



Operation Fuel, Inc.

[OPERATION FUEL PROGRAM](#)

WE'RE ALL PART OF THE OPERATION.

[GUIDELINES 2011-2012](#)

Operation Fuel is private, nonprofit statewide program that provides emergency energy assistance to lower-income working families and elderly residents faced with an emergency situation. 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. Such assistance shall be given in accordance with the guidelines but with flexibility to meet human needs.

GUIDELINES

During the 2011 - 2012 season which begins **November 14, 2011**, Operation Fuel will maintain an **emergency energy assistance program** to be used in situations in which a client cannot be served through any of the State programs in a time of crisis. The program will provide a benefit for deliverable fuels and heat utility customers. **The maximum grant amount for these cases will be \$500.** This program is for households living between zero income and 200% of the federal poverty guidelines. There will not be an assets test. Applications must be authorized by Operation Fuel. Fuel banks will receive budgets for this program. Please keep track of your balance in the Fuel Bank Management System (please note that this report shows your balance after it has been paid not committed applications)

Beginning in May 1, 2012, Operation Fuel will administer a **non-heat utility program** to be used for clients who need assistance meeting their non-heat utility needs. Clients must have a utility bill that is 30 days past due, a shut-off notice, no utility service, or must need assistance with making a required payment in order to maintain a payment arrangement. **The maximum grant amount will be up to \$500.** This program will assist households living between zero income and 200% of the federal poverty guidelines. There will not be an assets test. Households will be eligible for this program even if they received a grant for their primary heat through the Connecticut Energy programs (CEAP). **Households that received a grant during the 2011 summer program for utility assistance will not be eligible for this program.** Applications must be authorized by Operation Fuel. Fuel banks will receive budgets for this program. Please keep track of your balance in the Fuel Bank Management System.

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.*

Grant Amount

One time grant up to \$500 per household. If the grant will not cover the FULL cost of delivery, the client is responsible for the balance (applies to oil, propane, wood, pellet, coal customers). **All final approvals will be made by Operation Fuel Staff and commitment letters to vendors will be issued from Operation Fuel's central office in Bloomfield, CT.** **Please make sure you write the name of the oil vendor along with their telephone and fax number in the application.**

Program Dates

The Program will start November 14, 2011 and end June 30, 2012

Deliverable Fuels must be delivered by April 30, 2012

For utilities, the last day of the billing cycle must fall on or before June 30, 2012

Applications may be taken through June 30, 2012

Eligibility Guidelines (Oil and Heat Utility Customers) Beginning November 14th

Clients may qualify for a grant if all criteria apply to the client:

- Client is **not eligible or denied** for state energy assistance (CEAP)
- Client can not get an appointment for CEAP for minimum of 30 days and is without oil
- Client has exhausted all CEAP benefits
- Client is suffering from job loss and is collecting un-employment or exhausted un-employment benefits or has very limited income such as (disability, social security, etc.)
- Household has income between 0-200% of the federal poverty guidelines
- Has not received a grant during the 12 month period of which the client is applying. (For instance, if a client received a grant on June 12, 2011, he/she is not eligible for another Operation Fuel grant until June 12, 2012.) Operation fuel staff is available to help check client status, if needed.

Eligibility Guidelines (Non Heat Utility Customers) Beginning May 1st

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 between 0-200% of the federal poverty guidelines
- Has not received a grant during the 12 month period of which the client is applying. (For instance, if a client received a grant on June 12, 2011, he/she is not eligible for another Operation Fuel grant until June 12, 2012.)
- Has made a minimum of 4 payments within the 12 month period of which the client is applying – at least 3 payments throughout the year and at least 1 payment during the moratorium (exceptions can be made on case by case basis).

Documentation

- For Utility Customers: Applicant must provide shut off notice or utility bill showing past due balance and payment history.
(Please utility web portal for account history where applicable. If you do not have access to the web portal, contact Brenda Watson at Brenda@operationfuel.org)
- For Oil Customers: oil vendor contact information must accompany application.
- Income documentation of all household members receiving income (last 4 weeks of income history).
- Application must be signed by client.