

Understanding LIHEAP Performance Measures
Hands-On Exercises
ANSWER KEY

Example #1 – Wisconsin

1. Question: Does Wisconsin furnish higher benefits to higher burden households?
Answer: **Yes** / No

2. Question: The benefit for high burden households in Wisconsin is \$_____ higher / lower.
Answer #1: \$183
Answer #2: **Higher** / Lower

3. Question: Does Wisconsin pay a larger share of the home energy bill for high burden households?
Answer: **Yes** / No

4. Question: Does Wisconsin prevent service loss more times than it restores service when clients face bill payment issues?
Answer: **Yes** / No

5. Question: Wisconsin prevented service loss _____ more / less times than it restored service when clients faced bill payment issues?
Answer #1: 21,353 occurrences
Answer #2: **More** / Less

6. Question: Does Wisconsin restore service more times than it prevents service loss when clients face energy equipment issues?
Answer: Yes / **No**

7. Question: Wisconsin restored service _____ more / less times than it prevented service loss when clients faced energy equipment issues?
Answer #1: 116 occurrences
Answer #2: More / **Less**

8. Question: What are the annual incomes of average households and high burden households in Wisconsin?
Answer #1: Annual income for average households = \$18,099
Answer #2: Annual income for high burden households = \$9,596

9. Question: The annual income of high burden households is _____ % more / less than average households?
Answer #1: 47%
Answer #2: More / **Less**
10. Question: What are the annual energy expenditures of average households and high burden households in Wisconsin?
Answer #1: Annual energy expenditures for average households = \$1,773
Answer #2: Annual energy expenditures for high burden households = \$2,246
11. The annual energy expenditures of high burden households is _____ % more / less than average households?
Answer #1: 27%
Answer #2: **More** / Less
12. Question: Before LIHEAP, the energy burden of high burden households is _____% of average households?
Answer: 239%
13. Question: The average benefit for high burden households is _____% of average households?
Answer: 145%
14. Question: After LIHEAP, the energy burden of high burden households is _____% of average households?
Answer: 231%
15. Question: After completing Questions #12 – 14, what are your thoughts about those comparisons?
16. Question: For which fuel types does LIHEAP furnish higher benefits to high burden households compared to average households? (Circle all that apply)
Answer choices:
a. **Electric Main Heat**
b. **Natural Gas Main Heat**
c. **Fuel Oil Main Heat**
d. **Propane Main Heat**

17. Question: For which fuel types does LIHEAP pay a higher share of the energy bill for high burden households compared to average households? (Circle all that apply)

Answer choices:

- a. Electric Main Heat
- b. Natural Gas Main Heat
- c. Fuel Oil Main Heat
- d. Propane Main Heat

18. Question: For which fuel types does LIHEAP furnish more preventions than restorations due to bill payment issues? (Circle all that apply)

Answer choices:

- a. Electric Main Heat
- b. Natural Gas Main Heat
- c. Fuel Oil Main Heat
- d. Propane Main Heat
- e. Other Fuels Main Heat

19. Question: For which fuel types does LIHEAP furnish more preventions than restorations due to energy equipment issues? (Circle all that apply)

Answer choices:

- a. Electric Main Heat
- b. Natural Gas Main Heat
- c. Fuel Oil Main Heat
- d. Propane Main Heat
- e. Other Fuels Main Heat

20. Based on the investigation above, do you think that Wisconsin needs to examine some aspect of their program related to targeting benefits? If so, what?

21. Based on the investigation above, do you think that Wisconsin needs to examine some aspect of their program related to preventions and restorations? If so, what?

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Example #2 – Minnesota

1. Question: Does Minnesota furnish higher benefits to higher burden households?
Answer: **Yes** / No

2. Question: The benefit for high burden households in Minnesota is \$_____ higher / lower.
Answer #1: \$296
Answer #2: **Higher** / Lower

3. Question: Does Minnesota pay a larger share of the home energy bill for high burden households?
Answer: **Yes** / No

4. Question: Does Minnesota prevent service loss more times than it restores service when clients face bill payment issues?
Answer: **Yes** / No

5. Question: Minnesota prevented service loss _____ more / less times than it restored service when clients faced bill payment issues?
Answer #1: 41,820 occurrences
Answer #2: **More** / Less

6. Question: Does Minnesota restore service more times than it prevents service loss when clients face energy equipment issues?
Answer: **Yes** / No

7. Question: Minnesota restored service _____ more / less times than it prevented service loss when clients faced energy equipment issues?
Answer #1: 6,115 occurrences
Answer #2: **More** / Less

8. Question: What are the annual incomes of average households and high burden households in Minnesota?
Answer #1: Annual income for average households = \$18,626
Answer #2: Annual income for high burden households = \$7,959

9. Question: The annual income of high burden households is _____ % more / less than average households?
Answer #1: 57%
Answer #2: More / **Less**
10. Question: What are the annual energy expenditures of average households and high burden households in Minnesota?
Answer #1: Annual energy expenditures for average households = \$2,102
Answer #2: Annual energy expenditures for high burden households = \$2,600
11. The annual energy expenditures of high burden households is _____ % more / less than average households?
Answer #1: 24%
Answer #2: **More** / Less
12. Question: Before LIHEAP, the energy burden of high burden households is _____% of average households?
Answer: 289%
13. Question: The average benefit for high burden households is _____% of average households?
Answer: 143%
14. Question: After LIHEAP, the energy burden of high burden households is _____% of average households?
Answer: 266%
15. Question: After completing Questions #12 – 14, what are your thoughts about those comparisons?
16. Question: For which fuel types does LIHEAP furnish higher benefits to high burden households compared to average households? (Circle all that apply)
Answer choices:
a. **Electric Main Heat**
b. **Natural Gas Main Heat**
c. **Fuel Oil Main Heat**
d. **Propane Main Heat**
e. **Other Fuels Main Heat**

17. Question: For which fuel types does LIHEAP pay a higher share of the energy bill for high burden households compared to average households? (Circle all that apply)

Answer choices:

- a. Electric Main Heat
- b. Natural Gas Main Heat
- c. Fuel Oil Main Heat
- d. Propane Main Heat
- e. Other Fuels Main Heat

18. Question: For which fuel types does LIHEAP furnish more preventions than restorations due to bill payment issues? (Circle all that apply)

Answer choices:

- a. Electric Main Heat
- b. Natural Gas Main Heat
- c. Fuel Oil Main Heat
- d. Propane Main Heat
- e. Other Fuels Main Heat

19. Question: For which fuel types does LIHEAP furnish more preventions than restorations due to energy equipment issues? (Circle all that apply)

Answer choices:

- a. Electric Main Heat
- b. Natural Gas Main Heat
- c. Fuel Oil Main Heat
- d. Propane Main Heat
- e. Other Fuels Main Heat

20. Based on the investigation above, do you think that Minnesota needs to examine some aspect of their program related to targeting benefits? If so, what?

21. Based on the investigation above, do you think that Minnesota needs to examine some aspect of their program related to preventions and restorations? If so, what?

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Example #3 – Mississippi

1. Question: Does Mississippi furnish higher benefits to higher burden households?
Answer: **Yes** / No
2. Question: The benefit for high burden households in Mississippi is \$_____ higher / lower.
Answer #1: \$64
Answer #2: **Higher** / Lower
3. Question: Does Mississippi pay a larger share of the home energy bill for high burden households?
Answer: Yes / **No**
4. Question: Does Mississippi prevent service loss more times than it restores service when clients face bill payment issues?
Answer: Yes / **No**
5. Question: Mississippi prevented service loss _____ more / less times than it restored service when clients faced bill payment issues?
Answer #1: 6,151 occurrences
Answer #2: More / **Less**
6. Question: Does Mississippi restore service more times than it prevents service loss when clients face energy equipment issues?
Answer: **Yes** / No
7. Question: Mississippi restored service _____ more / less times than it prevented service loss when clients faced energy equipment issues?
Answer #1: 605 occurrences
Answer #2: **More** / Less
8. Question: What are the annual incomes of average households and high burden households in Mississippi?
Answer #1: Annual income for average households = \$9,601
Answer #2: Annual income for high burden households = \$1,393

9. Question: The annual income of high burden households is _____ % more / less than average households?
Answer #1: 85%
Answer #2: More / Less
10. Question: What are the annual energy expenditures of average households and high burden households in Mississippi?
Answer #1: Annual energy expenditures for average households = \$1,955
Answer #2: Annual energy expenditures for high burden households = \$2,105
11. The annual energy expenditures of high burden households is _____ % more / less than average households?
Answer #1: 8%
Answer #2: More / Less
12. Question: Before LIHEAP, the energy burden of high burden households is _____% of average households?
Answer: 741%
13. Question: The average benefit for high burden households is _____% of average households?
Answer: 114%
14. Question: After LIHEAP, the energy burden of high burden households is _____% of average households?
Answer: 727%
15. Question: After completing Questions #12 – 14, what are your thoughts about those comparisons?
16. Question: For which fuel types does LIHEAP furnish higher benefits to high burden households compared to average households? (Circle all that apply)
Answer choices:
a. Electric Main Heat
b. Natural Gas Main Heat

17. Question: For which fuel types does LIHEAP pay a higher share of the energy bill for high burden households compared to average households? (Circle all that apply)

Answer choices:

- a. Electric Main Heat
- b. Natural Gas Main Heat

18. Question: For which fuel types does LIHEAP furnish more preventions than restorations due to bill payment issues? (Circle all that apply)

Answer choices:

- a. Electric Main Heat
- b. Natural Gas Main Heat
- c. Fuel Oil Main Heat
- d. Propane Main Heat
- e. Other Fuels Main Heat

19. Question: For which fuel types does LIHEAP furnish more preventions than restorations due to energy equipment issues? (Circle all that apply)

Answer choices:

- a. Electric Main Heat
- b. Natural Gas Main Heat
- c. Fuel Oil Main Heat
- d. Propane Main Heat
- e. Other Fuels Main Heat

20. Based on the investigation above, do you think that Mississippi needs to examine some aspect of their program related to targeting benefits? If so, what?

21. Based on the investigation above, do you think that Mississippi needs to examine some aspect of their program related to preventions and restorations? If so, what?

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Example #4 – Wyoming

1. Question: Does Wyoming furnish higher benefits to higher burden households?
Answer: **Yes** / No
2. Question: The benefit for high burden households in Wyoming is \$_____ higher / lower.
Answer #1: \$225
Answer #2: **Higher** / Lower
3. Question: Does Wyoming pay a larger share of the home energy bill for high burden households?
Answer: **Yes** / No
4. Question: Does Wyoming prevent service loss more times than it restores service when clients face bill payment issues?
Answer: **Yes** / No
5. Question: Wyoming prevented service loss _____ more / less times than it restored service when clients faced bill payment issues?
Answer #1: 69 occurrences
Answer #2: **More** / Less
6. Question: Does Wyoming restore service more times than it prevents service loss when clients face energy equipment issues?
Answer: **Yes** / No
7. Question: Wyoming restored service _____ more / less times than it prevented service loss when clients faced energy equipment issues?
Answer #1: 347 occurrences
Answer #2: **More** / Less
8. Question: What are the annual incomes of average households and high burden households in Wyoming?
Answer #1: Annual income for average households = \$15,665
Answer #2: Annual income for high burden households = \$7,079

9. Question: The annual income of high burden households is _____ % more / less than average households?
Answer #1: 55%
Answer #2: More / **Less**
10. Question: What are the annual energy expenditures of average households and high burden households in Wyoming?
Answer #1: Annual energy expenditures for average households = \$1,526
Answer #2: Annual energy expenditures for high burden households = \$1,895
11. The annual energy expenditures of high burden households is _____ % more / less than average households?
Answer #1: 24%
Answer #2: **More** / Less
12. Question: Before LIHEAP, the energy burden of high burden households is _____% of average households?
Answer: 276%
13. Question: The average benefit for high burden households is _____% of average households?
Answer: 144%
14. Question: After LIHEAP, the energy burden of high burden households is _____% of average households?
Answer: 252%
15. Question: After completing Questions #12 – 14, what are your thoughts about those comparisons?
16. Question: For which fuel types does LIHEAP furnish higher benefits to high burden households compared to average households? (Circle all that apply)
Answer choices:
a. **Electric Main Heat**
b. **Natural Gas Main Heat**
c. **Propane Main Heat**

17. Question: For which fuel types does LIHEAP pay a higher share of the energy bill for high burden households compared to average households? (Circle all that apply)

Answer choices:

- a. Electric Main Heat
- b. Natural Gas Main Heat
- c. Propane Main Heat

18. Question: For which fuel types does LIHEAP furnish more preventions than restorations due to bill payment issues? (Circle all that apply)

Answer choices:

- a. Electric Main Heat
- b. Natural Gas Main Heat
- c. Fuel Oil Main Heat
- d. Propane Main Heat
- e. Other Fuels Main Heat

19. Question: For which fuel types does LIHEAP furnish more preventions than restorations due to energy equipment issues? (Circle all that apply)

Answer choices:

- a. Electric Main Heat
- b. Natural Gas Main Heat
- c. Fuel Oil Main Heat
- d. Propane Main Heat
- e. Other Fuels Main Heat

20. Based on the investigation above, do you think that Wyoming needs to examine some aspect of their program related to targeting benefits? If so, what?

21. Based on the investigation above, do you think that Wyoming needs to examine some aspect of their program related to preventions and restorations? If so, what?