was the first year that agencies have been able to report unduplicated households receiving assistance. Due to the time required to validate those data, this report has not attempted to reconcile those numbers with the total applicants reported across the four programs.

³ See footnote 2.

⁴ See footnote 2.

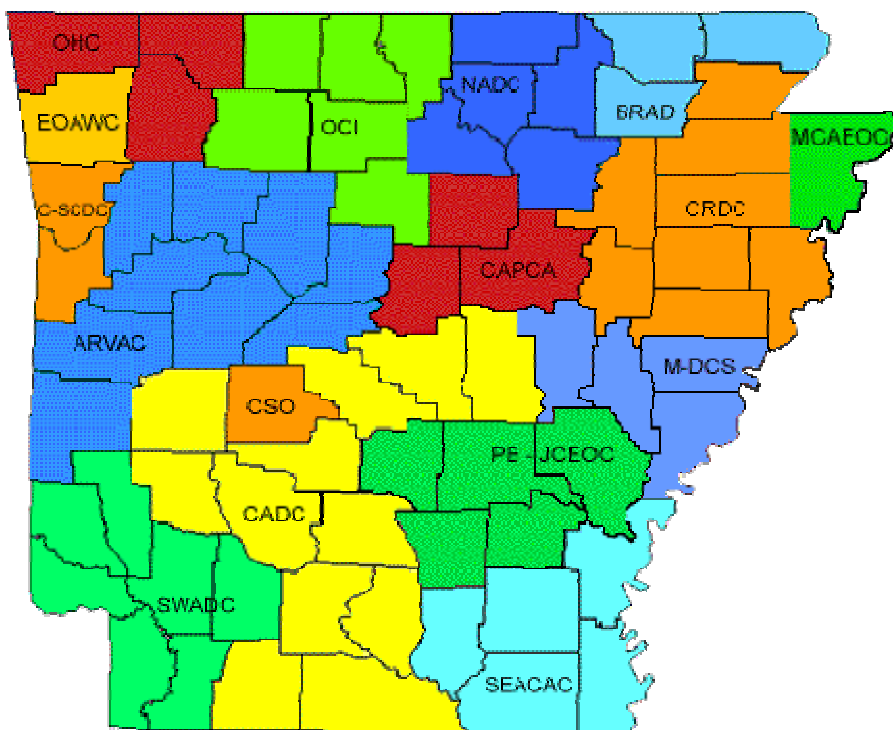
⁵ See Footnote 2.

LIHEAP Overview

The LIHEAP program is a local-state-federal program established in 1981 by legislation approved by Congress and the President to help people of low and moderate income pay for home energy.

It is funded by the Office of Community Services (OCS) of the U.S. Department of Health and Human Services; is administered in Arkansas by the state OCS; and is operated by the state's 16 private, nonprofit community action agencies (CAAs), in cooperation with the state's electric and natural gas utilities and other energy providers.

Figure 1 – Map of the 16 CAAs across the state of Arkansas⁶



The agencies inform the public of the service through newspapers, television, radio, Web sites, partner organizations, fliers, and word of mouth. Persons who are elderly or disabled may apply in writing; others may apply in person.

Typically, LIHEAP has a Winter Regular and Winter Crisis program. If funds are available, there is also a summer program for electric cooling only. The regular program helps eligible clients with an energy bill once per program period (once in winter; once in summer, should there be funds). For Regular Assistance, a payment must be made to the household or home energy supplier within 35 days after the date the application is received in the respective CAA's office.

⁶ Source: Arkansas Community Action Agencies Association, Inc. <http://www.aaaa.org>

The Crisis Program helps clients who have a shut-off notice effective within three to seven days from the date of application or in the event that a shut-off has already occurred. Assistance that will resolve the household's crisis situation must be provided within 48 hours after a signed application is received by the CAA, if the household is eligible for such assistance. If the energy crisis or emergency is creating a life-threatening situation for the household, assistance must be provided within 18 hours after a signed application is received. For crisis applicants, payments must be made within 20 days.

A household that has received Regular help during the program period could be eligible for Crisis funds in the same program period, should there be funds available and they have a shut-off notice.

In Fiscal Year (FY 2012), the eligibility ceiling was based on 60% of the state's median income for all households. Clients are served on a first-come, first-served basis until funds are depleted.

LIHEAP Payments on Behalf of Eligible Clients

In FY 2012, the total amount of LIHEAP funds paid out in Arkansas to utilities/vendors/applicants was \$24,247,741.07, as reported to ACAA by the 16 CAAs and as indicated in Tables 1 and 2. This is \$6,962,618.06 less than the \$31,210,359.13 paid out in FY 2011.

Table 1 - Agency Paid Out Totals FY 2012

Action Agency	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis
ARVAC	\$718,946.00	\$163,041.56	\$398,360.28	\$282,022.13
BRAD	\$281,432.00	\$93,689.71	\$179,924.00	\$101,162.44
CADC	\$2,144,811.80	\$1,697,991.32	\$1,083,951.69	\$486,381.76
CAPCA	\$433,569.14	\$233,138.73	\$288,280.00	\$268,408.18
CRDC	\$922,925.00	\$531,214.46	\$1,076,601.00	\$400,700.60
C-SCDC	\$437,483.00	\$263,146.61	\$284,170.00	\$131,151.25
CSO	\$195,989.00	\$92,565.24	\$215,970.00	\$59,607.63
EOAWC	\$390,291.00	\$250,452.51	\$131,045.00	\$118,757.65
MCAEOC	\$270,037.00	\$232,913.38	\$199,631.00	\$138,255.95
MDCS	\$632,134.00	\$349,037.67	\$197,585.00	\$250,386.05
NADC	\$391,882.00	\$240,849.17	\$298,181.00	\$89,648.08
OHC	\$237,916.00	\$176,774.44	\$286,812.00	\$97,273.00
OOI	\$394,409.00	\$144,599.66	\$365,013.00	\$98,499.77
PBJCEOC	\$642,211.00	\$533,599.67	\$460,558.00	\$127,647.23
SEACAC	\$451,948.00	\$301,125.02	\$407,164.00	\$261,690.59
SWADC	\$604,248.11	\$385,022.28	\$409,244.00	\$214,265.31
Total	\$9,150,232.05	\$5,689,161.43	\$6,282,489.97	\$3,125,857.62

Table 2 - Vendor Amounts Paid Out Winter and Summer FY 2012⁷

Utility Company	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Overall Total
A-1 Auto and Gas Company	\$337.00	\$0.00	\$0.00	\$0.00	\$337.00
AEP/SWEPCO	\$435,514.70	\$210,250.88	\$388,577.00	\$185,816.40	\$1,220,158.98
Alliance Propane	\$7,571.00	\$16,917.24	\$0.00	\$0.00	\$24,488.24
Amerigas	\$49,131.54	\$48,622.75	\$0.00	\$0.00	\$97,754.29
Anderson Gas and Propane	\$41,008.93	\$45,987.23	\$0.00	\$0.00	\$86,996.16
Applicant	\$400,557.11	\$23,705.93	\$218,351.28	\$6,612.41	\$649,226.73
Arkansas Liquefied Gas	\$1,570.00	\$263.17	\$0.00	\$0.00	\$1,833.17
AR County Co-op	\$292.00	\$0.00	\$0.00	\$0.00	\$292.00
Arkansas Oklahoma Gas Corporation	\$109,068.51	\$59,655.87	\$0.00	\$0.00	\$168,724.38
Arkansas Valley Cooperative	\$171,687.00	\$58,697.73	\$114,546.00	\$66,175.94	\$411,106.67
Sourcegas Arkansas	\$251,169.63	\$109,793.76	\$0.00	\$0.00	\$360,963.39
Ashley Chicot Electric Cooperative	\$8,558.00	\$2,637.27	\$11,982.00	\$4,809.92	\$27,987.19
Augusta CW&L	\$29,632.00	\$11,750.02	\$28,226.00	\$10,654.27	\$80,262.29
BCS, Inc.	\$4,029.00	\$7,702.73	\$0.00	\$0.00	\$11,731.73
Benton County Propane	\$313.00	\$865.23	\$0.00	\$0.00	\$1,178.23
Benton Utilities	\$45,676.71	\$24,380.00	\$32,976.00	\$8,418.40	\$111,451.11
Blue Seal Petroleum	\$541.00	\$0.00	\$0.00	\$0.00	\$541.00
Butane Gas	\$5,639.00	\$5,328.00	\$0.00	\$0.00	\$10,967.00
C&L Electric	\$92,018.50	\$59,771.28	\$93,068.00	\$25,715.42	\$270,573.20
Carroll Electric Cooperative	\$92,642.62	\$49,204.08	\$140,588.00	\$32,777.23	\$315,211.93
Cash & Sons LP Gas	\$20,942.50	\$52,908.50	\$0.00	\$0.00	\$73,851.00
CEBA Gas	\$6,628.00	\$11,202.65	\$0.00	\$0.00	\$17,830.65
Centerpoint Energy	\$1,627,160.87	\$1,264,508.53	\$0.00	\$0.00	\$2,891,669.40
City of Bentonville	\$30,513.65	\$22,260.23	\$47,381.00	\$20,598.62	\$120,753.50
City of Devalls Bluff	\$910.00	\$54.41	\$0.00	\$0.00	\$964.41
City of Hazen Utilities	\$1,873.00	\$254.83	\$0.00	\$0.00	\$2,127.83
City of Siloam Springs	\$8,364.02	\$4,778.35	\$16,670.00	\$5,507.20	\$35,319.57

⁷ The summer program is strictly a cooling program aimed at assisting with electric bills. No payments for heating (e.g., natural gas, propane, wood) are provided during the summer program. Both the winter and summer programs run for approximately three months, respectively.

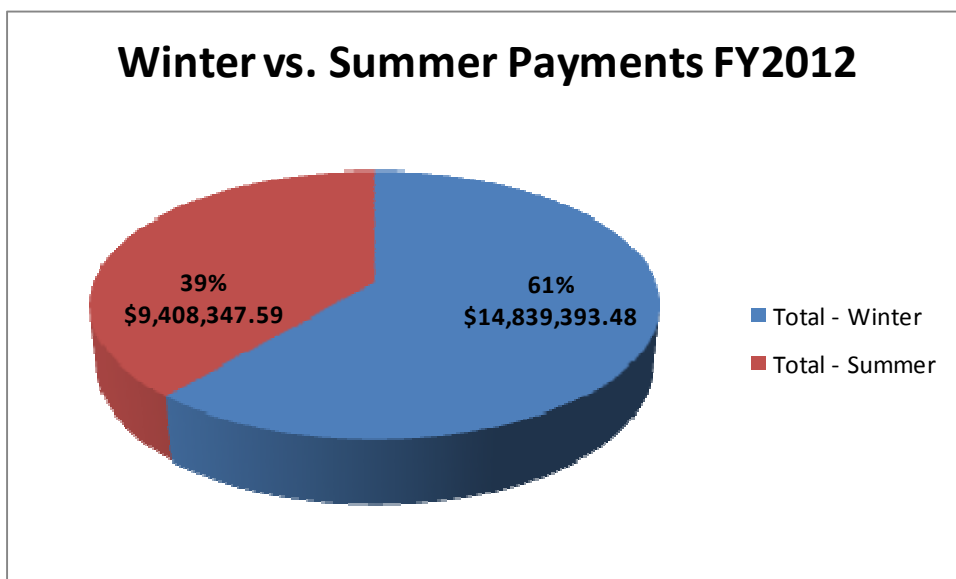
Utility Company	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Overall Total
Clarksville Light and Water	\$24,837.00	\$4,979.66	\$15,624.00	\$10,133.86	\$55,574.52
Clay County Electric Cooperative	\$46,020.50	\$16,581.70	\$50,095.00	\$26,953.93	\$139,651.13
Coleman Butane	\$1,424.00	\$3,540.25	\$0.00	\$0.00	\$4,964.25
Conway Corporation	\$92,991.55	\$24,831.25	\$71,190.00	\$62,335.11	\$251,347.91
Craft LP Gas	\$1,813.00	\$463.08	\$0.00	\$0.00	\$2,276.08
Craighead Electric Cooperative	\$68,801.00	\$21,098.31	\$85,844.00	\$24,689.07	\$200,432.38
Cunningham	\$36,510.00	\$31,127.89	\$0.00	\$0.00	\$67,637.89
Danmar Propane	\$5,868.00	\$3,231.92	\$0.00	\$0.00	\$9,099.92
DeClerk LP Gas	\$10,988.00	\$2,321.62	\$0.00	\$0.00	\$13,309.62
Des Arc Utilities	\$1,760.00	\$235.21	\$0.00	\$0.00	\$1,995.21
Empire District Electric Company	\$13,286.00	\$18,150.81	\$21,682.00	\$13,259.88	\$66,378.69
Entergy Arkansas	\$3,465,565.01	\$2,224,283.15	\$3,375,894.69	\$1,788,903.16	\$10,854,646.01
EZE Cook LP Gas	\$2,655.00	\$3,278.73	\$0.00	\$0.00	\$5,933.73
Farmer's Electric Cooperative	\$24,066.00	\$8,424.00	\$41,594.00	\$16,315.98	\$90,399.98
Farmer's Oil	\$6,679.00	\$6,761.42	\$0.00	\$0.00	\$13,440.42
Farmer's Supply	\$3,721.00	\$820.11	\$0.00	\$0.00	\$4,541.11
Ferrell Gas	\$53,219.50	\$45,004.91	\$0.00	\$0.00	\$98,224.41
First Electric Cooperative	\$194,494.19	\$84,086.79	\$135,488.00	\$78,941.79	\$493,010.77
Fricks	\$1,975.00	\$0.00	\$0.00	\$0.00	\$1,975.00
George's Propane	\$1,159.00	\$2,470.85	\$0.00	\$0.00	\$3,629.85
Graves Propane	\$11,615.00	\$7,019.38	\$0.00	\$0.00	\$18,634.38
Harmony Homes	\$501.00	\$177.24	\$217.00	\$0.00	\$895.24
Harrisbug W&G	\$6,888.00	\$410.02	\$0.00	\$0.00	\$7,298.02
Heritage Propane	\$16,872.00	\$15,085.24	\$0.00	\$0.00	\$31,957.24
Home Oil Company	\$2,805.00	\$387.00	\$0.00	\$0.00	\$3,192.00
Home Service Oil Company	\$2,139.00	\$1,224.49	\$0.00	\$0.00	\$3,363.49
Hope Water & Light	\$67,285.17	\$46,262.04	\$76,012.00	\$48,048.53	\$237,607.74
Independent Propane Co.	\$4,926.00	\$5,026.34	\$0.00	\$0.00	\$9,952.34
Island Energy	\$124.00	\$0.00	\$0.00	\$0.00	\$124.00
Jonesboro CW&L	\$81,999.00	\$31,389.29	\$151,080.00	\$31,277.29	\$295,745.58
Keiser Oil and LP Gas Co.	\$4,320.00	\$11,624.00	\$0.00	\$0.00	\$15,944.00
Littlefield Propane Company	\$372.00	\$0.00	\$0.00	\$0.00	\$372.00
Marshall Milling Company	\$109.00	\$0.00	\$0.00	\$0.00	\$109.00

Utility Company	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Overall Total
Matthews, Inc.	\$16,198.00	\$15,324.89	\$0.00	\$0.00	\$31,522.89
MFA Oil	\$10,400.00	\$4,319.31	\$0.00	\$0.00	\$14,719.31
MFA Propane	\$13,474.00	\$10,038.69	\$0.00	\$0.00	\$23,512.69
Mississippi County Electric Coop	\$12,468.00	\$6,235.56	\$14,367.00	\$7,094.60	\$40,165.16
N. AR. Electric Cooperative	\$145,586.00	\$62,818.37	\$154,245.00	\$46,944.85	\$409,594.22
North Crossett Utilities	\$2,309.00	\$900.95	\$0.00	\$0.00	\$3,209.95
North Little Rock Electric	\$103,182.19	\$76,109.39	\$93,910.00	\$69,737.96	\$342,939.54
Oklahoma Gas and Electric	\$295,191.49	\$164,155.64	\$243,025.00	\$156,086.61	\$858,458.74
O'Neal Gas, Inc.	\$1,836.50	\$295.74	\$0.00	\$0.00	\$2,132.24
Osceola Light and Power	\$53,828.00	\$67,241.34	\$48,295.00	\$33,690.75	\$203,055.09
Ouachita Electric cooperative	\$36,908.00	\$23,748.95	\$32,435.00	\$5,631.78	\$98,723.73
Ozark County Gas	\$2,376.00	\$1,921.14	\$0.00	\$0.00	\$4,297.14
Ozark Mountain Propane	\$1,784.00	\$4,796.72	\$0.00	\$0.00	\$6,580.72
Ozarks Electric Cooperative	\$120,484.09	\$77,913.35	\$49,677.00	\$51,710.95	\$299,785.39
Paragould CL&W	\$57,016.00	\$23,871.82	\$71,708.00	\$16,760.73	\$169,356.55
Petit Jean Electric Cooperative	\$53,555.50	\$12,114.10	\$68,328.00	\$25,053.08	\$159,050.68
Piggott Light, Water, and Gas	\$12,489.50	\$11,219.29	\$14,177.00	\$20,456.51	\$58,342.30
Pioneer Propane	\$15,942.00	\$7,072.20	\$0.00	\$0.00	\$23,014.20
Prescott Water and Light	\$33,698.00	\$25,208.06	\$35,767.00	\$44,484.03	\$139,157.09
Reeves Tri-Co.	\$14,579.00	\$15,830.94	\$0.00	\$0.00	\$30,409.94
Reynold's Brother's Propane	\$12,174.00	\$9,576.96	\$0.00	\$0.00	\$21,750.96
Rich Mountain Electric Cooperative	\$36,742.00	\$7,638.65	\$19,616.00	\$11,821.81	\$75,818.46
Rick's LP Gas Company	\$0.00	\$3,765.45	\$0.00	\$0.00	\$3,765.45
River Valley Oil	\$2,676.00	\$199.98	\$0.00	\$0.00	\$2,875.98
Roper Gas	\$128.00	\$0.00	\$0.00	\$0.00	\$128.00
Russell LP Gas	\$1,855.00	\$0.00	\$0.00	\$0.00	\$1,855.00
S & B Propane	\$3,522.00	\$2,136.28	\$0.00	\$0.00	\$5,658.28
Sanner Oil Company	\$2,007.00	\$452.72	\$0.00	\$0.00	\$2,459.72
Scott's Petroleum	\$11,503.50	\$6,571.85	\$0.00	\$0.00	\$18,075.35
Simmons Energy	\$233.00	\$1,169.47	\$0.00	\$0.00	\$1,402.47
S. Central AR Electric Cooperative	\$32,805.50	\$20,350.19	\$27,152.00	\$7,226.89	\$87,534.58
SW Arkansas Electric Cooperative	\$25,318.00	\$12,784.57	\$41,374.00	\$9,777.99	\$89,254.56

Utility Company	Winter Regular	Winter Crisis	Summer Regular	Summer Crisis	Overall Total
Southern LP Gas	\$36,423.50	\$43,920.15	\$0.00	\$0.00	\$80,343.65
Southwest Arkansas Electric	\$46,873.00	\$33,360.89	\$20,039.00	\$7,385.81	\$107,658.70
Spring River Gas	\$10,086.00	\$2,568.93	\$0.00	\$0.00	\$12,654.93
Stephens Propane	\$5,071.00	\$9,836.63	\$0.00	\$0.00	\$14,907.63
Stone County Propane	\$18,181.00	\$34,729.27	\$0.00	\$0.00	\$52,910.27
Synergy	\$8,625.00	\$14,342.63	\$0.00	\$0.00	\$22,967.63
TD Building Supply	\$0.00	\$476.27	\$0.00	\$0.00	\$476.27
Thayer L.P. Gas	\$4,421.00	\$4,341.32	\$0.00	\$0.00	\$8,762.32
Thrash Propane	\$8,699.00	\$22,290.79	\$0.00	\$0.00	\$30,989.79
Titan Propane	\$14,287.00	\$17,793.02	\$0.00	\$0.00	\$32,080.02
Tri State Propane	\$1,852.57	\$2,512.61	\$0.00	\$0.00	\$4,365.18
Valley Gas	\$12,531.50	\$5,527.79	\$0.00	\$0.00	\$18,059.29
Welch	\$783.00	\$301.00	\$0.00	\$0.00	\$1,084.00
West Memphis Utilities	\$91,900.00	\$89,004.18	\$175,844.00	\$110,979.56	\$467,727.74
White River Valley Electric Coop	\$321.00	\$0.00	\$387.00	\$0.00	\$708.00
Winston Propane	\$4,406.00	\$2,046.12	\$0.00	\$0.00	\$6,452.12
Woodruff Electric Cooperative	\$52,365.00	\$18,529.89	\$55,058.00	\$33,069.30	\$159,022.19
Overall Totals	\$9,150,232.05	\$5,689,161.43	\$6,282,489.97	\$3,125,857.62	\$24,247,741.07

Figure 2 compares the amount of funds paid out in the winter program versus the summer program in FY 2012. The winter program accounted for 61% of the funds, while the summer program accounted for 39% of the funds. Compared to FY 2011, proportionally less went to summer in 2012 (39% in FY 2012, compared to 47% in FY 2011). This is probably the result of the 22% less funds the state had available in FY 2012 compared to FY 2011.

Figure 2 - Winter vs. Summer Amounts Statewide as a Percentage for Fiscal Year 2012

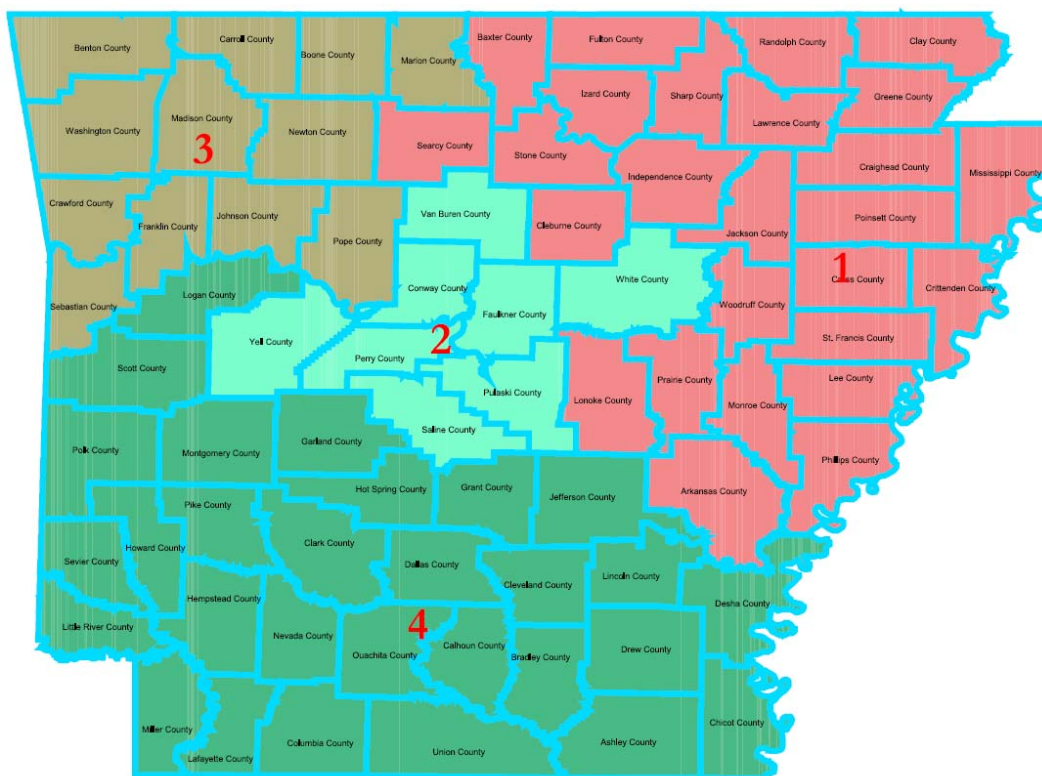


Note that the amount for the summer program included **only electric payments**. Over \$9 million was used to provide cooling assistance in Arkansas.

Payments by Congressional Districts (approximate)

The LIHEAP Program is administered by the sixteen CAAs that cover all 75 counties of the state of Arkansas. Program data have been broken down by county to approximate the boundaries of each Congressional District to show the amount of LIHEAP payments made in each Congressional District in winter compared to summer and overall. Figure 3 consists of a map of the four congressional districts in Arkansas.

Figure 3 – Map of Arkansas Congressional Districts (2011-2012 Congressional Session Map)



Source: Arkansas Secretary of State

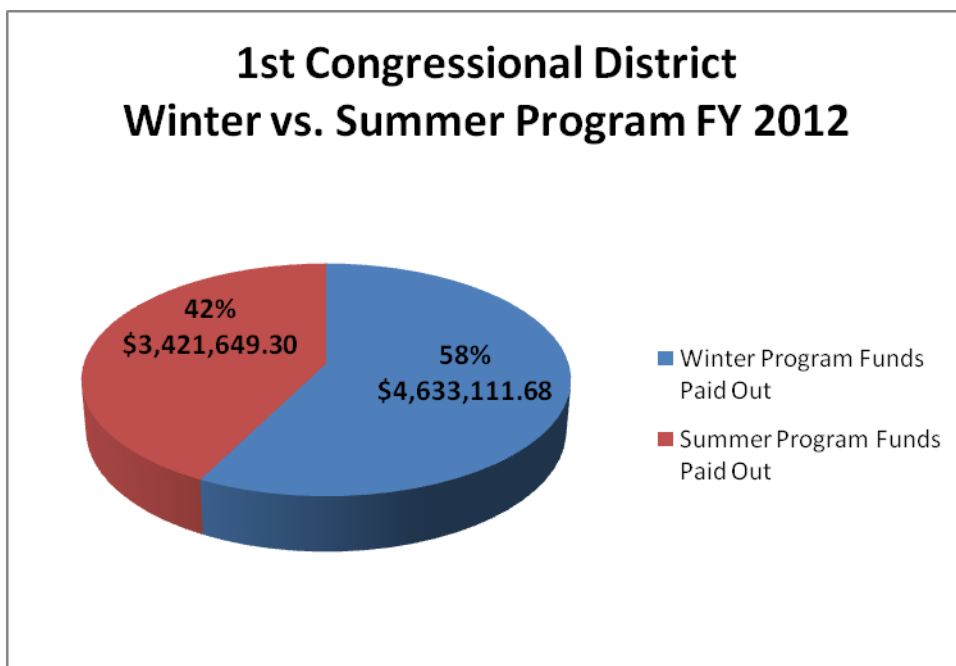
1st Congressional District Payments

For the First Congressional District for the state of Arkansas, program data for the counties of Arkansas, Baxter, Clay, Cleburne, Craighead, Crittenden, Cross, Fulton, Green, Independence, Izard, Jackson, Lawrence, Lee, Lonoke, Mississippi, Monroe, Phillips, Poinsett, Prairie, Randolph, Searcy, Sharp, St. Francis, Stone, and Woodruff were used. The total amount of LIHEAP payments in the First Congressional District for FY 2012 was \$8,054,760.98 (\$4,633,111.68 for winter and \$3,421,649.30 for summer). This represents a \$1,473,473.52 (more than 15%) decrease from FY 2011.

Table 3 – First Congressional District Payment Amounts Winter vs. Summer FY 2012

1st Congressional District	Amount
Winter Program Funds Paid Out	\$4,633,111.68
Summer Program Funds Paid Out	\$3,421,649.30
Grand Total	\$8,054,760.98

Figure 4 – First Congressional District Winter vs. Summer Amounts FY 2012



The First District had the lowest amount and lowest percentage of Winter Program payments, at 58% of its total, just below the statewide average of 61%. However, it should be noted that 42% of the total consisted of payments made only to electric utilities during the summer, demonstrating the vital need for a summer LIHEAP program in Arkansas. **This was higher than the statewide average summer payment total of 39%.**

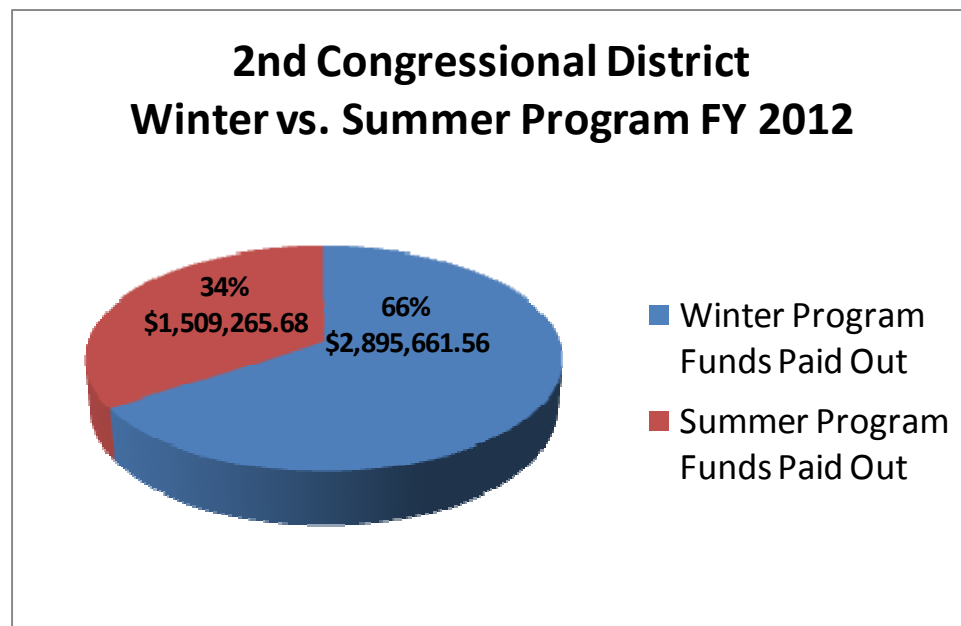
2nd Congressional District Payments

For the Second Congressional District for the state of Arkansas, program data for the counties of Conway, Faulkner, Perry, Pulaski, Saline, Van Buren, White, and Yell were used. The total amount of LIHEAP payments for FY 2012 was \$4,404,927.24 (\$2,895,661.56 for winter and \$1,509,265.68 for summer). This represents a \$2,096,304.47 (32%) decrease from FY 2011.

Table 4 – Second Congressional District Payment Amounts Winter vs. Summer FY 2012

2nd Congressional District	Amount
Winter Program Funds Paid Out	\$2,895,661.56
Summer Program Funds Paid Out	\$1,509,265.68
Grand Total	\$4,404,927.24

Figure 5 - Second Congressional District Winter vs. Summer Amounts FY 2012



The Second Congressional District had the highest amount and highest percentage of Winter Program funds paid out, at 66%. The Second Congressional District had the lowest amount and lowest percentage of summer program funds paid out, at 34%. This is a huge shift from FY 2011, when the payments were almost evenly split between winter and summer in the Second Congressional District when the summer program was more adequately funded. Of the total payments, almost 1/3 were made only to electric utilities during the summer, showing the vital need for a summer LIHEAP program in Arkansas.

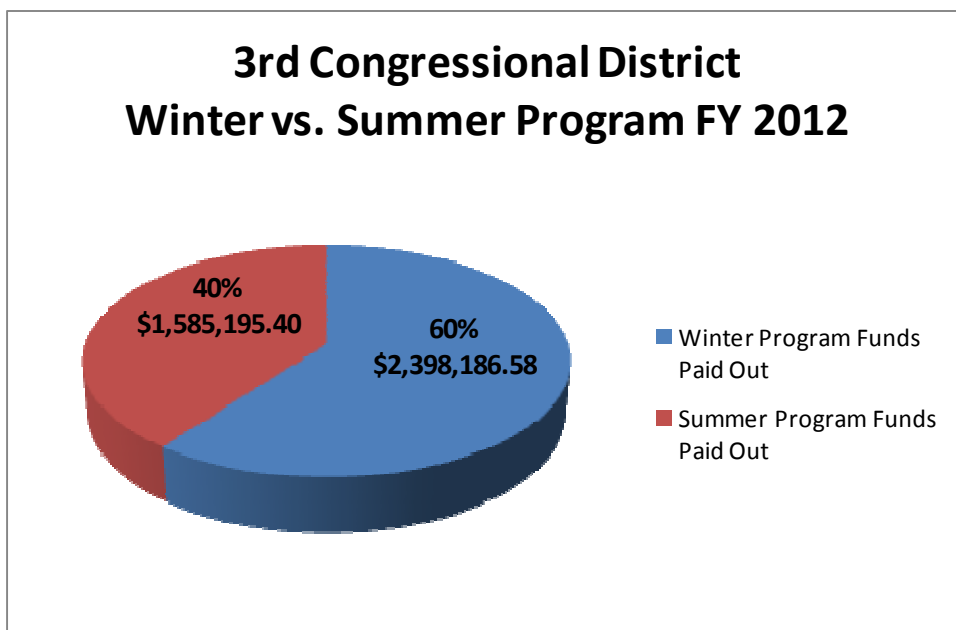
3rd Congressional District Payments

For the Third Congressional District for the state of Arkansas, program data for the counties of Benton, Boone, Carroll, Crawford, Franklin, Johnson, Madison, Marion, Newton, Pope, Sebastian, and Washington were used. The total amount of LIHEAP payments for FY 2012 was \$3,983,381.98 (\$2,398,186.58 for winter and \$1,585,195.40 for summer). This represents a \$1,317,210.19 (about 25%) decrease from FY 2011.

Table 5 – Third Congressional District Payment Amounts Winter vs. Summer FY 2012

3rd Congressional District	Amount
Winter Program Funds Paid Out	\$2,398,186.58
Summer Program Funds Paid Out	\$1,585,195.40
Grand Total	\$3,983,381.98

Figure 6 – Third Congressional District Winter vs. Summer Amounts FY 2012



The Third Congressional District came closest to the overall statewide average, with 60% of LIHEAP payments going to the Winter Program and 40% for Summer. Again, with 2/5 of the total payments in FY2012 in the Third Congressional District made only to electric utilities during the summer, the need for a cooling program in Arkansas is clearly demonstrated.

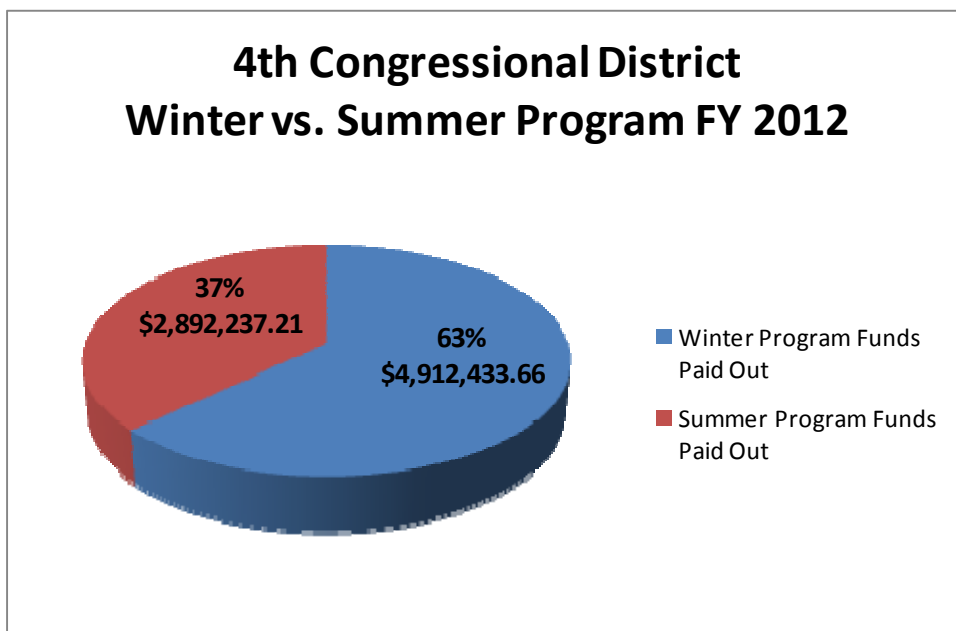
4th Congressional District Payments

For the Fourth Congressional District for the state of Arkansas, payment data for the counties of Ashley, Bradley, Calhoun, Chicot, Clark, Cleveland, Columbia, Dallas, Desha, Drew, Garland, Grant, Hempstead, Hot Spring, Howard, Jefferson, Lafayette, Lincoln, Little River, Logan, Miller, Montgomery, Nevada, Ouachita, Pike, Polk, Scott, Sevier, and Union were used. The total amount of LIHEAP payments for FY 2012 was \$7,804,670.87 (\$4,912,433.66 for winter and \$2,892,237.21 for summer). This represents a \$2,075,629.99 (21%) decrease from FY 2011.

Table 6 – Fourth Congressional District Payment Amounts Winter vs. Summer FY 2012

4th Congressional District	Amount
Winter Program Funds Paid Out	\$4,912,433.66
Summer Program Funds Paid Out	\$2,892,237.21
Grand Total	\$7,804,670.87

Figure 7 - Fourth Congressional District Winter vs. Summer Amounts FY 2012



In the Fourth Congressional District, 63% of LIHEAP payments went to the Winter Program and 37% to the Summer Program. Again, with over 1/3 of the total FY 2012 payments made in the Fourth District to just electric utilities during the summer, the need for a cooling program in Arkansas is clearly demonstrated.

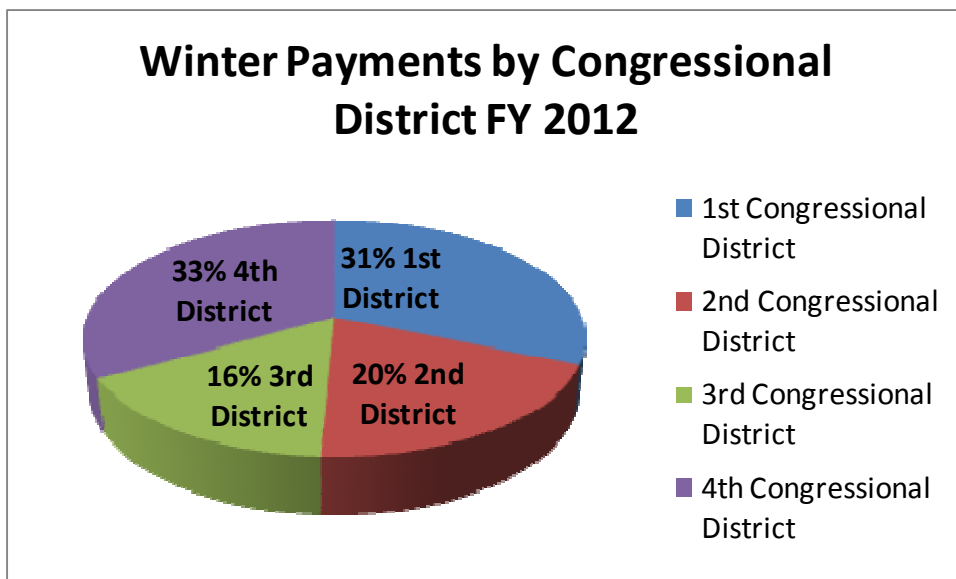
Winter Program Breakdown by Congressional District

Table 7 and Figure 8 show the breakdown by amount and percentage of LIHEAP payments made in each Congressional District during the Winter Program of FY 2012.

Table 7 – Winter Breakdown of Funds for FY 2012 by Congressional District

Winter	Amount
1st Congressional District	\$4,633,111.68
2nd Congressional District	\$2,895,661.56
3rd Congressional District	\$2,398,186.58
4th Congressional District	\$4,912,433.66
Grand Total	\$14,839,393.48

Figure 8 –Winter Payments by Congressional District FY 2012



As seen in Figure 8, almost 2/3 of the winter payments (64%) were split between the First and Fourth Congressional Districts. Those two districts are home to some of the lowest income households in the state. One-fifth (20%) of the total funds went to the Second Congressional District, while 16% of payments were made in the Third Congressional District. The Second and Third Congressional Districts encompass major population centers of the state, though all Congressional Districts are configured to roughly represent population around the state equally. The Fourth and First Congressional Districts have the 1st and 2nd largest geographic areas in the state.

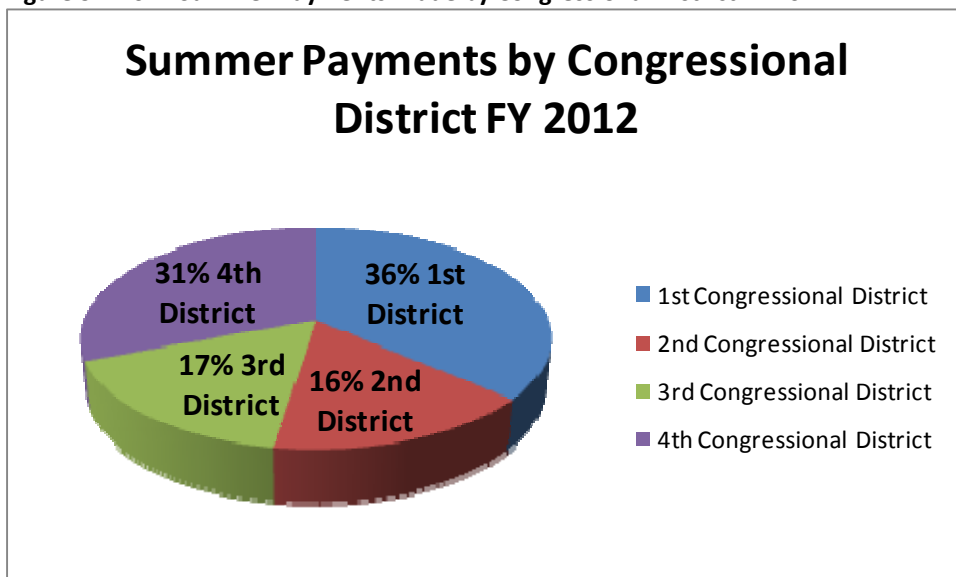
Summer Program Breakdown by Congressional District

Table 8 and Figure 9 show the breakdown by amount and percentage of LIHEAP payments made in each Congressional District during the Summer Program of FY 2012.

Table 8 – Summer Breakdown of Payments Made for FY 2012 by Congressional District

Summer	Amount
1st Congressional District	\$3,421,649.30
2nd Congressional District	\$1,509,265.68
3rd Congressional District	\$1,585,195.40
4th Congressional District	\$2,892,237.21
Grand Total	\$9,408,347.59

Figure 9 – 2012 Summer Payments Made by Congressional District FY 2012



Data for the Summer Program reveal a slight variation in percentages from the Winter Program. For summer, approximately 2/3 (or 67%) of the payments were split between the First and Fourth Congressional Districts. The Second and Third Congressional Districts received 1/3 of the summer payments for FY 2012.

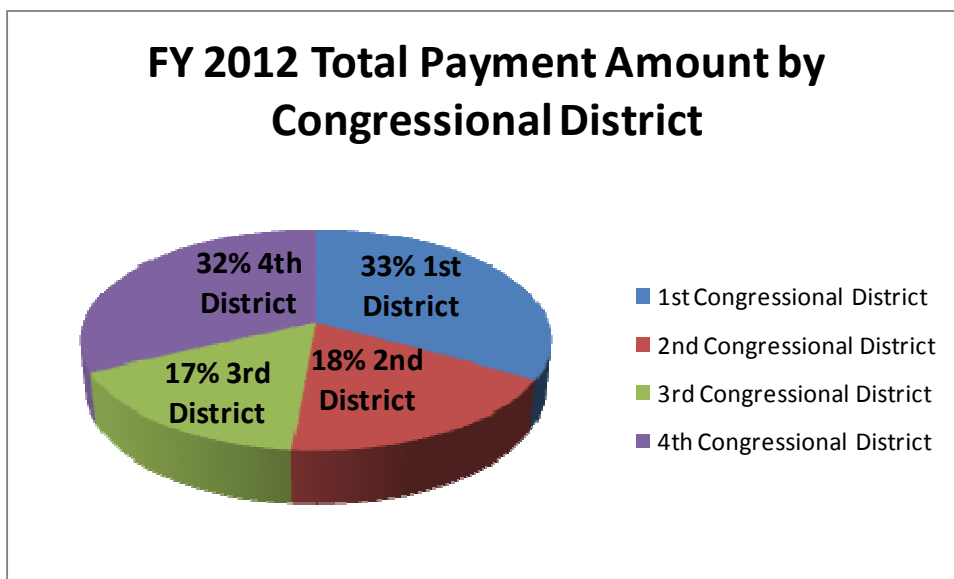
Fiscal Year 2012 Overall Amounts Paid by Congressional District

Table 9 and Figure 10 show the total FY2012 payments for LIHEAP (Winter and Summer Programs combined) by Congressional District.

Table 9 - Overall FY 2012 Amounts Paid by Congressional District

FY 2012	Amount
1st Congressional District	\$8,054,760.98
2nd Congressional District	\$4,404,927.24
3rd Congressional District	\$3,983,381.98
4th Congressional District	\$7,804,670.87

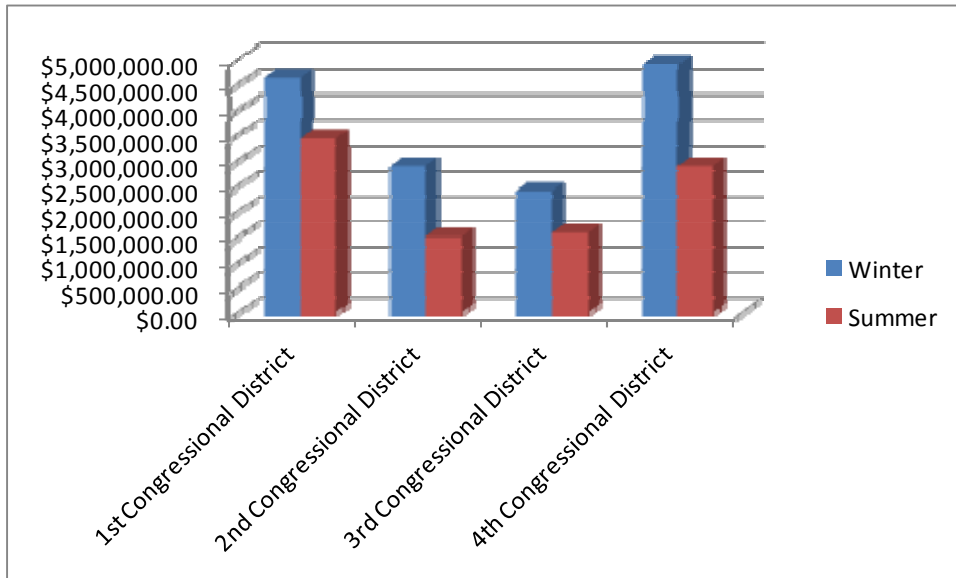
Figure 10 – FY 2012 Total Amounts by Congressional District



As seen in Figure 10, nearly 2/3 (65%) of the LIHEAP payments were made on behalf of First and Fourth Congressional District clients, while slightly more than 1/3 (35%) were made in the Second and Third Congressional Districts. The data are consistent with census data, which show that the Fourth and First Congressional Districts are the two districts in the state with the highest percentages of households in poverty.

Figure 11 shows a side-by-side comparison of payments made by Congressional District in Winter versus Summer Program statewide.

Figure 11 – Congressional District Side-by-Side Comparison Winter vs. Summer FY 2012



Payments to Utilities, Other Vendors, and Applicants for FY 2012

LIHEAP payments are predominantly made to electric and natural gas utilities, with a much smaller percentage of payments being made to propane dealers and other fuel vendors. In addition, under certain limited conditions, payments may be made directly to applicants.

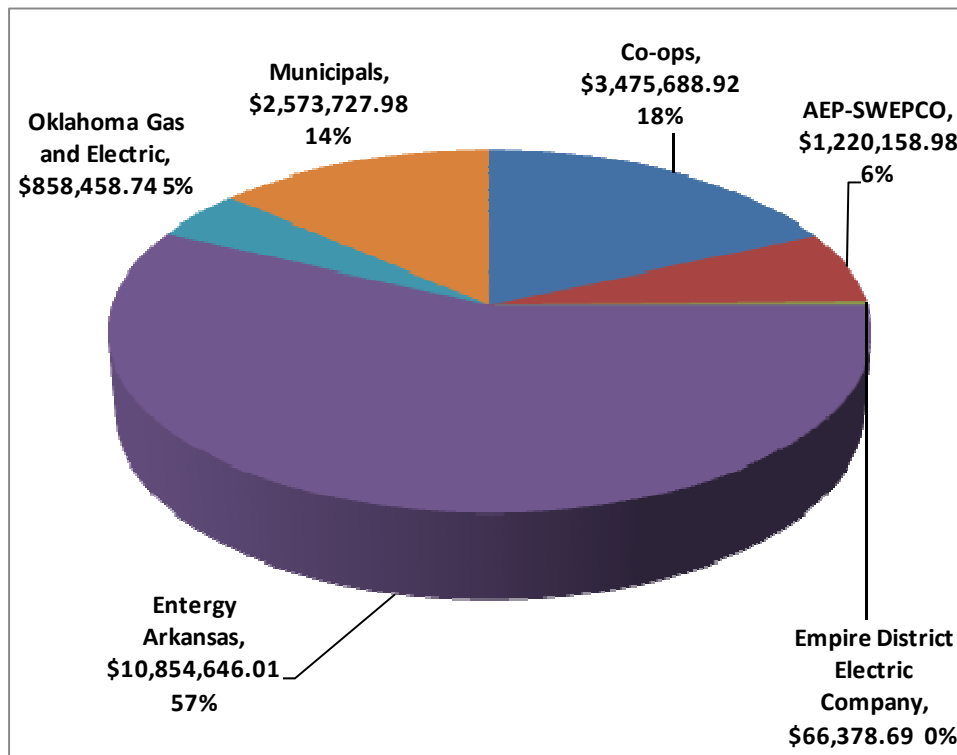
Table 10 shows the total payments of both Winter and Summer Programs combined for electric utility payments. (Subsequent tables and figures for natural gas and other vendors are payments made only in Winter, since Summer is an electric cooling program only.)

Electric Payments FY 2012

Table 10 - Electric Utility LIHEAP Payment Distribution FY 2012⁸

Electric Utility	Electric Utility Totals
Electric Cooperatives'	\$3,475,688.92
AEP-SWEPCO	\$1,220,158.98
Empire District Electric Company	\$66,378.69
Entergy Arkansas	\$10,854,646.01
Oklahoma Gas and Electric	\$858,458.74
Municipals	\$2,573,727.98
Total Combined	\$19,049,059.32

⁸ Please note that the electric cooperatives' total included White River Electric Cooperative of Missouri that apparently straddles the border with Arkansas. Also, Table 10 and Figure 12 do not include amounts paid directly to applicants.

Figure 12 – FY 2012 Electric LIHEAP Payment Distribution⁹

As seen in Figure 12, Entergy received 57% of LIHEAP funds paid to electric utilities. This was followed by the Co-ops at 18%, Municipals at 14%, SWEPCO at 6%, OG&E at 5%, and Empire District receiving less than 1% of the total.

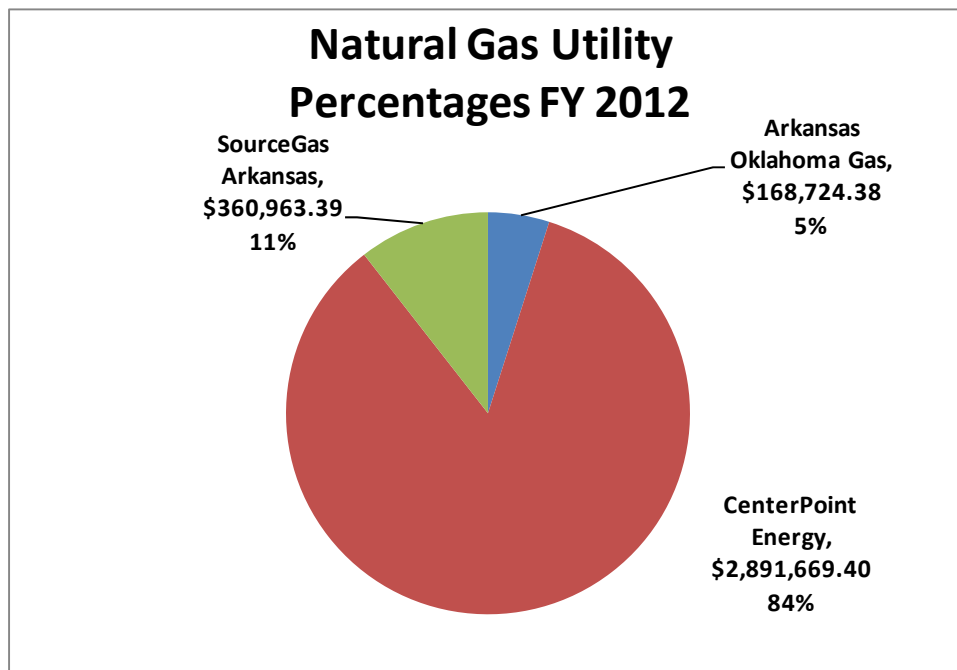
⁹ Please note that the electric cooperatives' percentage included White River Electric Cooperative of Missouri that apparently straddles the border with Arkansas. Also, Table 10 and Figure 12 do not include amounts paid directly to applicants.

Natural Gas Utilities Payments for FY 2012

Table 11 and Figure 13 show the amount of payments and percentages to each of the three natural gas investor-owned utilities in the state of Arkansas during FY 2012. Note that these payments were made only in the Winter Program.

Table 11 – Natural Gas Utility LIHEAP Payment Distribution FY 2012¹⁰

Natural Gas Utility	Natural Gas Utility Total
Arkansas Oklahoma Gas	\$168,724.38
CenterPoint Energy	\$2,891,669.40
SourceGas Arkansas	\$360,963.39
Combined Total	\$3,421,357.17

Figure 13 – FY 2012 Natural Gas LIHEAP Payment Breakdown

As seen in Figure 13, CenterPoint Energy received 84% of LIHEAP funds paid to natural gas investor-owned utilities. This was followed by SourceGas Arkansas at 11%, and Arkansas Oklahoma Gas receiving 5% of the total.

¹⁰ Table 11 and Figure 13 do not include amounts paid directly to applicants.

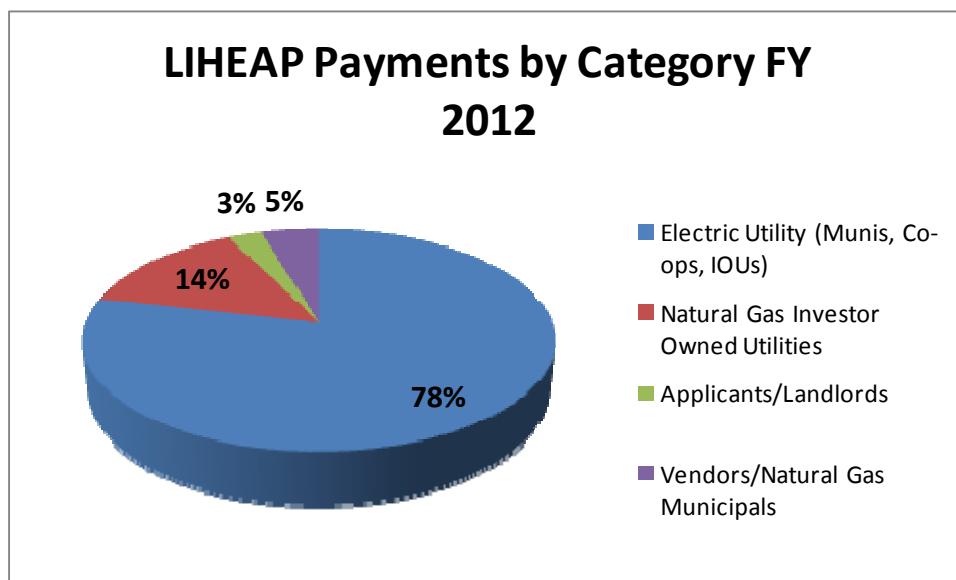
Overall Payments to Utilities, Other Vendors, and Applicants

Table 12 and Figure 14 show the breakdown of the \$24,247,741.07 in LIHEAP payments made to various parties in FY 2012.

Table 12- Categorized LIHEAP Program Distribution Amounts FY 2012

Payment Source	Amount
Electric Utilities (Munis, Co-ops, IOUs)	\$19,049,059.32
Natural Gas Investor Owned Utilities	\$3,421,357.17
Applicants/Landlords	\$650,121.97
Vendors/Natural Gas Municipals	\$1,127,202.61
Totals	\$24,247,741.07

Figure 14 – Categorized LIHEAP Payment by Percentage FY 2012



As seen in Figure 14, at least 78% of LIHEAP payments went to electric Co-ops/Munis/IOU's. Heating vendors/natural gas utilities made up a combined 19% of the total, with 3% going to applicants directly.

Total Applicants Served

During the FY 2012 LIHEAP program year, when combining the Winter Regular, Winter Crisis, Summer Regular, and Summer Crisis programs, a total of 161,832 applicants received LIHEAP payments over the course of the year.¹¹

Table 13 breaks down the number of winter applicants served versus the number of summer applicants served for 2012.

Table 13 – Total Applicants Served Statewide Winter vs. Summer Program FY 2012

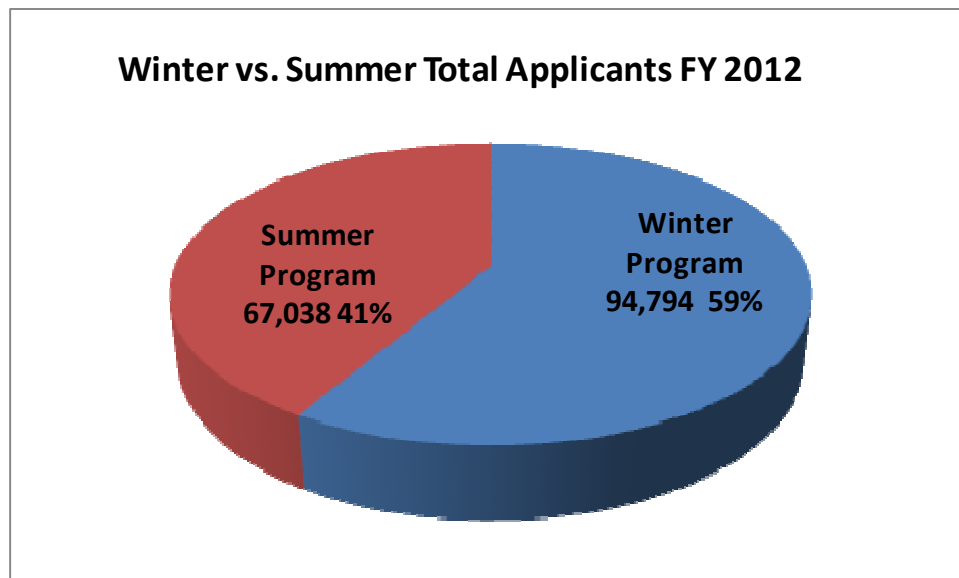
Program	Regular	Crisis	Total Applicants
Winter Applicants	69,705	25,089	94,794
Summer Applicants	49,473	17,565	67,038
Grand Total	119,178	42,654	161,832

Figure 15 shows the percentage breakdown of applicants served statewide for the Summer and Winter LIHEAP programs. Note that more applicants were served in the Winter than in the Summer Program. More money was paid out in the winter (see Figure 2) compared to the summer. The Summer Program was strictly a cooling program, which is limited to electricity assistance. Considering that heating assistance is not offered during the summer program, the fact that over 41% of applicants received assistance in summer shows the tremendous need in Arkansas for both a cooling program and a winter heating program.

While the number of households served is significant, this number represents only a fraction of households potentially eligible for assistance through the program. This is not an entitlement program but one operated on a first-come, first-served basis until funds are depleted. In recent years, even with higher funding levels, fewer than 30% of estimated eligible Arkansans have received the service prior to depletion of funds.

¹¹ Data gathered from each of the 16 community action agencies in October and early November 2012 were used in this survey. Information that the state received may have had slight differences, due to timing of response. There may be some duplication in the total number of applicants reported here, as some applicants may have received assistance more than once in the program year (e.g., once in the winter and once in summer). FY 2012 was the first year that the agencies have been able to report unduplicated households receiving assistance. Due to the time required to validate those data, this report has not attempted to reconcile those numbers with the total applicants reported across the four programs.

Figure 15 – Breakdown by Percentage of Summer vs. Winter Applicants



Applicants Served by Congressional District

The LIHEAP Program is administered by the sixteen CAAs that cover all 75 counties in the state of Arkansas. Applicant data have been broken down by county to approximate the boundaries of each Congressional District to show the number of LIHEAP applicants receiving assistance in each Congressional District in winter compared to summer.

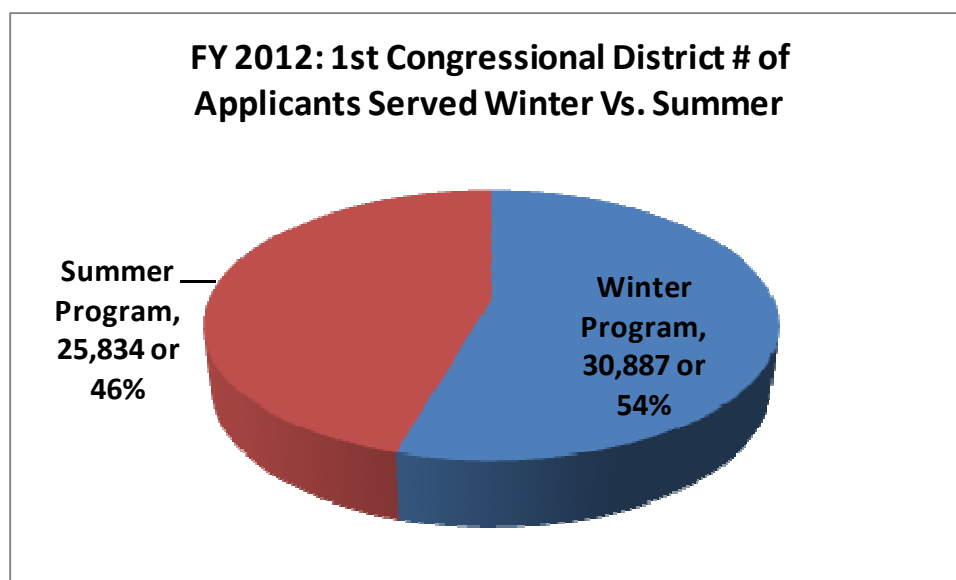
Applicants Served by 1st Congressional District

For the First Congressional District for the state of Arkansas, program data show that the number of total applicants receiving assistance in FY 2012 was 56,721 (30,887 in winter and 25,834 in summer). Table 14 and Figure 16 break it down accordingly.

Table 14 – 1st Congressional District Applicants Served

1st Cong. District	Regular	Crisis	Total Applicants
Winter Applicants	22,803	8,084	30,887
Summer Applicants	18,640	7,194	25,834
Grand Total	41,443	15,278	56,721

Figure 16 – FY 2012 1st Congressional District # of Applicants Served Winter vs. Summer



The First District serves the northeast portion of the state, dipping down into east-central and a portion in extreme north-central Arkansas. With this in mind, it probably is not surprising that more applicants received assistance during the winter program than during the summer program, given the colder climate in the northern part of the state. Figure 16 also coincides with Figure 4, though there is a slight percentage differential.

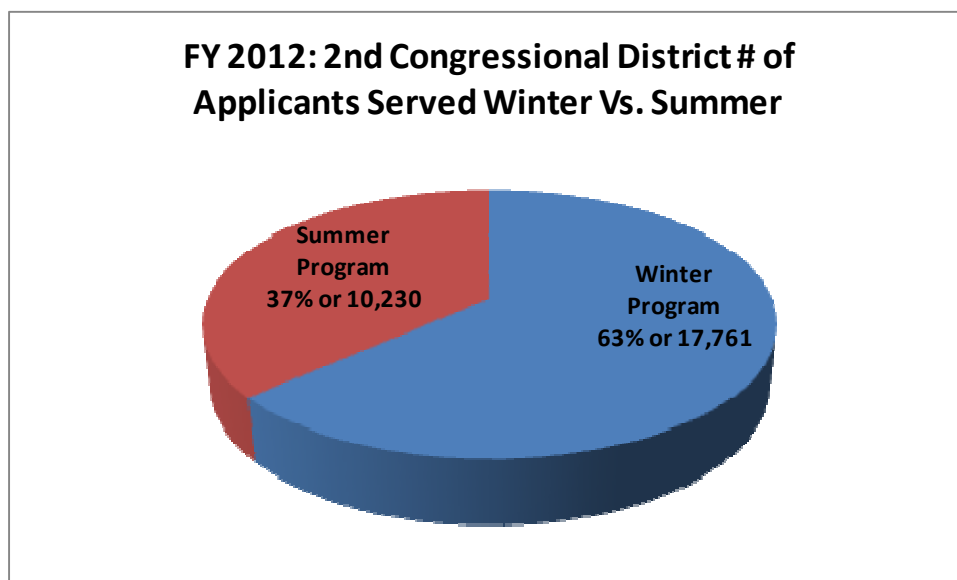
Applicants Served by 2nd Congressional District

For the Second Congressional District for the state of Arkansas, program data show that the number of total applicants receiving assistance in FY 2012 was 27,991 (17,761 for winter and 10,230 in summer). Table 15 and Figure 17 break it down accordingly.

Table 15 – 2nd Congressional District Applicants Served in FY 2012

2nd Cong. District	Regular	Crisis	Total Applicants
Winter Applicants	13,059	4,702	17,761
Summer Applicants	7,352	2,878	10,230
Grand Total	20,411	7,580	27,991

Figure 17 – FY 2012 2nd Congressional District # of Applicants Served



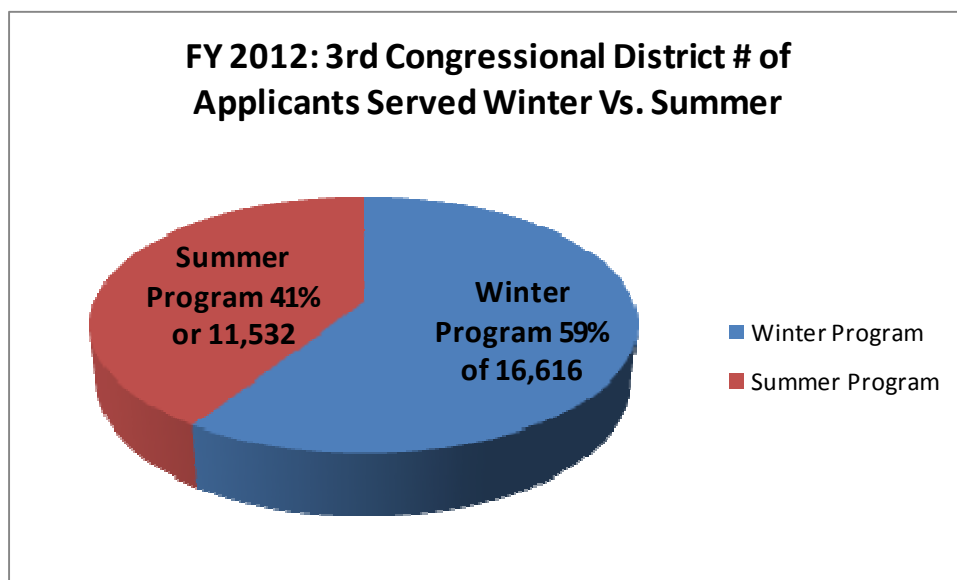
The Second Congressional District serves the central portion of the state. In this district, there were many more winter applicants than summer applicants in FY 2012. When comparing Figure 17 to Figure 5, the applicants percentage almost coincided with the payout percentage for winter and summer. As seen in the two figures, the Winter Program had a higher percentage than summer. This is in stark contrast to FY 2011, when 54% of the applicants received summer cooling assistance due to higher funding levels. The lower funding in FY 2012 resulted in over 9,500 fewer applicants receiving cooling assistance in the 2nd District.

Applicants Served by 3rd Congressional District

For the Third Congressional District for the state of Arkansas, program data show that the number of total applicants receiving assistance in FY 2012 was 28,148 (16,616 for winter and 11,532 in summer). Table 16 and Figure 18 break it down accordingly.

Table 16 – 3rd Congressional District Applicants Served in FY 2012

3rd Cong. District	Regular	Crisis	Total Applicants
Winter Applicants	12,235	4,381	16,616
Summer Applicants	8,524	3,008	11,532
Grand Total	20,759	7,389	28,148

Figure 18 – FY 2012 3rd Congressional District # of Applicants Served

The Third Congressional District serves the northwest corner of the state. With this in mind, it probably is not surprising that more applicants received assistance during the Winter Program than during the Summer Program, given the colder climate in the northwestern part of the state. Figure 18 also coincides with Figure 6, which showed more funds expended in winter than in summer. However, due to decreased funding for the Summer FY 2012 cooling program, over 5,000 fewer applicants received assistance than in FY 2011.

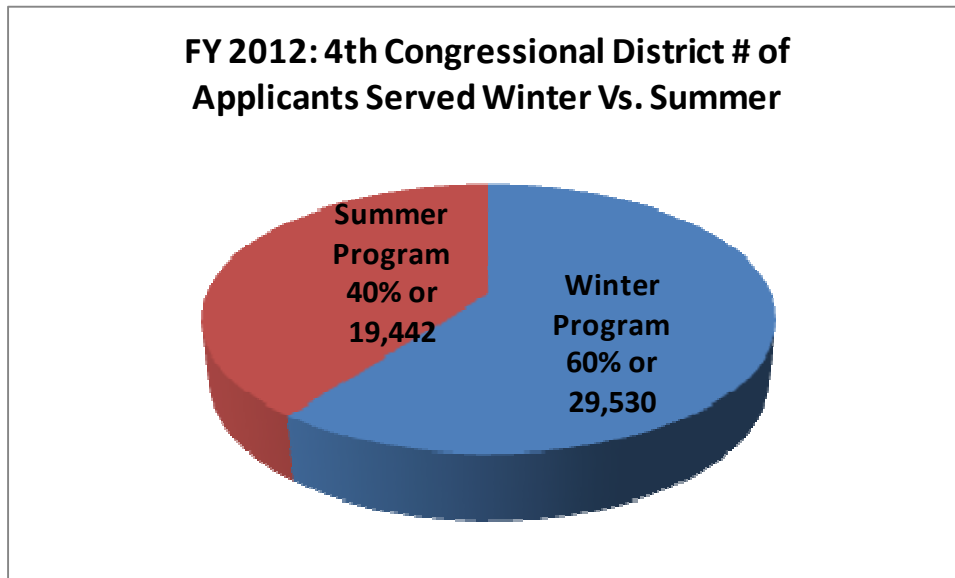
Applicants Served by 4th Congressional District

For the Fourth Congressional District for the state of Arkansas, program data show that the number of total applicants receiving assistance in FY 2012 was 48,972 (29,530 for winter and 19,442 for summer). Table 17 and Figure 19 break it down accordingly.

Table 17 – 4th Congressional District Applicants Served FY 2012

4th Cong. District	Regular	Crisis	Total Applicants
Winter Applicants	21,608	7,922	29,530
Summer Applicants	14,957	4,485	19,442
Grand Total	36,565	12,407	48,972

Figure 19 – FY 2012 4th Congressional District # of Applicants Served

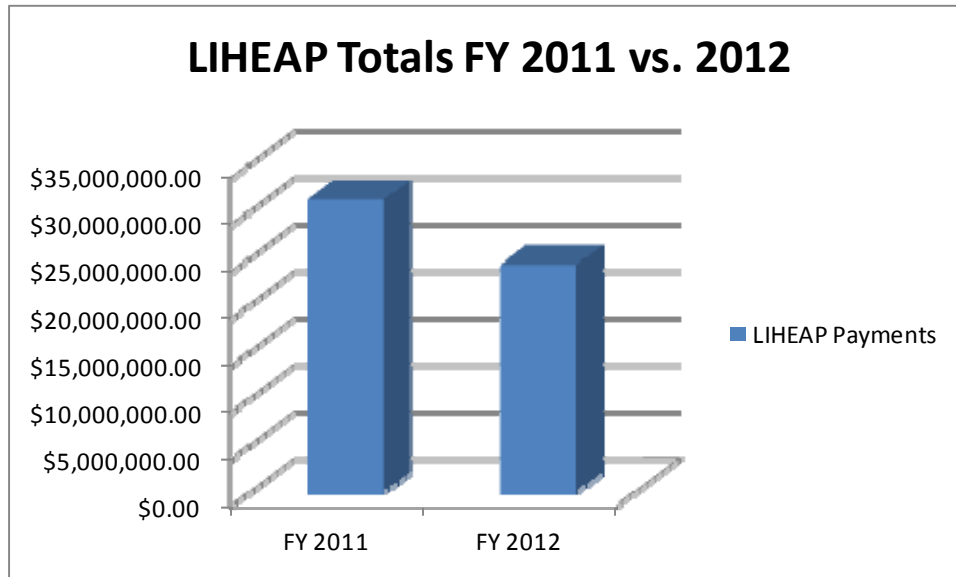


The Fourth Congressional District serves mainly the southern part of the state. In this district in FY 2012, there were more winter applicants than summer applicants, as opposed to FY 2011 when almost 11,000 more summer applicants were served. This is due to a significant decrease in funding for the FY 2012 Summer cooling program. When comparing Figure 19 to Figure 7, the breakdown is similar in terms of the percentage breakdown between summer and winter versus funds expended during FY 2012.

Observations and Analysis

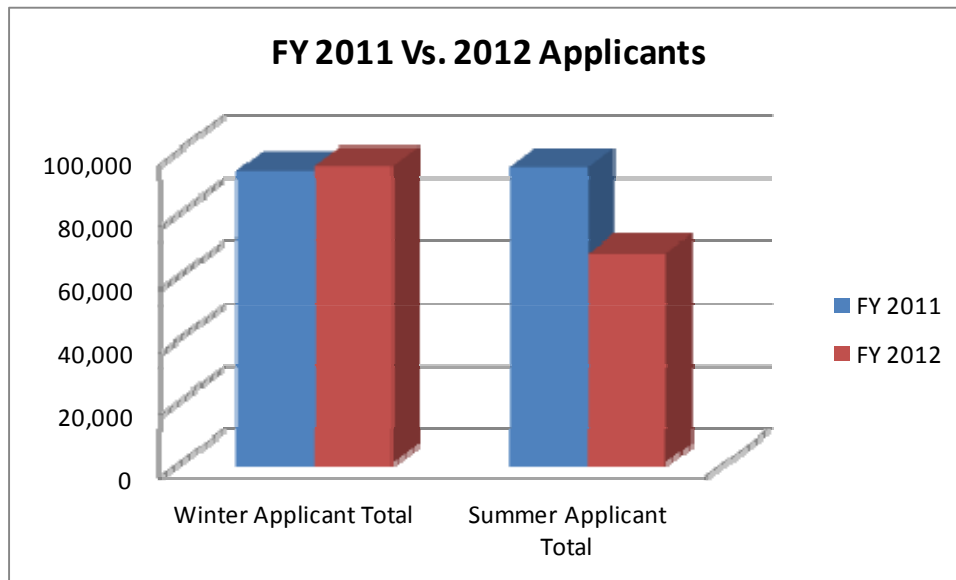
Figure 20 shows a decrease in LIHEAP payments from FY 2011 to FY 2012, due to a 22% decrease in available funding.

Figure 20 - LIHEAP Payments 2011 vs. 2012



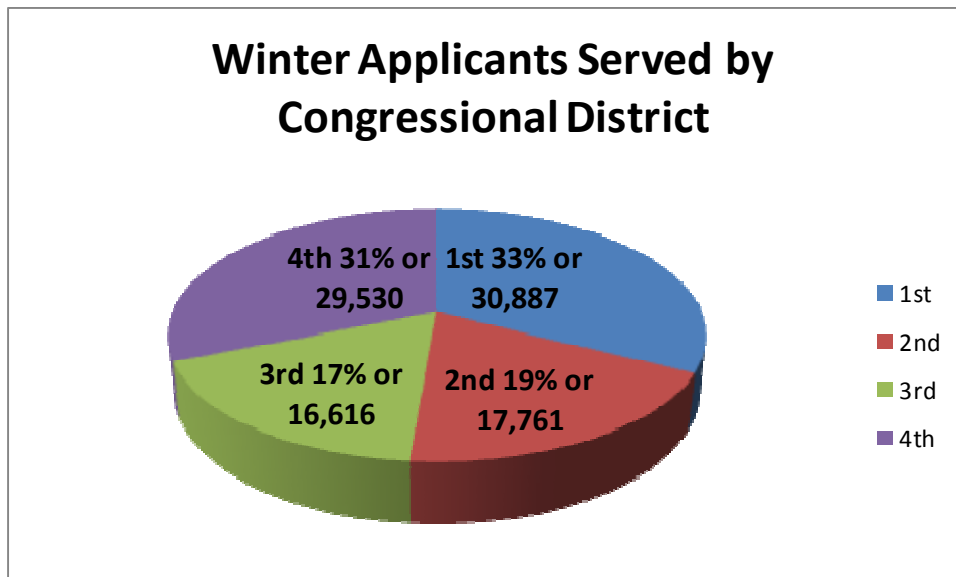
In Figure 21, it is apparent that, while the number of applicants served in the Winter remained relatively constant between FY 2011 and FY 2012, a 22% decrease in available LIHEAP funding resulted in 27,430 fewer applicants who could be served in the FY 2012 summer cooling program.

Figure 21 - FY 2011 vs. 2012 Applicants



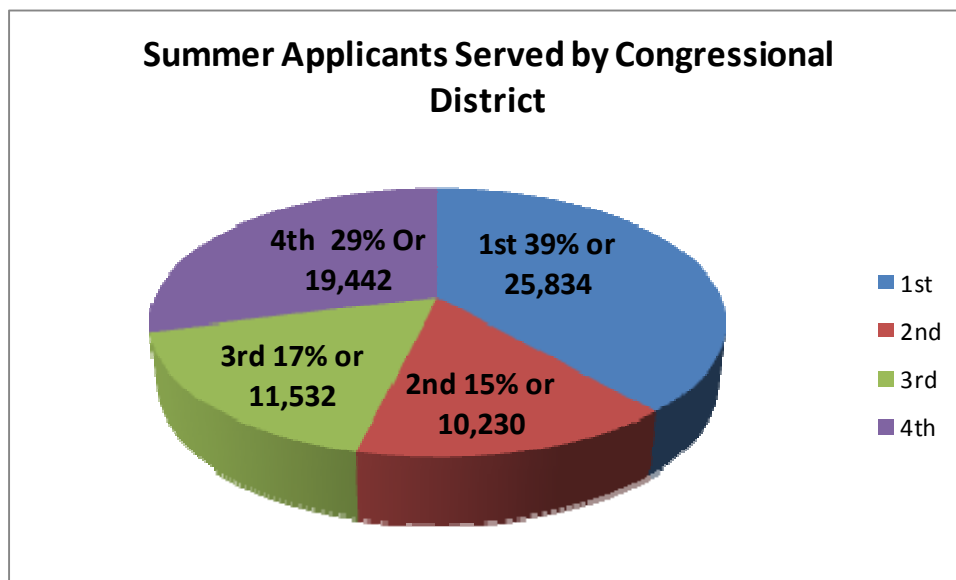
Figures 22, 23, 24, and 25, and Table 18 show the total applicants for winter, the total applicants for summer, and overall applicants by Congressional District.

Figure 22 –Winter Applicants by Congressional District in FY 2012



As seen in Figure 22, almost 2/3 (64%) of the winter applicants served were split between the 1st and 4th Congressional Districts. Those two districts are home to some of the lowest income households in the state. Almost one-fifth (19%) of winter program applicants were from the Second Congressional District, while 17% were from the 3rd Congressional District. The current 2nd and 3rd Congressional Districts encompass major population centers of the state, though all Congressional Districts are configured to roughly represent population around the state equally. The 4th and 1st Congressional Districts have the first and second largest geographic areas in the state.

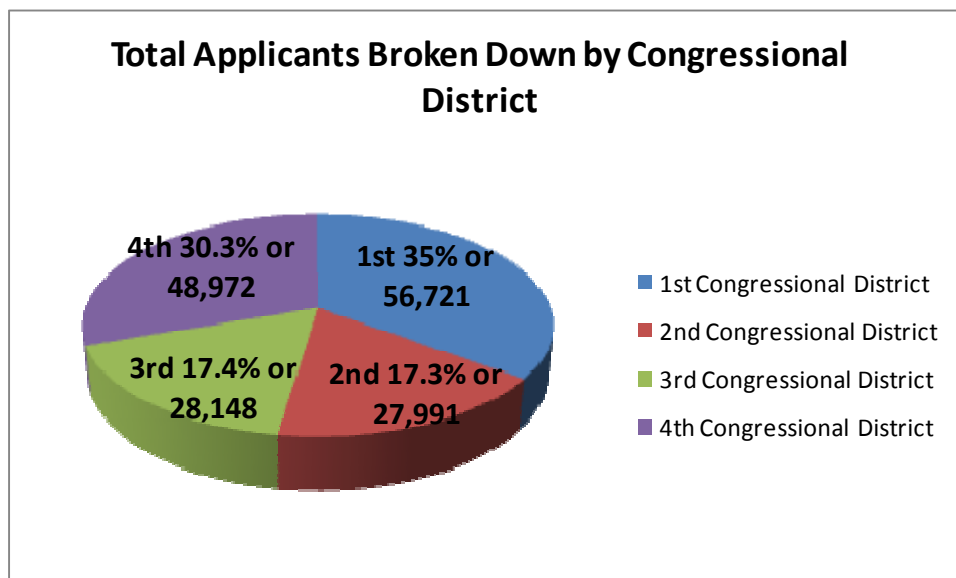
Figure 23 –Summer Applicants by Congressional District in FY 2012



As seen in Figure 23, over 2/3 (68%) of the summer applicants served were split between the First and Fourth Congressional Districts. Those two districts are home to some of the lowest income households in the state. Over 15% of summer program applicants were from the Second Congressional District, while 17% were from the Third Congressional District. The current Second and Third Congressional Districts encompass major population centers of the state, though all Congressional Districts are configured to roughly represent population around the state equally. The Fourth and First Congressional Districts have the 1st and 2nd largest geographic areas in the state.

What is striking is that, while the numbers and percentage of applicants for the 2012 Winter programs remained similar to the FY 2011 data, the FY 2012 Summer Cooling programs saw a dramatic shift in applicants served between districts. While, due to the FY 2012 funding decreases, fewer applicants received Summer assistance in each district, there were 10,791 fewer applicants served in the 4th District, and 9,627 fewer applicants were served in the 2nd District. This is reflected in the overall figures reported in Figure 24 and Table 18.

Figure 24 – Percentage of Combined Applicants by Congressional District in FY 2012



As seen in Figure 24 above and Table 18 below, over 2/3 (65%) of the total applicants served were in the First and Fourth Congressional Districts. Those two districts are home to some of the lowest income households in the state. Seventeen percent (17%) of applicants came from the Second Congressional District and 17% from the Third Congressional District. The current Second and Third Congressional Districts encompass major population centers of the state, though all Congressional Districts are configured to roughly represent population around the state equally. The Fourth and First Congressional Districts have the first and second largest geographic areas around the state.

Table 18- Total Applicants Served by Congressional District in FY 2011 and FY 2012

Congressional District - Winter & Summer Programs	FY 2011 Applicants	FY 2012 Applicants
1st Congressional District	57,774	56,721
2nd Congressional District	37,087	27,991
3rd Congressional District	33,841	28,148
4th Congressional District	59,058	48,972

Figure 25 – Winter-Summer Comparison of Applicants Served in Congressional Districts in FY 2012

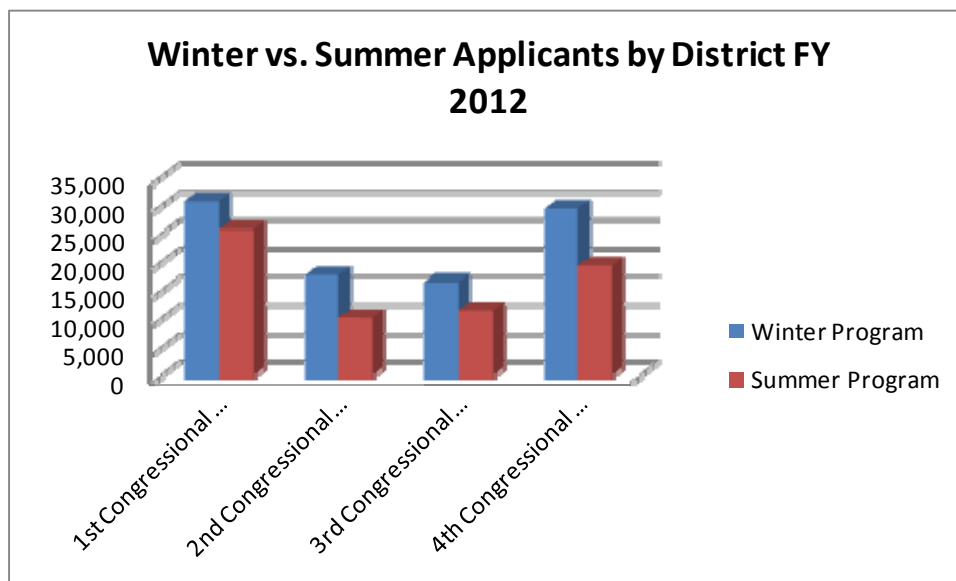


Figure 25 demonstrates some of the key points made throughout this report:

- The top two Congressional Districts in number of applicants (4th and 1st) have the highest low-income populations in the state.
- The overall 22% decrease in LIHEAP funds in the state of Arkansas compared to FY 2011 had an impact on the number of people who could be helped during the summer cooling season.
- Compared to FY 2011, there were now more winter applicants than summer program applicants in the 2nd and 4th Congressional Districts. In FY 2011, they had more summer applicants than winter applicants.
- Just because there were fewer summer applicants served does not mean that the need has lessened for a cooling assistance program. If anything, it shows that, if more LIHEAP funds were available, Arkansas would be able to meet more needs during the hottest time of the year.

Average Payment per Applicant**Winter Regular (Statewide)**

As indicated in Table 2, the total amount of payments during the Winter Regular program was \$9,150,232.05. The total number of applicants who received assistance for the Winter Regular program was 69,705, resulting in an average payment of \$131.27 for Regular Winter applicants served under the LIHEAP program in FY 2012.

Winter Crisis (Statewide)

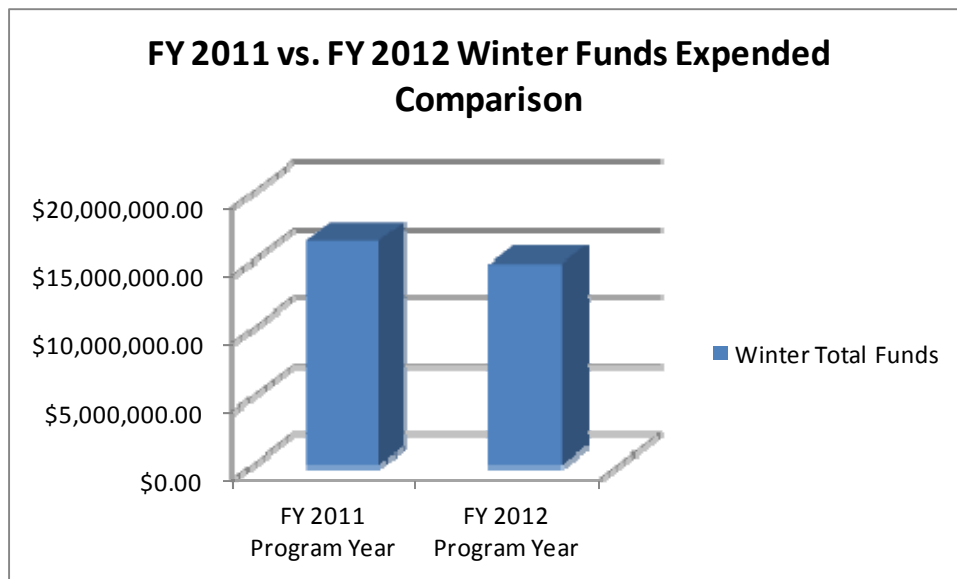
As indicated in Table 2, the total amount of payments during the Winter Crisis program was \$5,689,161.43. The total number of applicants who received assistance for the Winter Crisis program was 25,089, resulting in an average payment of \$226.76 for Winter Crisis applicants served under the LIHEAP program in FY 2012.

Winter Combined (Statewide)

As indicated in Figure 2, the total amount of payments for the Winter Crisis and Regular programs was \$14,839,393.48. The total number of applicants who received assistance for the overall winter program was 94,794,¹² resulting in an average payment of \$156.54 when combining Winter programs under the LIHEAP program in FY 2012.

Figure 26 below shows a side-by-side comparison of the combined Winter totals of FY 2011 vs. those of FY 2012. Figure 27 below shows a side-by-side comparison of the combined Winter total applicants served in FY 2011 vs. those of FY 2012. Figure 28 below shows a side-by-side comparison of the average LIHEAP grant for Winter overall in FY 2011 vs. FY 2012.

Figure 26 - FY 2011 vs. FY 2012 Winter Funds Expended Comparison



¹² The total number of applicants does not represent an unduplicated count, as an applicant may receive assistance more than once. An applicant may receive help under Regular Winter LIHEAP and then, if they have a shutoff notice and funds are still available, Crisis Winter LIHEAP. FY 2012 was the first year that agencies have been able to report unduplicated households receiving assistance. Due to the time required to validate those data this report has not attempted to reconcile those numbers with the total applicants reported between programs.

Figure 27 - FY 2011 vs. FY 2012 Winter Applicants Served Comparison

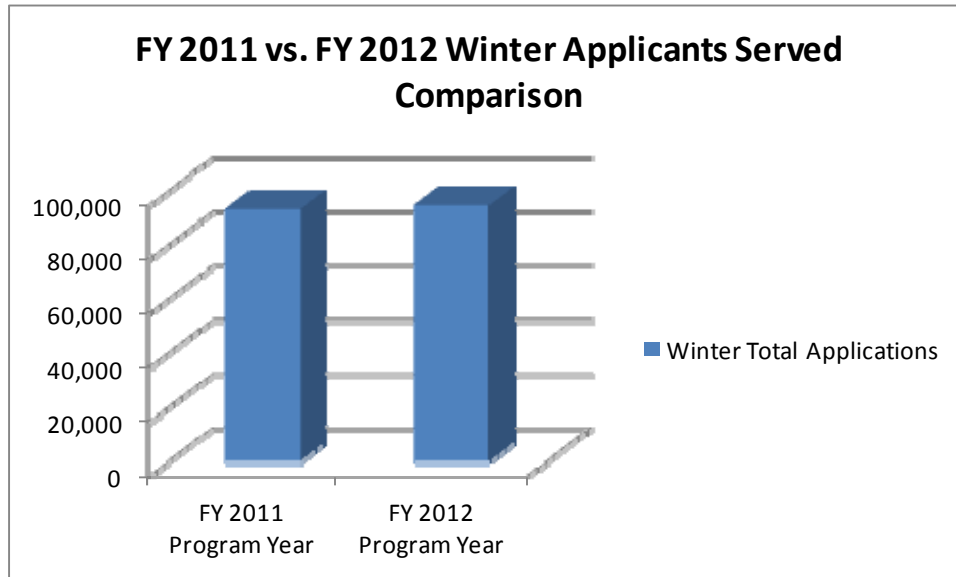
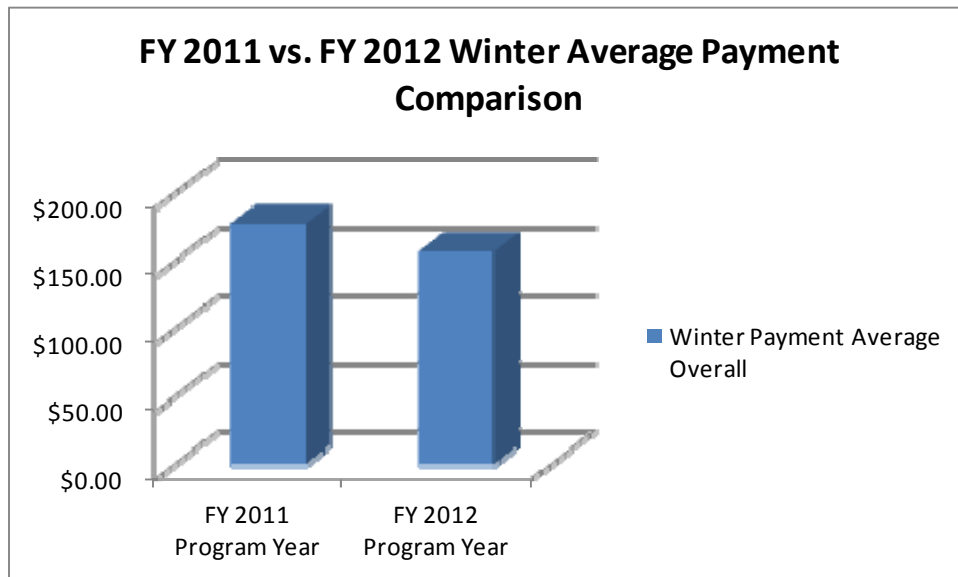


Figure 28 - FY 2011 vs. FY 2012 Winter Average Payout Comparison



Summer Regular (Statewide)

As indicated in Table 2, the total amount of payments made during the Summer Regular program was \$6,282,489.97. The total number of applicants who received assistance for the Summer Regular program was 49,473, resulting in an average payment of \$126.99 for Summer Regular applicants served under the regular LIHEAP Program in FY 2012.

Summer Crisis (Statewide)

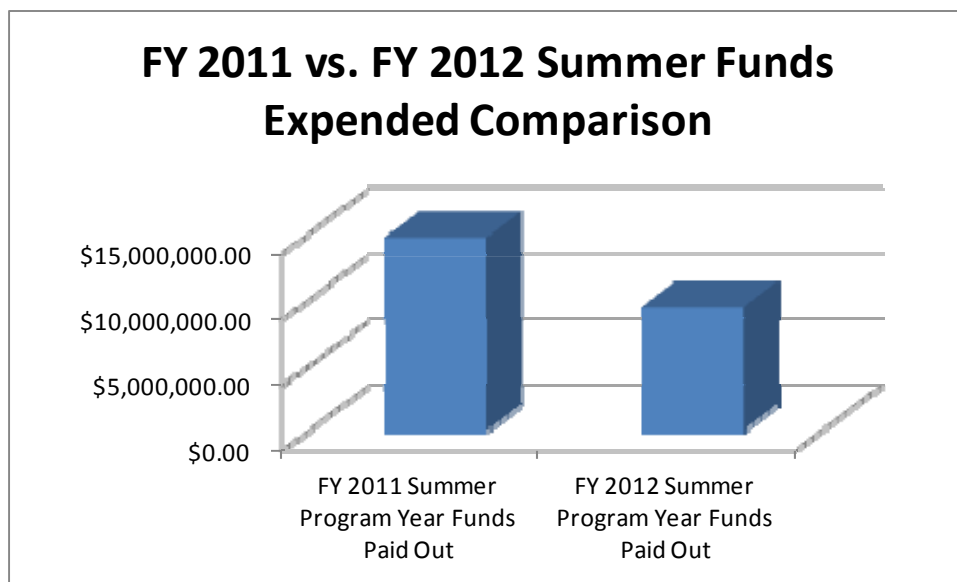
As indicated in Table 2, the total amount of payments during the Summer Crisis program was \$3,125,857.62. The total number of applicants who received assistance for the Summer Crisis program was 17,565, resulting in an average payment of \$177.96 for Summer Crisis applicants served under the crisis LIHEAP Program in FY 2012.

Summer Combined (Statewide)

As indicated in Figure 2, the total amount of payments during the Summer program was \$9,408,347.59. The total number of applicants who received assistance for the summer program was 67,038,¹³ resulting in an average payment of \$140.34 for Summer applicants served under the LIHEAP program in FY 2012.

Figure 29 below shows a side-by-side comparison of the combined Summer totals of FY 2011 vs. those of FY 2012. Figure 30 below shows a side-by-side comparison of the combined summer applicants served in FY 2011 vs. those in FY 2012. Figure 31 shows a side-by-side comparison of the average LIHEAP payment for Summer overall in FY 2011 vs. FY 2012.

Figure 29 - FY 2011 vs. FY 2012 Summer Funds Expended Comparison



¹³ The total number of applicants does not represent an unduplicated count, as an applicant may receive assistance more than once. An applicant may receive help under Regular Summer LIHEAP and then, if they have a shutoff notice and funds are still available, Crisis Summer LIHEAP. FY 2012 was the first year that agencies have been able to report unduplicated households receiving assistance. Due to the time required to validate those data this report has not attempted to reconcile those numbers with the total applicants reported between programs.

Figure 30 - FY 2011 vs. FY 2012 Summer Applicants Served Comparison

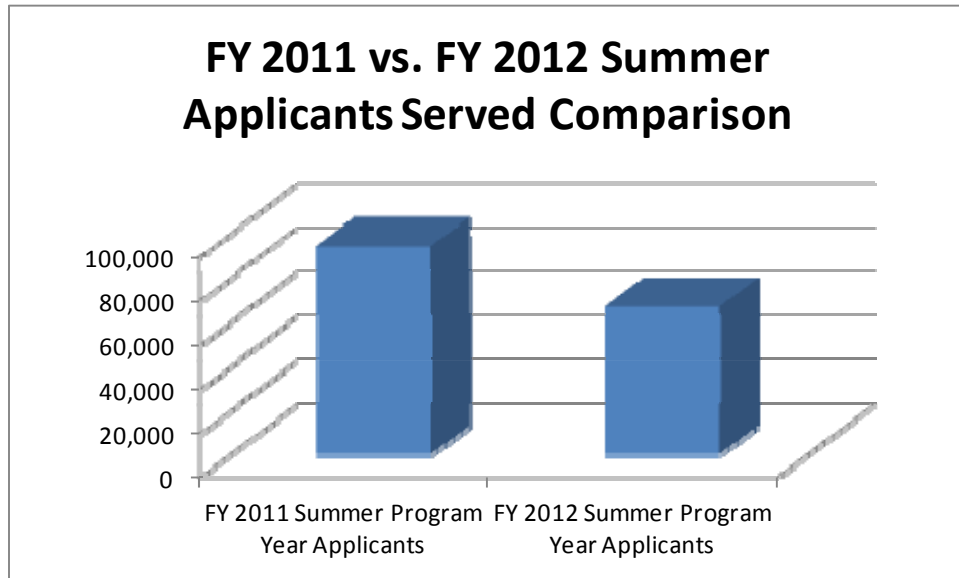
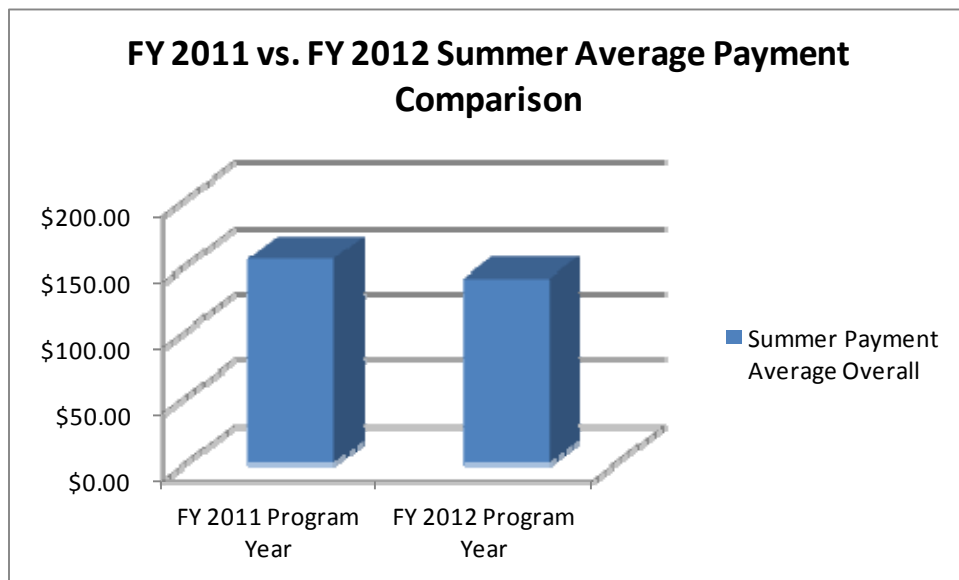


Figure 31 - FY 2011 vs. FY 2012 Summer Average Payment Comparison

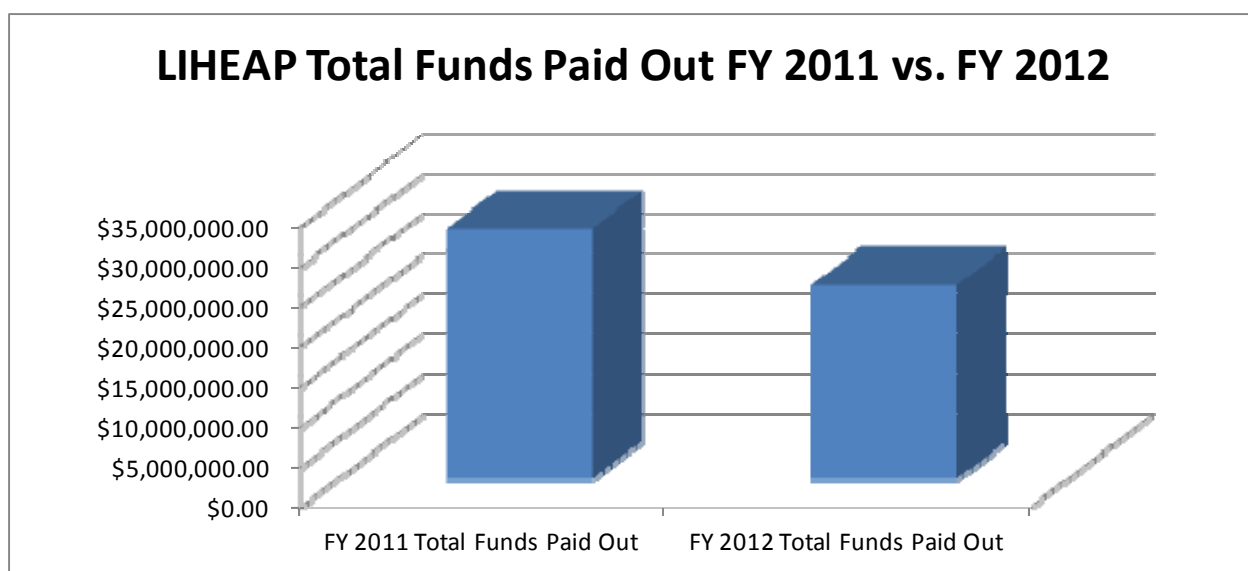


Combined (Statewide)

As indicated in Table 2, the total amount paid out on behalf of applicants during the FY 2012 LIHEAP Program was \$24,247,741.07. The total number of applicants who received payment assistance during FY 2012 was 161,832¹⁴, resulting in an average payment of \$149.83 overall.

Figure 32 below shows a side-by-side comparison of the total amount paid out in FY 2011 vs. the total amount paid out in FY 2012. Figure 33 below shows a side-by-side comparison of the total number of combined applicants served in FY 2011 vs. those in FY 2012. Figure 34 shows a side-by-side comparison of the average overall LIHEAP payment made in FY 2011 vs. FY 2012.

Figure 32 - LIHEAP Total Funds Paid Out FY 2011 vs. FY 2012



¹⁴ The total number of applicants does not represent an unduplicated count. Applicants potentially may receive help under Regular Winter LIHEAP, Crisis Winter LIHEAP, Summer Regular LIHEAP, and Summer Crisis LIHEAP, although this is an extreme example. FY 2012 was the first year that agencies have been able to report unduplicated households receiving assistance. Due to the time required to validate those data, this report has not attempted to reconcile those numbers with the total applicants approved across the four programs.

Figure 33 - LIHEAP Total Applicants Served FY 2011 vs. FY 2012

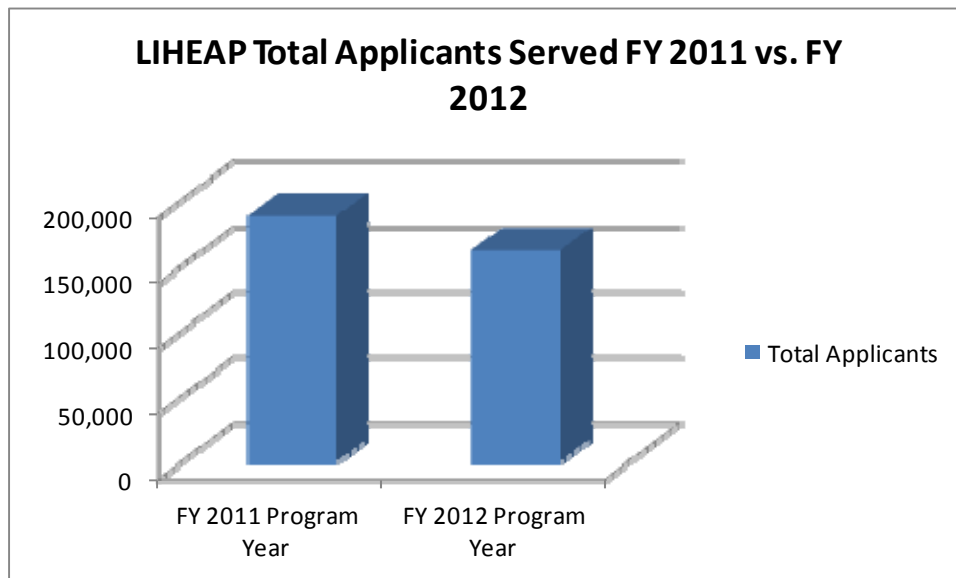
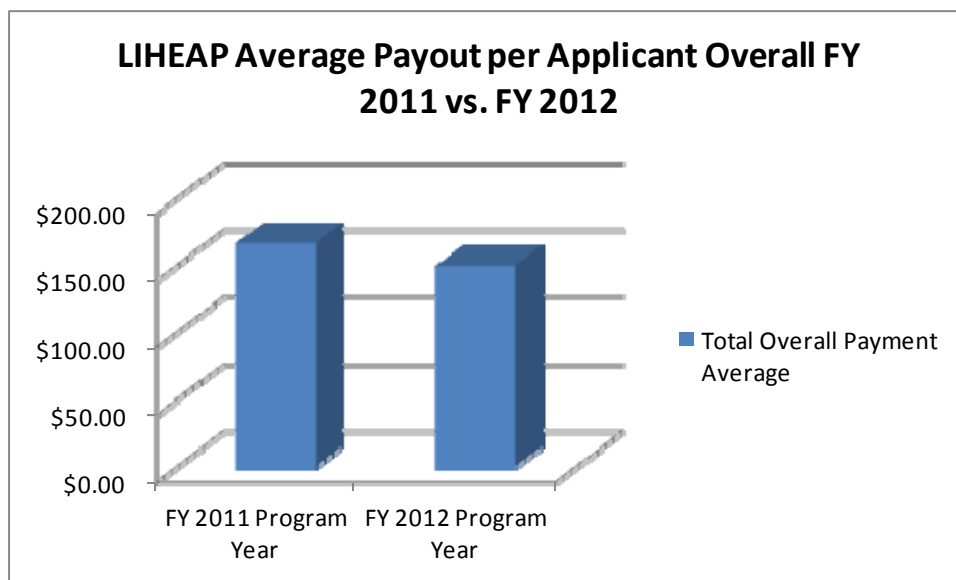


Figure 34 - LIHEAP Average Payout per Applicant Overall FY 2011 vs. FY 2012



[Note: Given that a crisis payment can be up to \$700 and the regular payment far less, depending on the size of the household, one should take this into consideration when looking at the average amount across all programs.]