You Have Helped More Than 160,000 Households

For the past 41 years, our generous donors and community partners have made it possible for Operation Fuel to keep the heat and electricity on for countless Connecticut families, young children, the elderly and individuals with disabilities and chronic health issues.

“We are so incredibly grateful to our loyal donors. Their generosity is Operation Fuel’s greatest gift. We could not do what we do and help so many households in need without their support and partnership,” said Kim O’Brien Green, Director of Development for Operation Fuel.

Operation Fuel has provided year-round energy assistance statewide to more than 160,000 households since it began in 1977. We have been able to achieve this because of the generous support received throughout the years. Each donation is important, from contributions to the Add-a-Dollar program to the support received from individuals, the faith community, and charitable and corporate foundations.
Dear Friends,

I want you to imagine a time when you were faced with a crisis...no matter how big or small. Maybe you did not get the job you so desperately wanted or needed. Maybe your car broke down on your way to work or something worse -- you found out that a loved one was seriously ill. Now, think back to how your body responded. Did you cry, get angry, or feel nauseous? Did you laugh to keep from crying? Did you have enough time to process what was happening? Did you have the resources in place to respond appropriately? Most importantly, did you make the right decision?

For many of the individuals and families that we serve, through no fault of their own, navigating one crisis after another has become a way of life. Stagnant wages, the high cost of living in Connecticut, inadequate transportation, insufficient daycare, healthcare and housing expenses are just some of the reasons that this cycle perpetuates.

This is where you, our donors and community partners, come in. Because of your support, Operation Fuel is able to help many individuals and families who are faced with a temporary crisis.

You also made it possible for us to help a homeless, working single mom, with two children, move back to permanent housing through our Homeless Intervention and Prevention Program; our Energy Assistance Program helped a divorced mom of two in Simsbury maintain her utilities as the school year started; and we were able to help an elderly woman in Bloomfield avoid termination of her water utility service because of a generous grant from the MDC.

Thank you for your continued generous support. In just the past year, you have helped thousands of people throughout Connecticut avert a crisis.

I wish I could thank each one of you personally. But please be assured that you have made a tremendous difference in the lives of countless parents, children, the elderly and people with chronic health issues. Each one of you who has contributed to Operation Fuel is a true hero!

Sincerely,

Brenda Watson
Executive Director
You Can Help Operation Fuel Continue Our Mission for Years to Come

You can make a lasting impact on families and individuals facing crisis in Connecticut by making a planned gift to Operation Fuel. Whether you would like to put your donation to work today or benefit families after your lifetime, you can find a plan that fits your needs.

One of the most effective and tax-efficient ways you can support Operation Fuel is by making a gift in your will. A gift through your will or estate will help us do what we do today, far into the future, and will improve the lives of Connecticut families and individuals for generations to come.

By including Operation Fuel in your estate plans, you will become a member of The 1977 Society and help fulfill our mission of helping thousands of struggling Connecticut residents who have no other place to turn.

Contact Operation Fuel today to further discuss planned giving opportunities and find a charitable plan that lets you provide for your family while supporting Operation Fuel at the same time. Planned gifts are tax-efficient, convenient, and can be customized to meet your needs.

If you have already included Operation Fuel in your estate plans, please let us know so that we can welcome you as a member of The 1977 Society. For more information, please contact Kim O’Brien Green at (860) 243-2345, x3303 or kim@operationfuel.org.

Operation Fuel Partners with The MDC to Provide Water Assistance

Everyone needs and uses water in their homes. So when this basic necessity is unavailable, it is an extreme hardship. To help lower-income households that were faced with having their water service terminated, Operation Fuel started a pilot water assistance program with the Metropolitan District (MDC) in April. The MDC wanted to respond to the needs of their vulnerable customers and partnered with Operation Fuel to develop this crucial program. The MDC is committed to making this a permanent resource for customers in need.

With funding from MDC, Operation Fuel provided water utility assistance grants to MDC customers who live in the member towns of Bloomfield, East Hartford, Hartford, Newington, Rocky Hill, West Hartford, Wethersfield and Windsor; and in parts of Glastonbury, South Windsor, Farmington, and East Granby.

Thanks to MDC’s funding, Operation Fuel provided nearly $44,000 in water utility assistance grants to 111 lower-income MDC customers who were struggling to pay their water bills and were facing termination of service.

“We are very excited about our partnership with the MDC and are hoping to expand this program. There is not a more basic human need than water and residents cannot live without it,” said Brenda Watson, Operation Fuel’s Executive Director.

Operation Fuel’s Ice House Fundraiser Being Held to Raise Donations for Households in Need First of its Kind in Connecticut!

Take a walk through the cold and help Operation Fuel heat Connecticut! The first Connecticut event of its kind, Operation Fuel – Ice House Presented by Eversource Energy, a literal house made of ice, will showcase the critical importance of heat and electricity during the year. And we hope you can join us!

Scheduled for January 24, 2019 from 9:30 am to 5 pm on the grounds of the Old State House in downtown Hartford, the event will allow the public to spend some time inside the ice house and experience the cold. The day will also feature an opening ceremony/ribbon cutting, interactive activities, entertainment, information on various assistance programs, and more throughout the day.

Local celebrities will be stopping by to spend time sitting in the Ice House to help draw attention to the cause and raise funds and awareness about this important issue. In addition, Renee DiNino from iHeartMedia will be broadcasting from the event.

“We are going to be sitting on ice. We are going to be sitting within ice walls and are going to feel what it is like not to have the heat on,” said Brenda Watson, Executive Director of Operation Fuel.
Donors Make it Possible for Operation Fuel to Help Struggling Households

Operation Fuel is Valuable Resource for Stafford Fuel Bank

Thanks to Operation Fuel’s generous donors, the Stafford Fuel Bank was recently able to help a mother and her adult, disabled son keep their lights on and electricity running.

Although they had received energy assistance this winter to help pay for part of their oil bill, they still were not able to keep up with their electric bill. The family was about to have their electricity shut off. But a grant from Operation Fuel made it possible for the mother to make a payment to the electric company and then get on the utility’s New Start arrearage forgiveness program, which helps lower-income customers who meet specific eligibility requirements.

“Without this help, she would have lost her power and would have been very hard pressed to get it restored,” explained Grace Parrow, who handles Operation Fuel applications for the town of Stafford’s Social Services department.

She said that Operation Fuel is a valuable resource to her department with a similar mission of helping lower income families with basic necessities.

Parrow concluded that while Stafford’s local businesses and residents are very generous in their support of the town-run emergency Fuel Bank, “there are times when it can’t meet the needs of some of our residents. Our partnership with Operation Fuel helps us to fill those gaps.”

Operation Fuel Helps Range of Colchester Households

Through its partnership with the Colchester Fuel Bank, Operation Fuel has helped numerous families and individuals who were in financial crisis and needed energy assistance. The Fuel Bank is part of Colchester’s Youth and Social Services department.

“Working with Operation Fuel has been an amazing experience. They help our department and members of our community in such a basic but important way by providing heat and electricity to households that would otherwise go without,” explained Amy McClafferty, who is Social Services Coordinator for Colchester’s Youth and Social Services.

Over the years, Operation Fuel has helped a range of Colchester households. According to McClafferty, energy assistance grants have provided oil deliveries to elderly residents and prevented electric shut offs or restored service for many families and individuals.

“It has been really easy working with the staff at Operation Fuel. They are professional, organized, prompt and, most of all, caring,” added McClafferty, who also is Colchester’s Fuel Bank Director.

Vernon Fuel Bank Values Partnership with Operation Fuel

Operation Fuel fits seamlessly with the Vernon Social Services department’s mission and increases their ability “to help Vernon residents maintain their self-sufficiency and not become overburdened by heating and utility costs,” explained Allison Maynard, Director of Vernon Social Services.

She said that Operation Fuel sometimes provides a financial lifeline for Vernon residents who are faced with a utility shut-off. Mary, a single mother with two children, was able to avoid losing her electricity in May thanks to an Operation Fuel grant.

The family had been on their utility company’s New Start program, which helps to eliminate an outstanding balance for lower-income customers who meet specific eligibility requirements. As long as monthly payments continue, electric service will not be shut off and a portion of the balance is forgiven. Mary was working fulltime when child support for her two children suddenly stopped. She began struggling to pay her bills and missed some of her New Start payments and the family received a shut-off notice.

Fortunately, she went to the Vernon Social Services office for help. Maynard, who is also the Vernon Fuel Bank Director, said her department was able to get Mary an energy assistance grant from Operation Fuel, which kept the electricity running and helped to get her back on the New Start program. “This came as a great relief to her. She was able to get caught up on her bills and have a reasonable electricity payment that she will be able to pay monthly,” said Maynard.

Energy Assistance Program is Very Important for TEEG

Operation Fuel has been an important resource for TEEG for the past 15 years.

“Without this program, we would not have the funds to assist such a large number of families and individuals,” explained Therese Horvath, who is a Case Coordinator for TEEG.

TEEG, which stands for Thompson Ecumenical Empowerment Group, is a social service agency. For Operation Fuel’s energy assistance program, TEEG’s Fuel Bank serves the towns of Thompson, Pomfret, Woodstock, and Putnam.

Operation Fuel works with TEEG to ensure that families and individuals have access to energy assistance “when unforeseen circumstances may come their way. If we have a winter like last year I believe we will see a larger number of individuals looking for heating assistance,” said Horvath.

She said many of the people who need help from Operation Fuel have recently lost their jobs and therefore can no longer afford to pay all of their bills. Horvath added that without energy assistance from Operation Fuel, the majority of households would have had their power shut off or gone without heat.

Part of TEEG’s mission statement is to empower individuals to live independently and strengthen families to live respectfully. Working with Operation Fuel helps to accomplish this, said Horvath.
Faith Community Partners

Asylum Hill Congregational Church provided a generous grant of $3,500.00 to Operation Fuel in May for emergency energy assistance to benefit low-income individuals and families in Hartford, including the Asylum Hill neighborhood. Asylum Hill Congregational Church provides support to area organizations and neighborhood efforts that reflect the church’s values and mission. The Church funds programs that contribute to a healthy community, including housing, food, education and youth development, social services or community building. Operation Fuel is grateful to be a beneficiary of their generous support since 1995.

The First Congregational Church in Washington generously donated $1,000.00 in June to support our work improving the lives of those that we serve. The Church strives to be an inclusive Christian community of unconditional love and sanctuary that inspires all individuals regardless of ability, age, culture, ethnicity, gender identity or expression, race, sexual orientation, or social standing. We have received critical funding from the First Congregational Church in Washington for the past seven years.

The members of Flagg Road United Church of Christ made a very generous $500.00 donation to Operation Fuel in June. We have received generous funding from the Church since 2006. Flagg Road United Church of Christ is a part of the Connecticut Conference of the United Church of Christ which proclaims that “wherever you are on life’s journey, you are welcome.”

We received a very generous donation of $1,000.00 from First Congregational Church of Cheshire in May to support our emergency energy assistance programs. The Church has been a loyal and generous supporter of Operation Fuel since 1992.

In June, First Church in Windsor made a very generous $1,000.00 donation to Operation Fuel. The Church has been a loyal donor since 2009. First Church in Windsor is a welcoming church focused on building communities where diverse people join together to worship, grow and dream.

The Unitarian Universalist Society: East in Manchester generously donated $821.33 to Operation Fuel as part of their mission to give back to the community and for use in serving our applicants in need. The donation represented funds collected at their Sunday offering. The Society has been supporting Operation Fuel since 2004.

We received a very generous first-time grant of $5,000.00 from the Chelsea Groton Foundation, Inc. to provide emergency energy assistance to New London County residents. The Foundation was established in 1998 and has awarded over $2.5 million in grants to non-profit organizations in Chelsea Groton Bank's Connecticut and Rhode Island market areas.
Why I Give

We recently contacted some of our long-time individual supporters to ask them about their personal connections to Operation Fuel. Many of you will agree that these are the very reasons that you support our organization as well. Because of the generous support from individuals like you, we are able to continue to serve those who need our help the most.

“We’ve always had good jobs, good health, and fortunate living conditions and experiences. Not everyone is as lucky as we. So we give a little to try to help out those who aren’t as fortunate. Thank you for being a central and effective focus point for helping those in need.” – Jane and Jag from Avon, CT

“We give to Operation Fuel because we believe that no one should be without heat, electricity, or any basic need. Operation Fuel provides a great service to those in need, and we are honored and humbled to do our part in donating to the organization. With many options of charities to support, we choose Operation Fuel because of its longstanding history of responsible management and service to the community. If everyone would give even a little - whether through the convenient “Add a Dollar” or by direct donation - we can all help Operation Fuel help our neighbors throughout the State. As the saying goes ... ‘We’re all part of the Operation!’” – Anonymous from Middlefield, CT

“Operation Fuel addresses one of life’s basic necessities for those who cannot afford it. We believe that it is our societal obligation to provide for those who cannot do so for many different reasons - whether it is heat, light or food. Social network is only one way we can address the basic needs for human kind and as a member of the society, we can, we must.” – Charlie and Nancy from Newtown, CT

“Operation Fuel’s Executive Director. We’ve always had good jobs, good health, and fortunate living conditions and experiences. Not everyone is as lucky as we. So we give a little to try to help out those who aren’t as fortunate. Thank you for being a central and effective focus point for helping those in need.” – Charlie and Nancy from Newtown, CT

“Very generous donation of $16,000 to Operation Fuel for its emergency energy assistance program at a press conference held at the State Capitol on International Credit Union Day, October 18th. The grant represents funds from Connecticut’s Credit Unions, which contribute to various causes around the state every year and work together to raise funds.

The press conference was held to kick off the Holiday Giving Season and to raise awareness of the many Connecticut households that cannot afford their energy bills and nutritious food.
Operation Fuel Fortifies Board with New Members and Officers

Operation Fuel elected three new board members, re-elected one officer and elected three new officers during its annual Board of Directors meeting in September.

The new board members are Denise Rhone, Legal Education Manager for the Connecticut Women’s Education and Legal Fund (CWEALF), Courtney Chan, MSW, Human Services Administrator for the Coventry Human Services Department, and Melissa Davis-Hussain, LCSW, a Social Worker for the US Department of Veteran Affairs.

Allan Smith, Customer Retention Manager for Manchester Sports Center, was elected Chair of Operation Fuel’s Board of Directors, Megan Brown, Senior Director, Marketing and Development for the Thames Valley Council for Community Action, was elected Co-Chair, and Camilla Hillian, LCSW, Director for Bloomfield Social and Youth Services, was elected Secretary. In addition, Richard Schauster, who is retired from Empire Industries, was re-elected Treasurer.

Operation Fuel Adds New Staff Members to the Team

Three new employees recently became part of the Operation Fuel team. Tasheenah Brown joined Operation Fuel in September as its Director of Energy Programs. Her responsibilities include overseeing Operation Fuel’s fuel bank network and energy assistance programs. Before joining Operation Fuel, Tasheenah was Community Engagement Senior Manager of the United Way of Central and Northeastern Connecticut. She holds a BA degree from Eastern Connecticut State University.

Nicole Roy Kimball joined Operation Fuel in September as its Donors Relations Manager. She will be involved in a variety of development and marketing efforts. Previously, she worked at Kingswood Oxford School in the office of Institutional Advancement. Nicole holds a BA degree from Central Connecticut State University.

Troylyn Grimes joined Operation Fuel in April as its Administrative Assistant. She provides administrative, clerical and project support to Operation Fuel’s leadership staff. Before joining Operation Fuel, Troylyn worked for eight years at the Community Renewal Team including two years as an energy intake specialist.

2018-2019 Board of Directors

Allan Smith, Chair
Manchester Sports Center

Megan Brown, Co-Chair
Thames Valley Council for Community Action

Camilla Hillian, Secretary
Bloomfield Social & Youth Services

Richard Schauster, Treasurer
Empire Industries, Retired

Charles “Chuck” Anderson
State of CT Department of Social Services

Arianna Baret Peralta
Eversource Energy

Daniel Canavan
UIL Holdings Corporation

Courtney Chan
Coventry Human Services

Melissa Davis-Hussain
US Department of Veteran Affairs

Denise Rhone
Connecticut Women’s Education and Legal Fund (CWEALF)

Sustain and Simplify Your Support to Operation Fuel

You can simplify your giving to Operation Fuel by making an affordable recurring gift by credit card. By signing up for a recurring gift you can help provide steady, reliable funding through a monthly, quarterly, or annual gift.

Recurring gifts can be made in any amount and allow you to make a larger commitment and space out the payments while providing continuous support to Operation Fuel.

It is easy to enroll with a credit card using our safe and secure online form. Visit http://www.operationfuel.org/give-help. Select “Recurring Gifts” under “Ways to Give” and click on the “Set Up a Recurring Gift Now” button to get started.

Thank you! Your recurring support will play a vital role in our mission and make a real, lasting impact on the lives of working families, the elderly on a fixed income, the disabled, and others who are struggling with their energy costs.
## Assistance Provided

![Map of Assistance Provided](image)

## Financials

### Statement of Financial Position
For the year ended June 30, 2018

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>2,266,155</td>
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<tr>
<td>Grants and Other Receivables</td>
<td>119,180</td>
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<tr>
<td>Prepaid Expense</td>
<td>17,825</td>
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<tr>
<td>Security Deposit</td>
<td>3,341</td>
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<tr>
<td><strong>Total Current Assets</strong></td>
<td><strong>2,406,501</strong></td>
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<tr>
<td>Property and Equipment (Net of depreciation)</td>
<td>70,383</td>
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<tr>
<td><strong>Total Assets</strong></td>
<td><strong>2,476,883</strong></td>
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### Liabilities and Net Assets
For the year ended June 30, 2018

<table>
<thead>
<tr>
<th>LIABILITIES</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Accounts Payable and Accrued Liabilities</td>
<td>110,611</td>
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<tr>
<td>Charitable Gift Annuity Payment Liability</td>
<td>5,783</td>
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<tr>
<td><strong>Total Current Liabilities</strong></td>
<td><strong>116,394</strong></td>
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</table>

<table>
<thead>
<tr>
<th>NET ASSETS</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted</td>
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<tr>
<td>Temporarily Restricted</td>
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<tr>
<td><strong>Total Net Assets</strong></td>
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<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td><strong>2,476,883</strong></td>
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### Revenue and Expenses

#### Revenue and Support for Programs
For the Year Ended June 30, 2018

<table>
<thead>
<tr>
<th>REVENUES AND SUPPORT FOR PROGRAMS</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy Related Industry</td>
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</tr>
<tr>
<td>Governmental Grants - State</td>
<td>2,100,000</td>
</tr>
<tr>
<td>Add-a-Dollar</td>
<td>536,585</td>
</tr>
<tr>
<td>Foundation Grants</td>
<td>317,469</td>
</tr>
<tr>
<td>Individuals</td>
<td>354,927</td>
</tr>
<tr>
<td>Utility Shareholder Match</td>
<td>135,000</td>
</tr>
<tr>
<td>Corporations and Small Businesses</td>
<td>37,596</td>
</tr>
<tr>
<td>Faith Communities</td>
<td>23,941</td>
</tr>
<tr>
<td>Program Contracts</td>
<td>121,488</td>
</tr>
<tr>
<td>Special Events</td>
<td>24,425</td>
</tr>
<tr>
<td>Interest Income</td>
<td>7,236</td>
</tr>
<tr>
<td><strong>Grand Total Revenue and Support</strong></td>
<td><strong>3,673,483</strong></td>
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</tbody>
</table>

#### Expenses

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy Assistance Programs</td>
<td>4,104,347</td>
</tr>
<tr>
<td>Administrative</td>
<td>195,835</td>
</tr>
<tr>
<td>Fundraising</td>
<td>289,841</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>4,590,023</strong></td>
</tr>
</tbody>
</table>

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**Foothills**

**Energy Assistance Programs 89.4%**

**Fundraising 6.3%**

**Administrative 4.3%**

**Governmental Grants - State 57.2%**
**Add-a-Dollar 14.6%**
**Individuals 9.7%**
**Foundation Grants 8.6%**
**Utility Shareholder Match 3.7%**
**Program Contracts 3.3%**
**Corporations and Small Businesses 1.0%**
**Faith Communities 0.7%**
**Special Events 0.6%**
**Energy Related Industry 0.4%**
**Interest Income 0.2%**

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How to Contribute

SEND A CHECK
Send a check payable to Operation Fuel, Inc. to:
Operation Fuel, Inc.
75 Charter Oak Avenue, Suite 2-240
Hartford, CT 06106

Or make a check payable to Operation Fuel, Inc. and enclose it with your utility bill. The utility companies will forward all checks to Operation Fuel.

ADD–A–DOLLAR
Support Operation Fuel through the Add-a-Dollar program with your utility company. You may donate $1.00 by adding the amount to your utility bill, both paper bills and electronically. 100 percent of funds raised through the Add-a-Dollar program are used for energy assistance grants. The utility companies also match a percentage of Add-a-Dollar funds raised. You may contact your local utility companies to donate more than $1.00 or to become enrolled in an automatic Add-a-Dollar program.

DONATE ONLINE
Donate online through Operation Fuel’s secure Web site, www.operationfuel.org. Click on the “Donate” button at the top of the page.

MATCHING GIFTS
Take advantage of your company’s matching gifts program. Contact your company’s human resources department for more information.

ESTATE PLANNING / PLANNED GIVING
Plan for the future security of Operation Fuel by considering a planned gift through your estate plans, such as gifts of stock, real estate and life insurance policies. For more information please contact Kim O’Brien Green, Director of Development at 860-243-2345, x3303.

BE PART OF THE OPERATION
If you are a corporation or business wishing to partner with Operation Fuel please contact Kim O’Brien Green, Director of Development at 860-243-2345, x3303.