FY 2017 LIHEAP Performance Measures
State Snapshot – Massachusetts

The charts on this page present key metrics comparing high burden recipient households to the average recipient household. The first three charts provide a summary of the average annual income, average annual total residential energy bill (main heating fuel bill and electric), and pre-LIHEAP energy burden for high burden recipient households and the average recipient household.

Figure 1-1

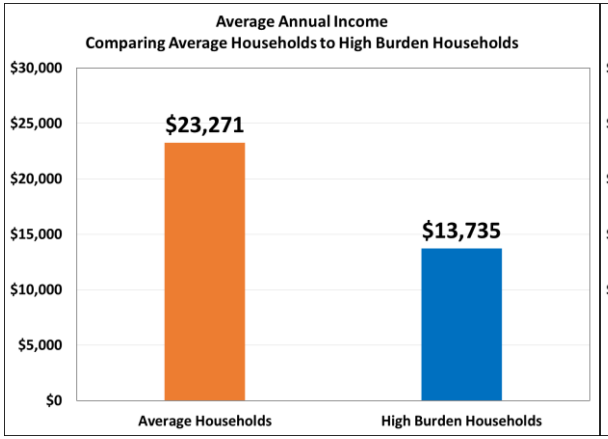


Figure 1-2

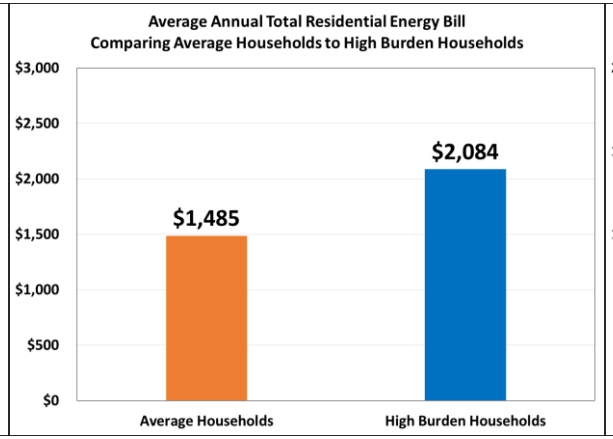
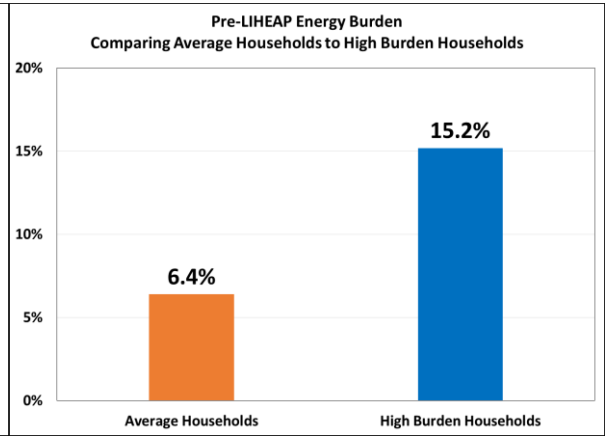


Figure 1-3



The second three charts below provide a summary of the average annual total LIHEAP benefit, post-LIHEAP energy burden, and the percentage of energy bill paid by LIHEAP, comparing high burden recipient households to the average recipient household.

Figure 1-4

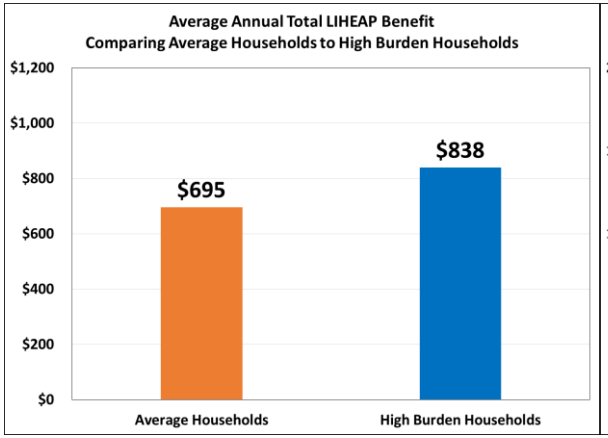


Figure 1-5

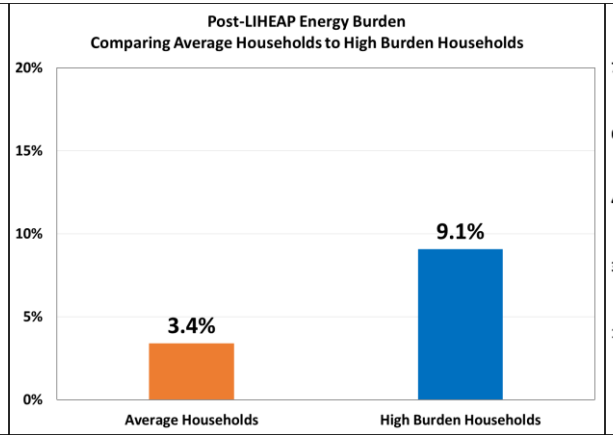
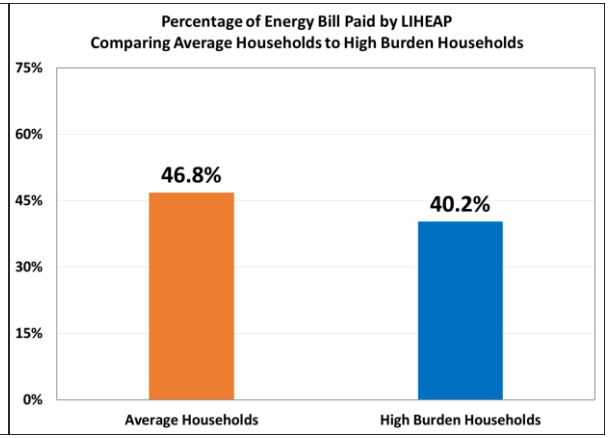


Figure 1-6



Note: The data shown in Figure 1-1 through Figure 1-6 are broken down by heating fuel type in the charts on pages 2—4.

Figure 2-1

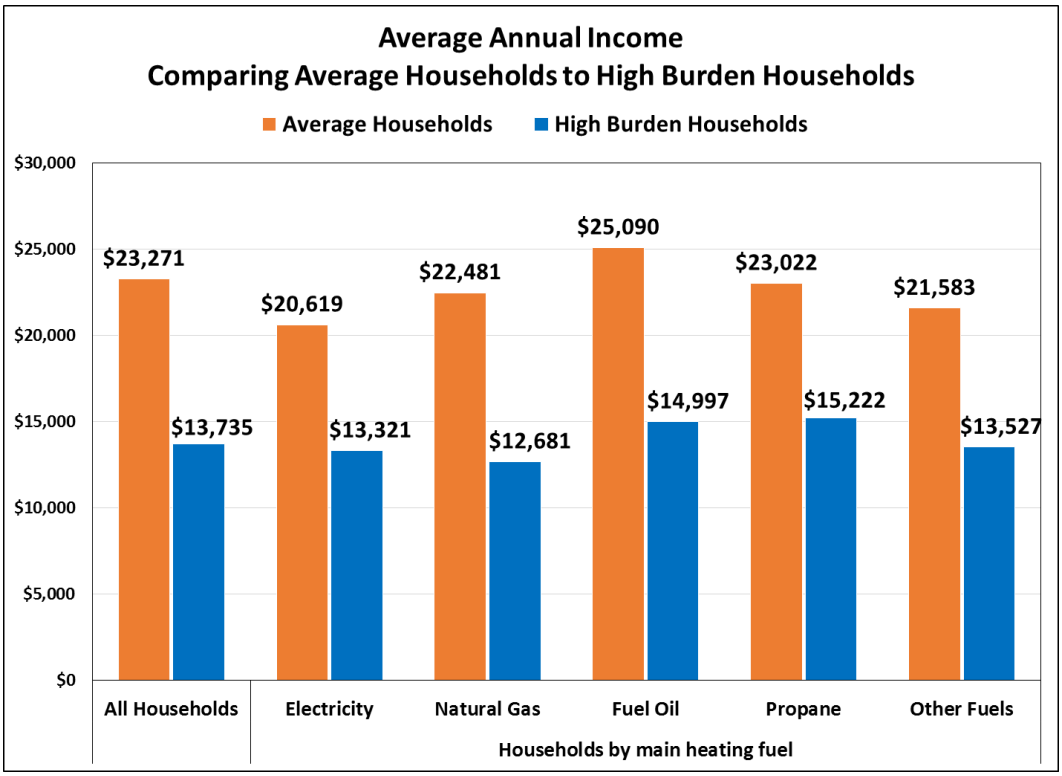


Figure 2-2

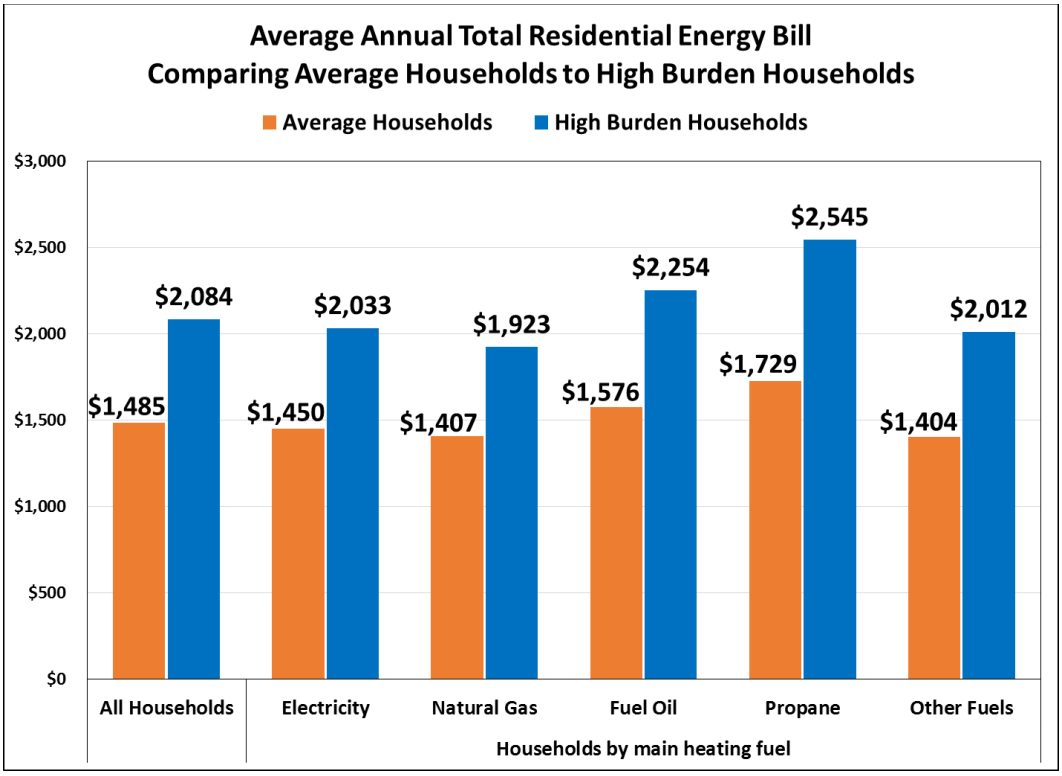


Figure 2-3

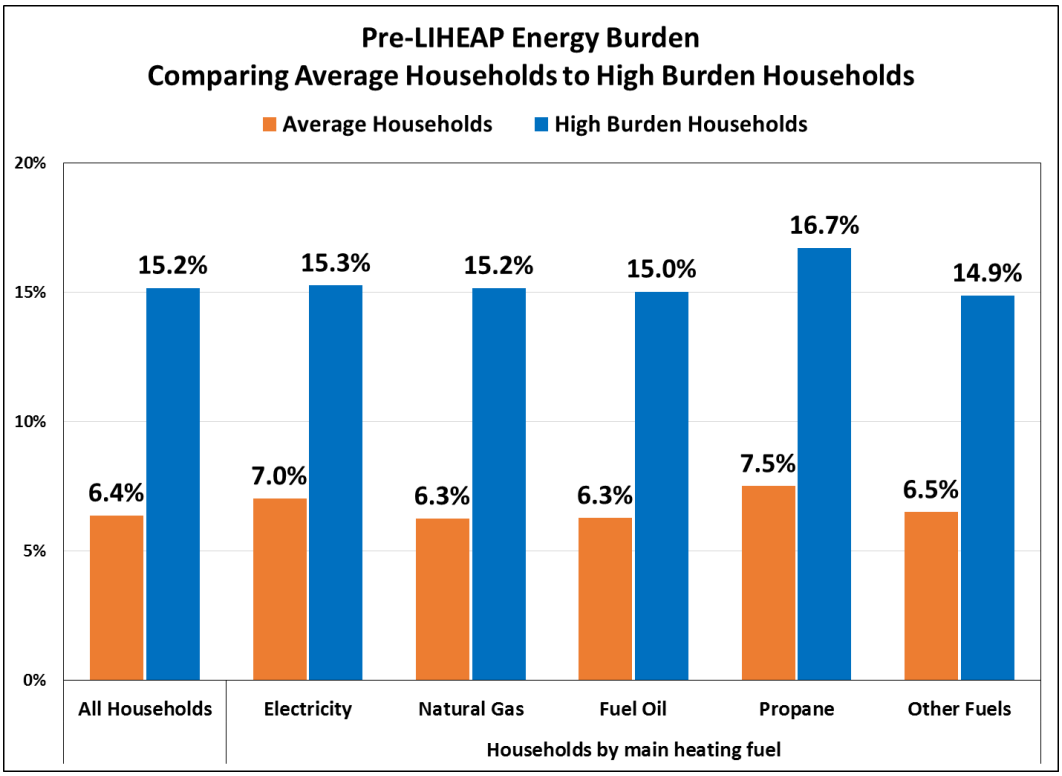


Figure 2-4

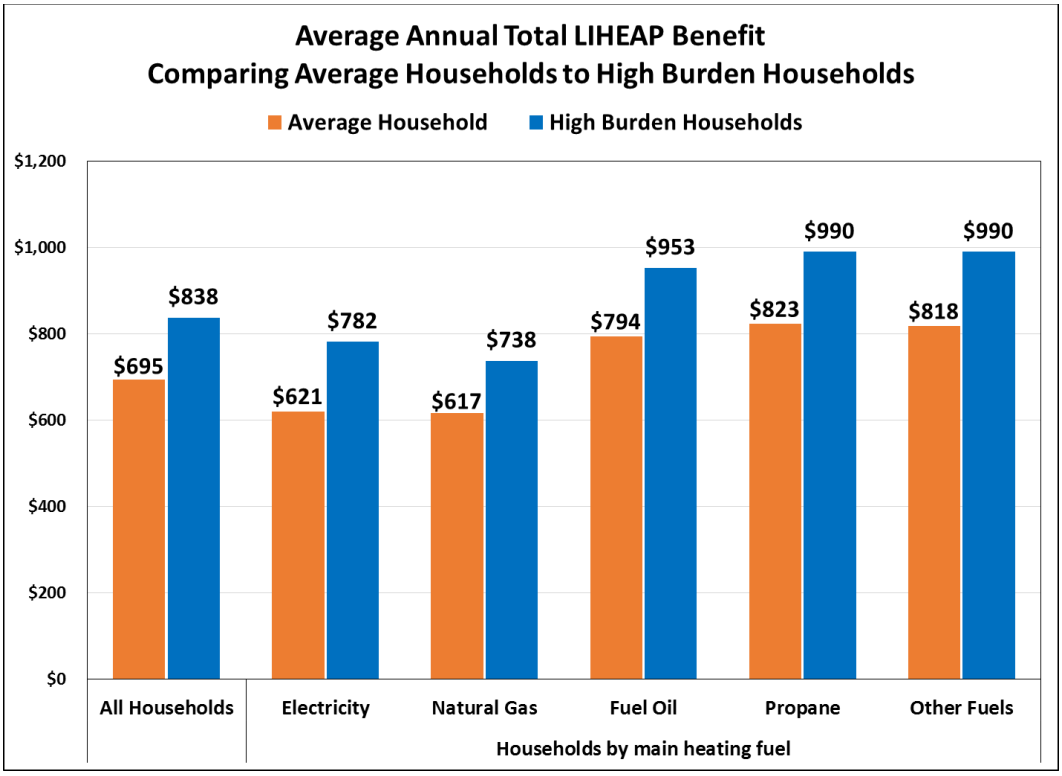


Figure 2-5

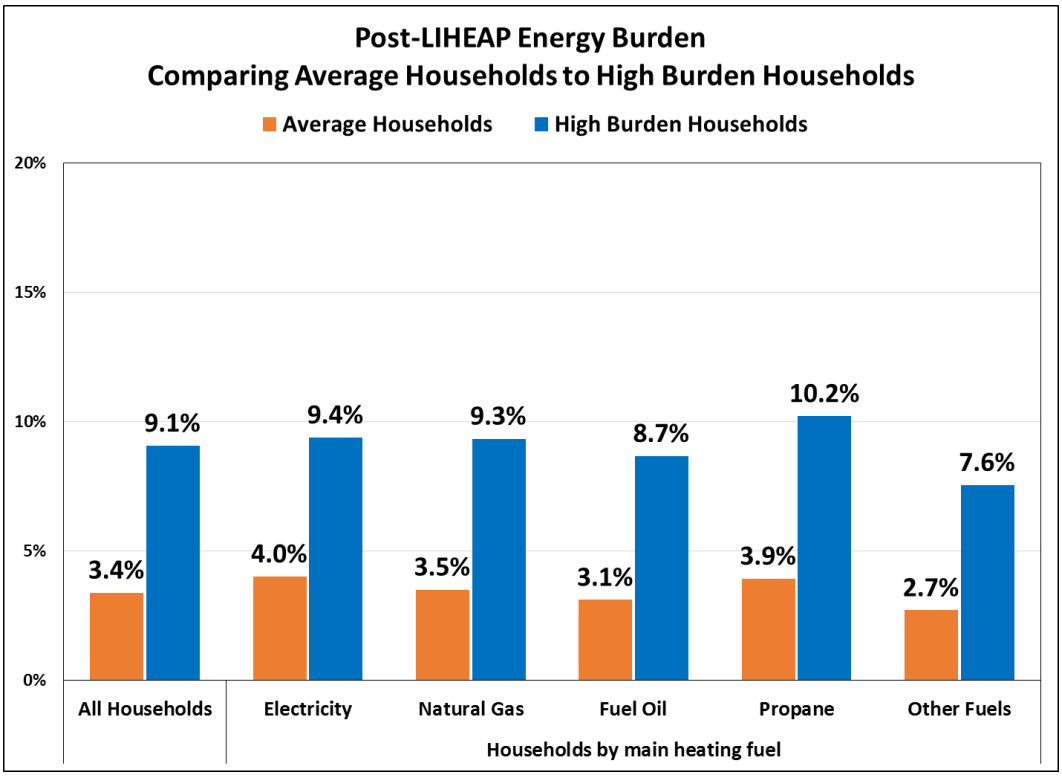
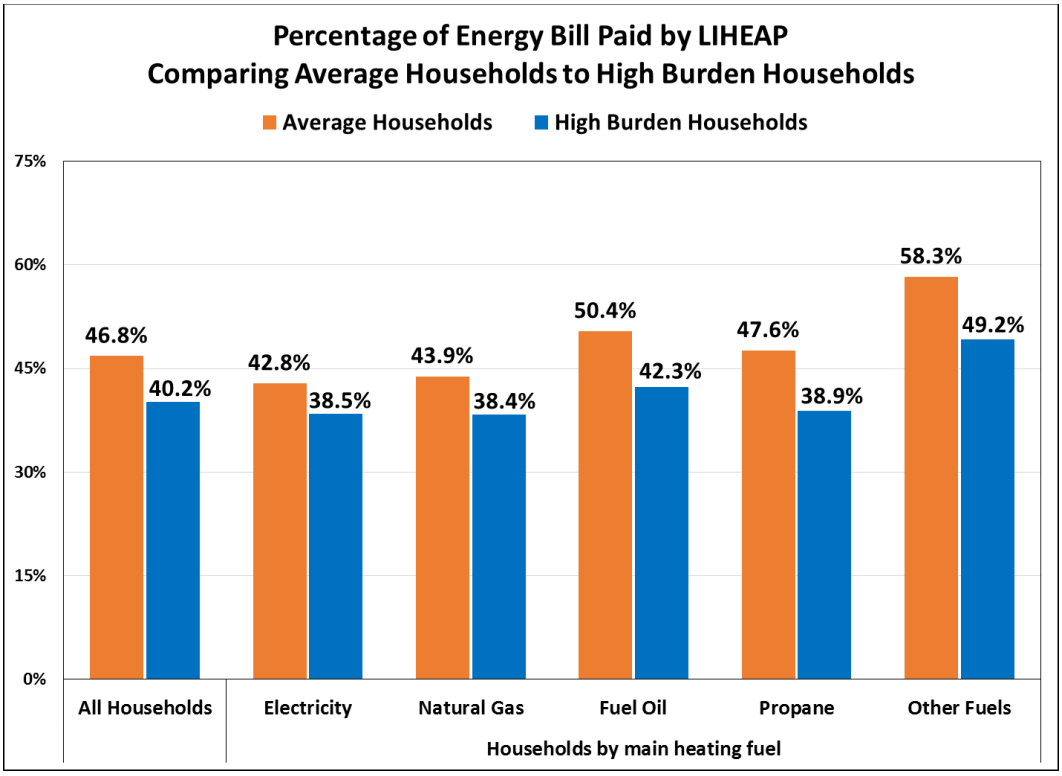


Figure 2-6



Figures 3-1 and 3-2 combine data elements for the average energy bill (total and net), benefit amount, pre/post-LIHEAP energy burden, and percentage point reduction in energy burden resulting from the LIHEAP benefit amount for average LIHEAP recipient households (Section B) and provides a brief analysis of these data for all households in the group.

Figure 3-1

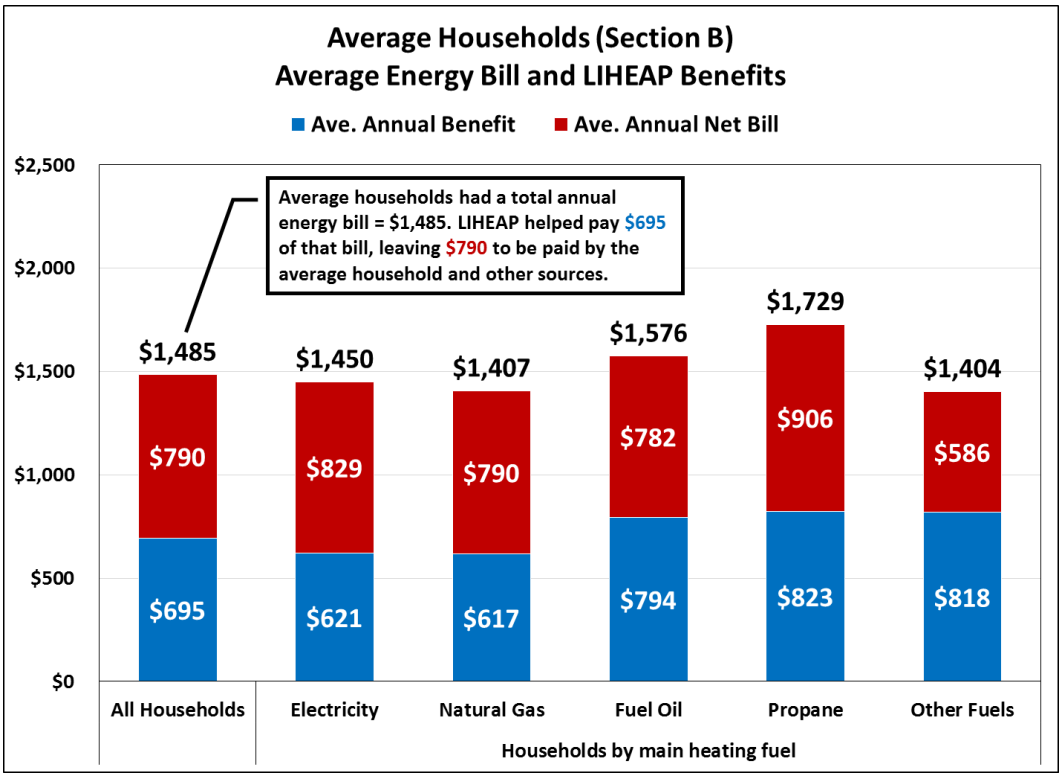
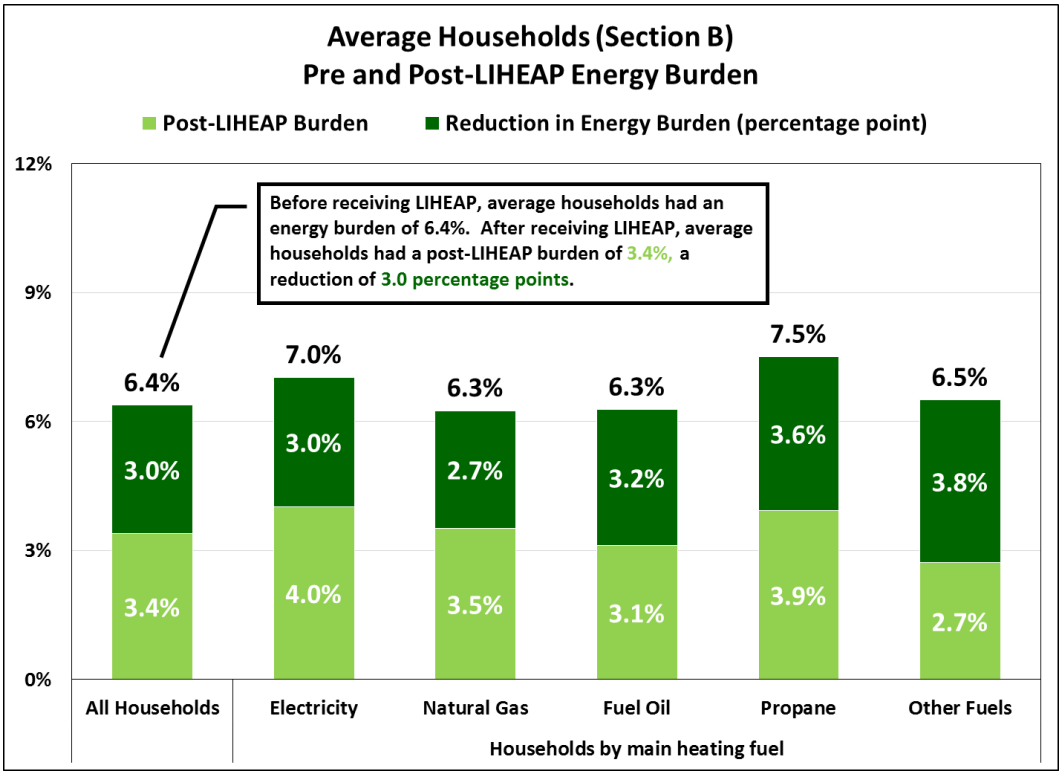


Figure 3-2



Figures 4-1 and 4-2 combine data elements for the average energy bill (total and net), benefit amount, pre/post-LIHEAP benefits and percentage point reduction in energy burden resulting from the benefit amount for high burden LIHEAP recipient households (Section C) and provides a brief analysis of these data for all households in the group.

Figure 4-1

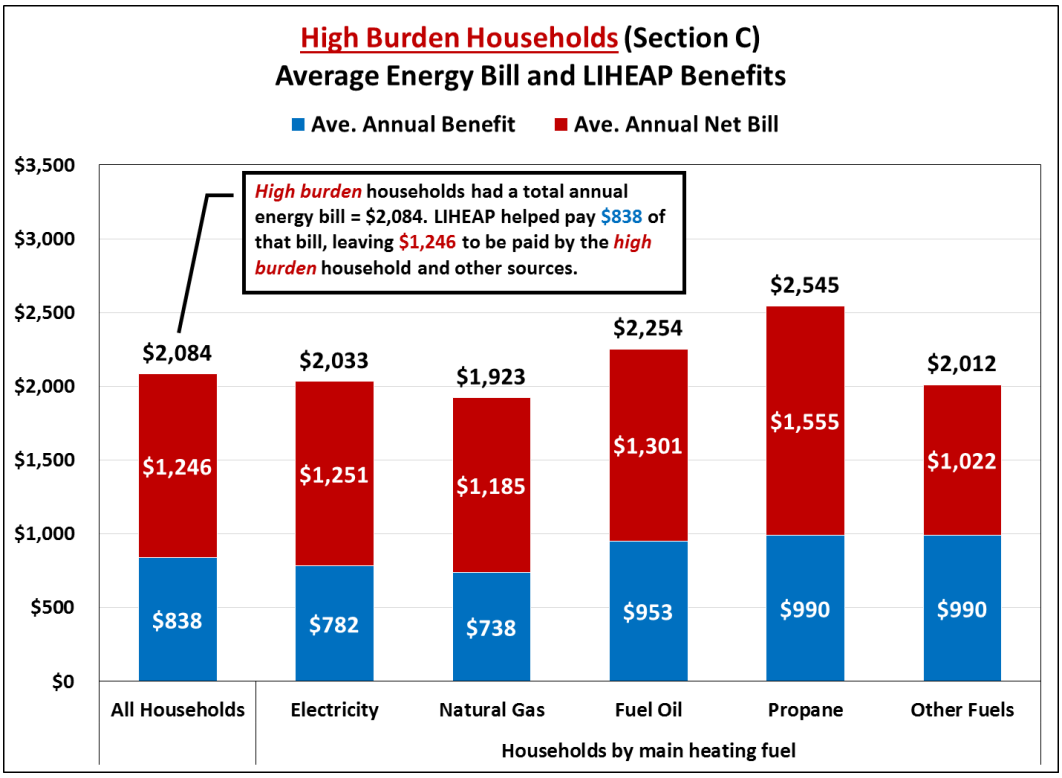
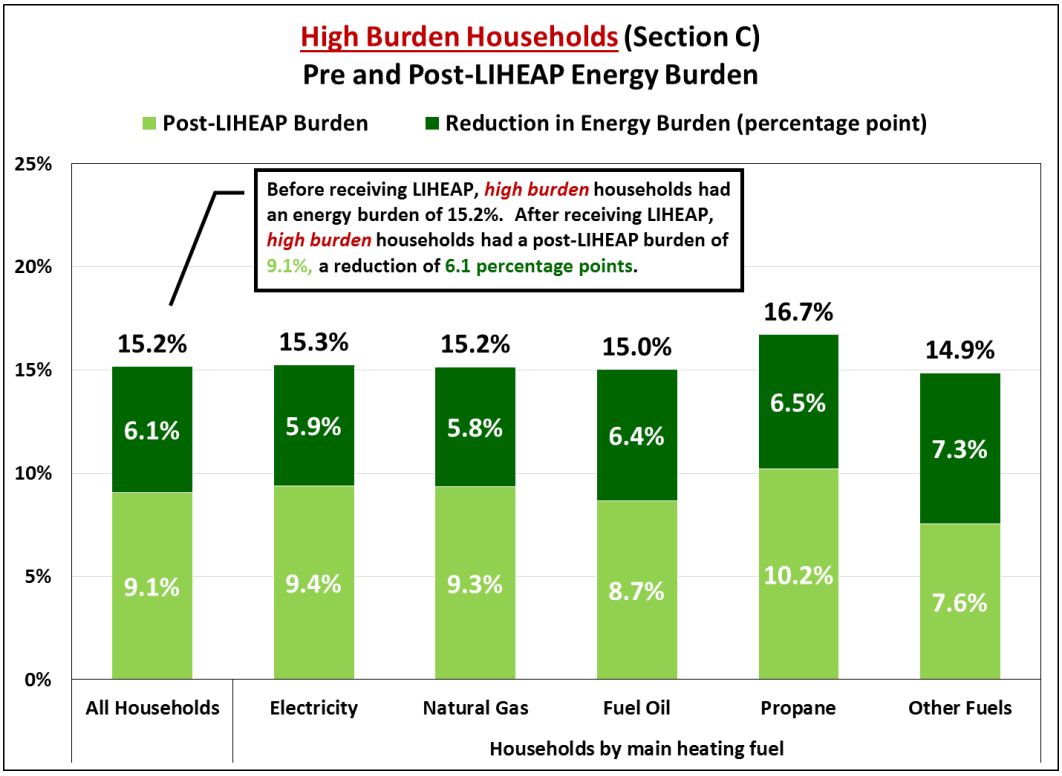


Figure 4-2



Figures 4-3 and 4-4 provide the Benefit Targeting Index and Burden Reduction Targeting Index for high burden households, plus a brief analysis of the results on these indexes for all high burden LIHEAP recipient households.

Figure 4-3

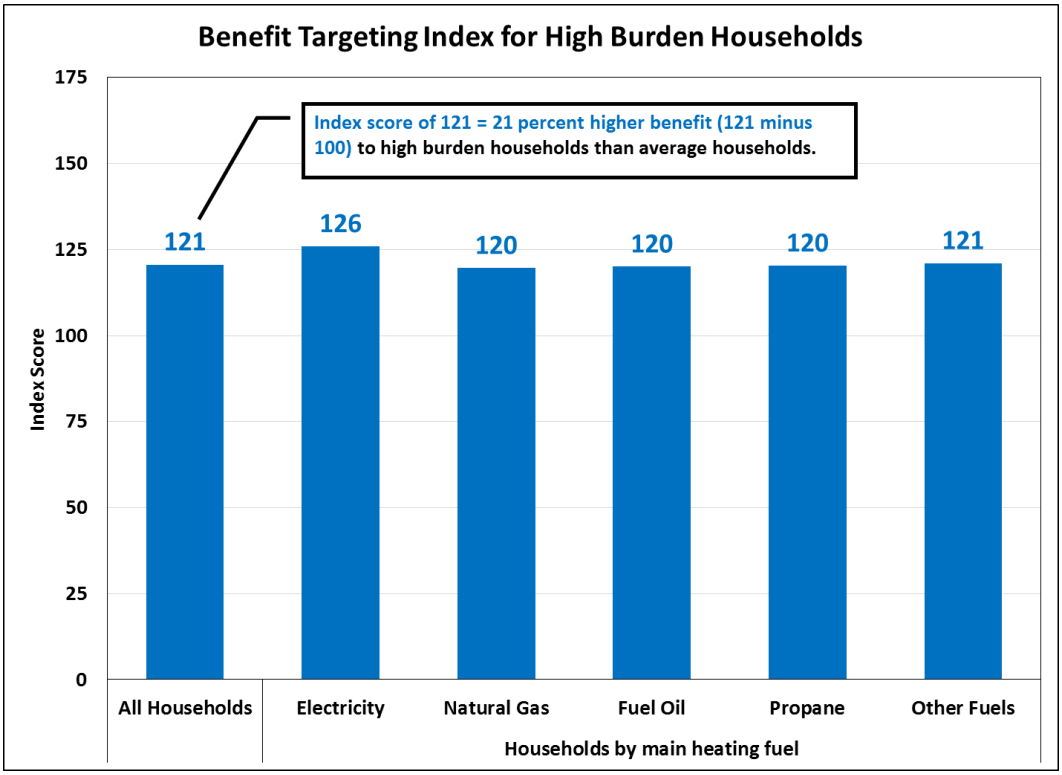


Figure 4-4

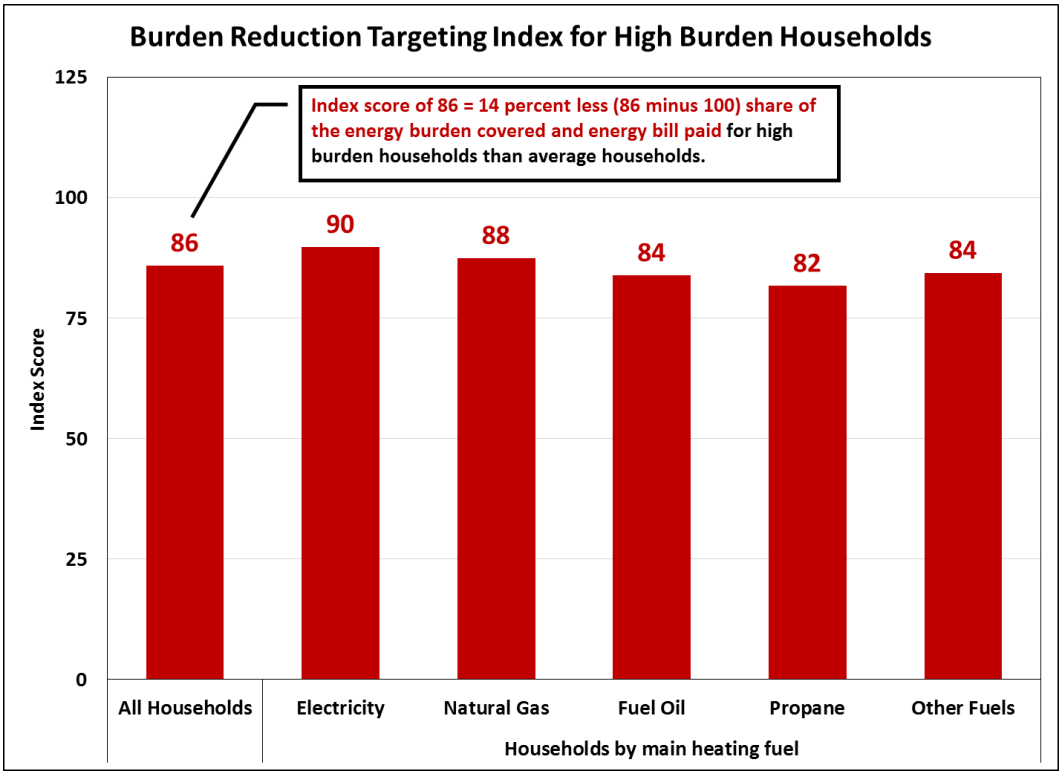


Figure 4-5

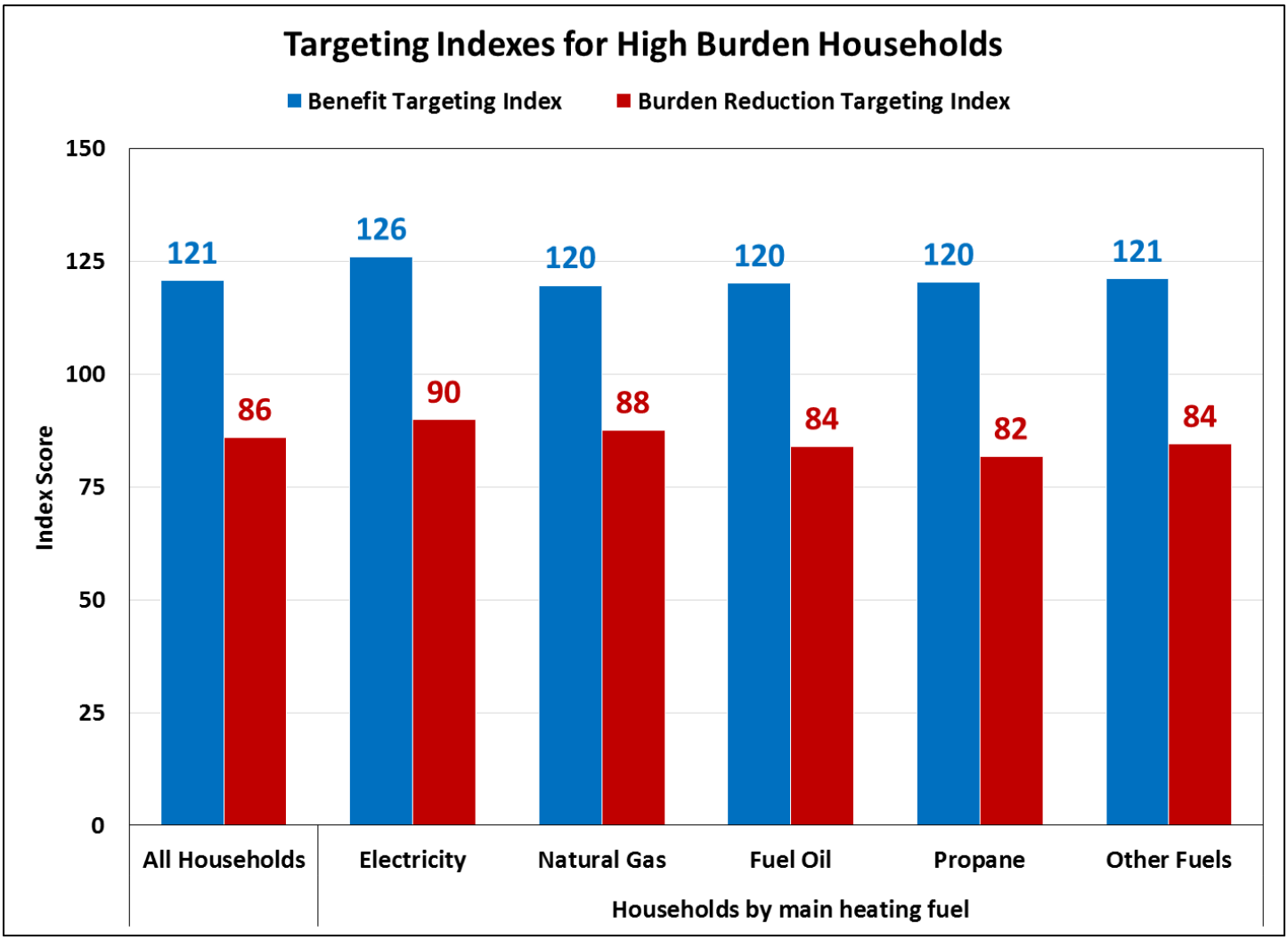


Figure 4-5 combines Figure 4-3 and Figure 4-4 for an at-a-glance comparison of the two indexes. The ***Benefit Targeting Index*** for high burden households tells whether, on average, high burden households receive higher benefits (score > 100) or lower benefits (score < 100) than average LIHEAP recipient households. The ***Burden Reduction Targeting Index*** tells whether, on average, high burden households have a greater share of their energy burden covered and energy bill paid by LIHEAP (score > 100) or lesser share of their energy burden covered and energy bill paid by LIHEAP (score < 100) than average LIHEAP recipient households.

Figure 4-6

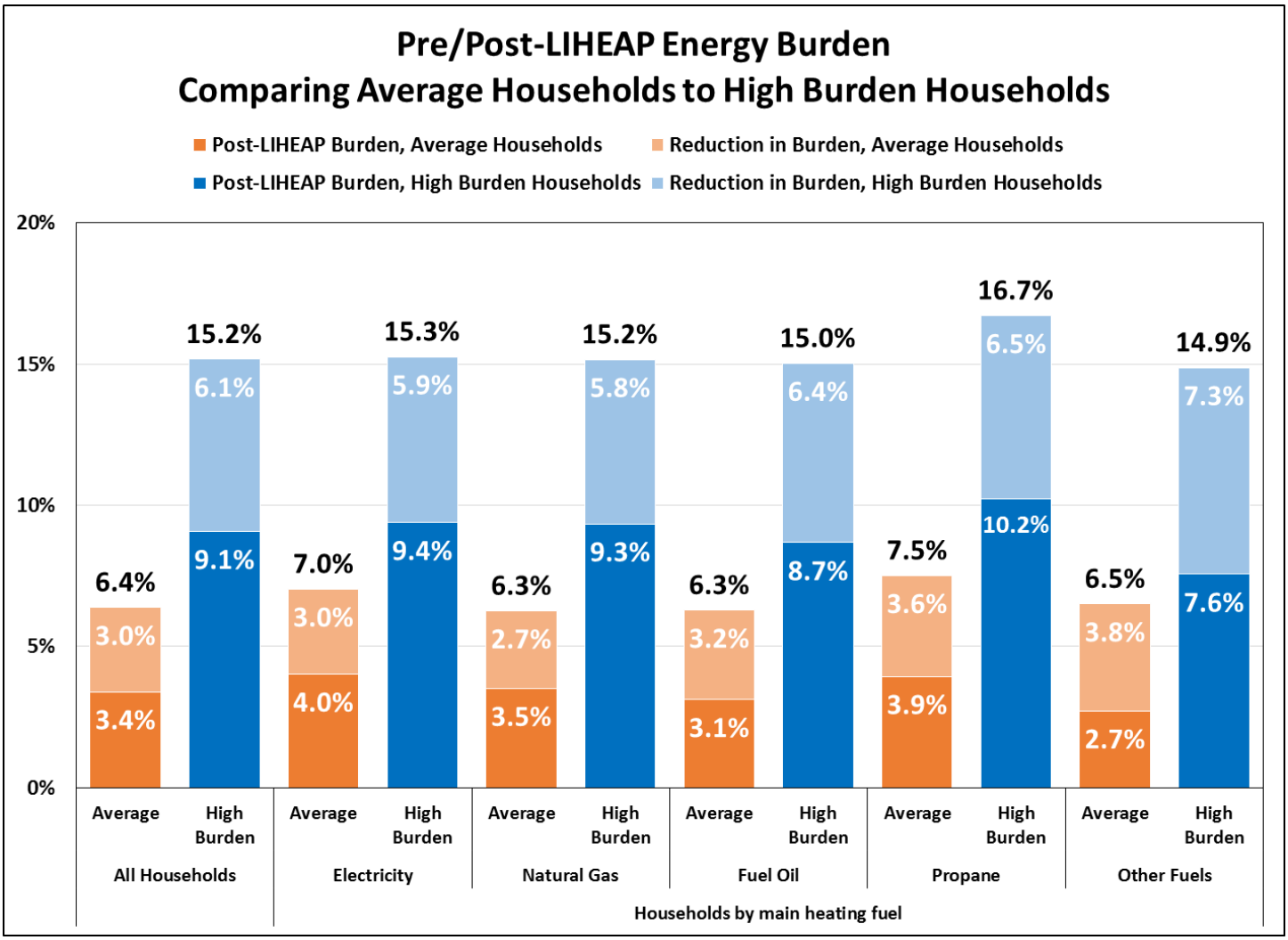


Figure 4-6 combines the data elements from Figure 3-2 and Figure 4-2 to provide a comparison of the pre-LIHEAP energy burden and post-LIHEAP energy burden of average recipient households and high burden recipient households. The "Reduction in Burden" shown in Figure 4-5 is the *percentage point* difference after subtracting the post-LIHEAP energy burden from the pre-LIHEAP energy burden. To examine the *percentage reduction* in energy burden after receiving LIHEAP, return to Figure 1-6 or Figure 2-6.

Figure 5-1

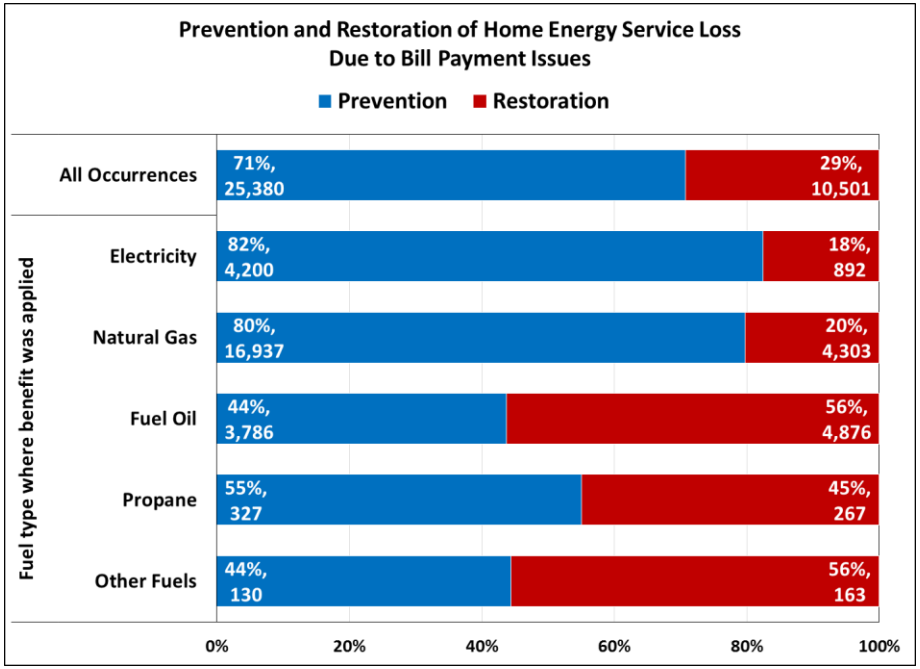
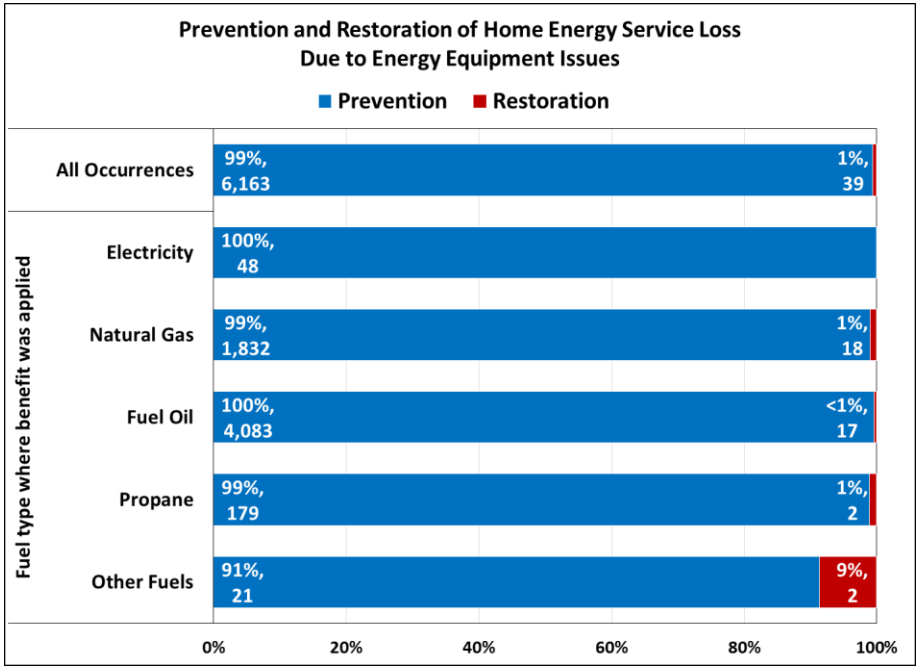


Figure 5-2



In FY 2017, LIHEAP assistance helped prevent or restore 35,881 total occurrences of home energy service loss resulting from bill payment issues.* About **71 percent (25,380) were prevented** from losing home energy service, while about **29 percent (10,501) experienced home energy service loss and were restored**.

*Prevention of home energy service loss due to bill payment issues refers to all occurrences of LIHEAP recipient households who had a past due notice or utility disconnect notice (electricity, natural gas) or were at imminent risk of running out of fuel (propane, other fuels). Restoration of home energy service loss due to bill payment issues refers to all occurrences of LIHEAP recipient household whose energy service was restored after a disconnection (electricity, natural gas) or fuel was delivered to a home that ran out of fuel (propane, other fuels).

In FY 2017, LIHEAP assistance helped prevent or restore 6,202 occurrences of home energy service loss resulting from inoperable home energy equipment.* About **99 percent (6,163) were prevented** from losing home energy service, while about **1 percent (39) experienced home energy service loss and were restored**.

*Prevention of home energy service loss due to energy equipment issues refers to all occurrences of LIHEAP recipient households whose operable home energy equipment was repaired/replaced to prevent imminent home energy service loss. Restoration of home energy service loss due to energy equipment issues refers to all occurrences of LIHEAP recipient households whose home energy equipment was inoperable and was repaired/replaced.