



LIEAP, Giving You the Power to Change Just One...

The Low Income Energy Assistance Program (LIEAP) is designed to help low income households meet the expense of keeping warm during cold months and to provide weatherization measures to those LIEAP clients experiencing the highest energy burden.

The recent increases in energy rates have resulted in making our jobs much more difficult.

LIEAP funds are stretched thinner and while our weatherization measures result in lower energy usage, they no longer result in lower heating bills—but hopefully, stable, non-rising heating bills.

In our continuing efforts to improve lives and strengthen communities, we at the

Helena LIEAP office will be doing our best to serve as an agent of change to the communities we serve in Broadwater, Jefferson and Lewis & Clark Counties for energy conservation.

Our goal is to help people Change Just One behavior that will result in lower energy usage, which saves money (oh yeah, and the planet, too!)

If you come to our office at 3108 McHugh Drive in Helena, you will hear us say things like “Do you have any questions for me about how to save energy?”

You will find posters, flyers, brochures, shower timers, energy wheels and kids coloring books, all of which serve to enlighten and edu-

cate anyone we come in contact with as to how they might Change Just One.

And, our Weatherization Program will be asking their clients to commit to changing their behaviors to help make the insulation, the caulking and the heating system work smarter, not harder!

“Be the change you want to see in the world.”

~Mahatma Gandhi

Energy Saving Tips:

- SET THERMOSTAT TO 68 WHEN HOME AND 55 WHEN AWAY OR ASLEEP
- INSTALL PROGRAMMABLE THERMOSTAT
- TURN OFF AND UNPLUG ELECTRONICS AND THEIR CHARGERS
- SHORTER SHOWERS
- WASH CLOTHES IN COLD WATER
- PUT TIMER ON VEHICLE BLOCK HEATER—ONLY NEED 1 HOUR

LIEAP’s Helpful Hints...

Before submitting your application, look it over to make sure it is complete.

Incomplete applications delay processing.

Are all sections filled out completely?

Have all household members 16 years of age or older signed the form.

Have you included all pertinent information?

It takes 6-8 weeks to process applications.

Calling to check on your application delays processing.

If you have not heard from us in the time allotted, call and inquire.

LIEAP Benefits rarely meet all winter costs.

LIEAP benefits are calculated for heat only; not water heat, lights or cooking costs.

Weatherization priority is based on a household’s prior year’s energy consumption.

Weatherization is available only to LIEAP eligible households.

LIEAP benefits are sent out every Wednesday.

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ENERGY WHY-Z

New at LIEAP in Helena

Program Manager: In March Candi Standall was hired as the permanent full-time Program Manager for the LIEAP and Weatherization programs at Rocky Mountain Development Council. Candi has 18 years of experience working with non-profit agencies and brings to the job her passions for energy conservation, customer satisfaction and continuous improvement.

Which helps to explain the changes Candi has implemented in the LIEAP application process....

Certification Cards: Once we receive your application, a LIEAP Certification Card will be issued to you. Please refer to this Card before calling our office.

Office Hours: LIEAP Office hours are 8:00 a.m. to 3:00 p.m.—Monday thru Friday

Processing Order: In an effort to assure that all LIEAP applications are processed in a fair and equitable manner, the LIEAP office will no longer process last minute urgent requests ahead of other applications.

Office Design: The front office has been redesigned to better serve our visitors.

Phone Greeting: More information for callers.

Just So You Know....

Congress can delay LIEAP benefit payments.

LIEAP benefits cannot be paid until the funds are approved by Congress.

Last Heat Season, payments were made around Thanksgiving.

Why Do Some Receive LIEAP Applications Before Others?

Wage earners who were on LIEAP last heat season will receive a pre-printed LIEAP application from the Montana Department of Public Health and Human Services (DPHHS) around the 1st of October.

However, last year's LIEAP clients might receive early applications if they heat with a deliverable fuel like propane or fuel oil.

And, those on a fixed income such as SSI, SSDI, So-

cial Security, may receive a pre-printed LIEAP Application from DPHHS, late in September.

The reason for the early deliverable fuel applications is an attempt to get fuel to homes before the cold weather sets in.

The reasoning for the early fixed income applications is an attempt to better serve the elderly and disabled low-income people in our community.

These early applications also give the local LIEAP offices a little bit of a head-start on processing the thousands of applications for assistance received each year.

Thank You for your patience and consideration as we process your application!

Refrigerator Replacement from Energy Share of MT

Last year, Energy Share of Montana launched an energy efficiency program for senior citizens designed to replace old, inefficient refrigerators with newer, energy efficient ones.

In order to qualify you must meet the following requirements:

- ✓ **Must be 60 or older or be determined disabled by Social Security.**
- ✓ **Must have limited income.**
- ✓ **Must own your home.**
- ✓ **Must have an older refrigerator that is inefficient.**

To apply, provide this office with your refrigerator's make and model number, your name, address, and phone number, and income verification (not required if you have been approved for LIEAP within the past year) and we will determine if we can provide you with a new, energy efficient refrigerator!



And From Northwestern Energy Events In the Helena Area—Bring Your Bill For Freebies!

NorthWestern Energy's 2008 Home Energy Events will kick off on Saturday, October 4, 2008, in Great Falls, MT, with 42 additional events taking place across Montana. Visit www.northwesternenergy.com for the entire schedule of events.

Free Starter Kits

They will be giving away **free "starter kits"** to Montana NorthWestern Energy natural gas home-heating customers to help them weatherize their homes. The kits will include:— Window plastic — Door sweep and weather-stripping — Insulating spray foam — Foam switch and outlet gaskets — Faucet aerators— Low-flow shower heads— Compact fluorescent light bulbs (CFLs) *Kit materials may vary. CFLs will be distributed to electric customers only.

To pick up your **free kit**, bring your NorthWestern Energy billing statement to one of our events at the date, time, and location shown below. Limit of one free kit per residential natural gas heating customer. If you plan to **pick up a kit for an elderly parent or neighbor**, you must bring a copy of their billing statement with you. Limit of four pick-up kits per person. We're sorry, but if you attended a previous weatherization event and received a free kit, or if you received a kit during an E+ Home Energy Audit, you are not eligible to receive another one.

Demonstrations and Instant Programmable Thermostat Rebates

Whether it's your first time at one of our home energy events, or

you've been to one in the past, we encourage you to attend because this year's event is going to be bigger and better than ever.

NorthWestern Energy employees will be presenting how-to demonstrations at the Saturday events only, as well as providing natural gas market information and telling customers about services and rebates available from NorthWestern Energy. In fact, instant rebates for programmable thermostats will be available. You can also visit with contractors who will be on hand to provide even more tips and information about other NorthWestern incentives. In addition, employees will provide information about how Montana customers can take advantage of the recent \$200,000

donation NorthWestern Energy made towards home weatherization for low-income residents through Governor Brian Schweitzer's Warm Homes - Warm Hearts program and \$200,000 to Energy Share of Montana.

Fun for the Whole Family. For the kids, Louie the Lightning Bug and Sniffy the Sniffasaurus will be there to greet them. In addition, there will be safety presentations and giveaways, free refreshments, plus much more

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| <p>Elliston Elliston School 205 West Main Street</p> | <p>Monday Oct. 27 4 to 7 p.m.</p> |
| <p>Boulder Boulder City Hall 304 North Main Street</p> | <p>Tuesday Oct. 28 4 to 7 p.m.</p> |
| <p>Montana City Montana City School 11 McClellan Creek Road</p> | <p>Wednesday Oct. 29 4 to 7 p.m.</p> |
| <p>East Helena East Helena Fire Hall 2 East Pacific</p> | <p>Thursday Oct. 30 4 to 7 p.m.</p> |
| <p>Helena Lewis & Clark County Fairgrounds 2 West Custer Avenue</p> | <p>Saturday Nov. 1 10 a.m. to 3 p.m.</p> |
| <p>Whitehall Whitehall Community Center 11 North Division Street</p> | <p>Friday Nov. 14 3 to 7 p.m.</p> |

LIEAP

LOW INCOME ENERGY ASSISTANCE PROGRAM

3108 McHugh Drive
Helena MT 59602

Phone: 406.447.1625
Toll Free: 1.800.356.6544
Fax: 406.495.9902



Weatherization Assistance Program

WEATHERIZATION

All households who qualify for LIEAP also qualify for Weatherization. Each year, 2400 households qualify for Weatherization, however, funding is very limited, therefore homes are prioritized based upon high energy consumption. Both homeowners and renters qualify, however, renters must have landlord participation. Funding is available to weatherize approximately 150 homes each year.

WHAT CAN BE DONE?

A Weatherization Energy Auditor makes an appointment to come to your home to conduct an energy audit. Auditors inspect doors, windows, heating systems, water heaters and insulation in walls, floors, and attics. They perform a blower-door-test to determine where air is coming in to the home from the outside. These processes determine which weatherization measures can be done to make a home

more comfortable, more energy efficient and will provide long term pay-back in terms of energy savings.

HEATING SYSTEM EMERGENCIES

For households who own their home and qualify for LIEAP, help may be available to repair or in some cases, replace a heating system that is not working properly. In most cases, authorization for repair must be given by this office **prior** to having a serviceman come to your home. If you have been approved for LIEAP and an emergency occurs on a weekend or a holiday, you may call for repair, but you must call our office for authorization on the first business day that we reopen. General maintenance such as cleaning, annual check-up, changing of filters, etc., are not emergencies, therefore, are not allowable expenses.

SELF-WEATHERIZATION MATERIALS

Approved LIEAP households may be able to get free self-weatherization

items from our office such as plastic window coverings, caulk, weather-strip, door sweeps, roof tar, water restrictors, compact fluorescent light bulbs (CFLs), and other low-cost items that help you to help yourself save money on your heating costs.

WARM HEARTS IN WARM HOMES WEATHERIZATION DAYS

Governor Schweitzer's office has developed a program called "Warm Hearts in Warm Homes" to help low to moderate income people with the installation of minor weatherization materials. Montana Conservation Corps (MCC) and Weatherization staff work together to install plastic window kits and CFLs, and provide conservation education on other energy issues.

The work will occur during the week of November 3. Blue postcards have gone out to qualifying households and we will call to schedule appointments.