

Home Heating Working Group  
Meeting Minutes  
September 28, 2012

Present: John Lebeaux, Moira Miller, Chief Hester, Lynda White, Sharon Yager, Jeff Chin, JoAnne O'Leary

Mr. Gregory called the meeting to order at 10:15. Introductions were made.

Ms. Yager provided a review of fuel assistance applications for the FY11-12 winter season, indicating that the numbers were higher than the previous year, and that new applications were up.

Mr. Chin added that more people were coming in for re-applications in spite of the mild winter. In total there were 150 applications. The new application period for this season begins on November 1<sup>st</sup>; the re-application period begins earlier in October as the packets are mailed out in August.

Ms. Yager said many phone calls were made about receiving assistance on the re-certification process. Some people were missing paperwork. It is generally a complicated, unclear process. Mr. Lebeaux added that SMOC ought to adopt some kind of notification process, that residents should be treated better.

Mr. Chin provided an update on Shrewsbury Oil Assistance Relief (SOAR), indicating that it was a successful season last year. 33 SOAR applications were processed last year – some originate from emergency responders, others from SYFS. There are no immediate fundraising plans at the moment. SOAR is in place for emergency assistance only. The supplier, Al's Oil, set up a passcode system to prevent unauthorized shipments. There is currently \$5,000 in the account. Chief Hester added that a few walk-ins were assisted with SOAR. The flow-chart in place works well and will continue to be consulted.

Ms. O'Leary provided an update from NSTAR, indicating that outreach takes place each year, and that the effort will be on preventing shut-offs. There is a huge effort underway to handle the requests to convert to gas.

Ms. White provided an update from SELCO. 853 termination letters went out last year, but typically 99% of these accounts stay on. Payment arrangements are often made with rate-payers. "Share the Warmth" will take place again this year. A \$120 credit was issued in March to eligible customers.

There was consensus that the Home Heating Booklet be updated and available for the November election. Ms. Yager said she would coordinate that effort.

The meeting adjourned at 11:00 AM.

Respectfully submitted,

Thomas M. Gregory  
Assistant to the Town Manager