



# Inside the Operation

WE'RE ALL PART OF THE OPERATION.

SPRING 2017

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## 40 Years Later: Operation Fuel's Services More Vital Than Ever

Governor Ella Grasso started Operation Fuel in 1977 as a temporary energy assistance program to help Connecticut households through what was expected to be a short-term crisis.

Now 40 years later, the energy program is more vital than ever. Since 1977, Operation Fuel has helped more than 150,000 vulnerable households by providing over \$46 million in energy assistance.

Operation Fuel has grown into a statewide, year-round energy assistance program with more than 100 fuel banks throughout Connecticut. Besides providing energy assistance to thousands of Connecticut households each year, Operation Fuel is making a difference in other key areas. Some important initiatives include:

- Creating a program in 2013 to prevent and reduce homelessness. Since its inception, the program has granted \$134,303 in energy assistance to 210 applicants.
- Establishing a small business energy efficiency program and several pilot programs promoting energy efficiency and renewable energy in the residential sector.
- Developing a pilot program that offers financial assistance toward the repair or replacement of inoperable boilers and furnaces.

For more than 10 years, Operation Fuel and its staff have helped to educate its community partners about the impact that the high cost of energy has on poverty while offering potential strategies for change. During this time, Operation Fuel has become the voice for families and individuals who are struggling with unaffordable energy bills, and has brought attention to the energy affordability crisis that currently



Father Thomas Lynch and then Governor Ella Grasso receive a check from former State Treasurer Gerald Lamb to begin Operation Fuel.

affects more than 322,000 Connecticut households.

There is now a \$399 million energy affordability gap for state households with incomes at or below 200 percent of the Federal Poverty Level, according to Operation Fuel's latest Home Energy Affordability Gap report for the state of Connecticut. The affordability gap is the portion of their energy bills that 322,000 Connecticut households can't afford to pay, not the entire amount that they owe.

Although the gap declined by nearly \$71 million from \$470 million in 2015, this drop was due primarily to a reduction in the price of home heating oil and natural gas over the past year. About 9,000 more Connecticut households can't afford their energy bills compared with 313,000 the previous year. On average, each of the

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## A Word from The Executive Director



Dear Friends,

As Operation Fuel observes its 40th anniversary, it is a good time to reflect on what we have accomplished over the years.

We started as a temporary winter energy assistance program in 1977 when an oil embargo drove up the price of heating oil. After the embargo ended, energy costs continued to rise and families who were between 150% and 200% of the federal poverty level still had no place to get help if they fell behind on their energy bills.

Thanks to the generosity and support of each of you, we have been able to achieve much more than we ever could have imagined that first winter. Since 1977, we have helped more than 150,000 households with over \$46 million in energy grants. Many of these households were extremely vulnerable and included children, the elderly, and people with chronic illnesses.

Over the past several years, we have evolved into a year-round energy assistance program. As often happens, this winter began mildly and then the snow and frigid temperatures arrived. Through late February, we have provided \$622,700 in winter energy assistance to 1,401 households.

We know this amount will increase before the winter ends. Then we will prepare for our summer program, which assists low-income households with their electricity bills and helps them to avoid the dangerous health impacts of the heat.

After nine months as Executive Director of Operation Fuel, I am very grateful for the hard work of our wonderful staff, the invaluable community partners at our fuel banks, and the consistent support of our donors and funders. It is an honor to be a part of this team!

Thank you for your generosity! We could not be here without your help.

Sincerely,

**Karen E. Adamson**  
Executive Director

We Advocate.  
We Collaborate.  
We Serve.

## Operation Fuel and Utility Companies Host Annual Energy Assistance Conference

As part of its preparation for the 2016-2017 winter energy assistance program, Operation Fuel held its annual Energy Assistance Conference on October 12 in partnership with Eversource Energy, The United Illuminating Company, Southern Connecticut Gas and Connecticut Natural Gas. Along with staff from Operation Fuel and from the utilities, fuel banks from throughout Connecticut and representatives from several state agencies attended.

The conference focused on the availability of energy assistance and various programs that the utility companies have to help lower-income households manage their energy expenses during the winter.

In particular, fuel bank staff were advised to encourage their clients to participate in the Home Energy Solutions™ (HES-IE) Income-Eligible program, which is offered free of charge to households that qualify, and helps to lower energy bills and makes energy assistance grants go further.

Another way to help keep down energy expenses, which was discussed during the meeting, is to carefully choose an

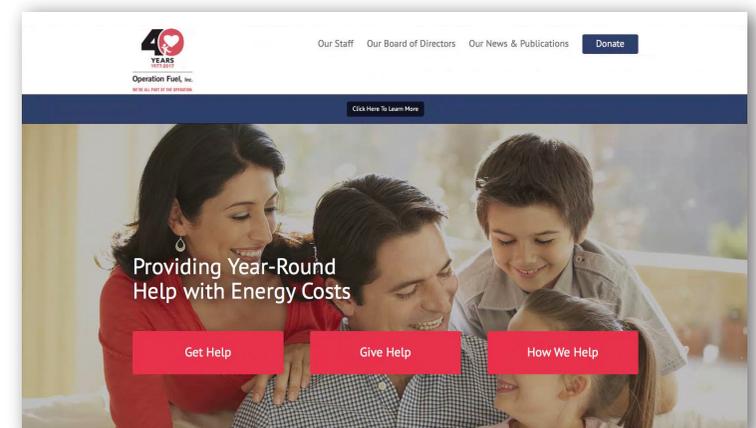
electric supplier and compare the rates being offered. For more information on energy suppliers, visit <http://www.energizect.com/compare-energy-suppliers>.

“We want to make sure that every vulnerable Connecticut household gets the help they need. Families and individuals with low and fixed incomes often have difficulty keeping up with the expense of heating their homes and still being able to afford food, medicine and other basic needs,” pointed out Brenda Watson, Operation Fuel’s Director of Community Programs.



Representatives from Eversource Energy, The United Illuminating Company, The Southern Connecticut Gas Company, Connecticut Natural Gas Corporation, and Operation Fuel at the 2016 Social Agency Energy Assistance Conference.

## 40 Years of Caring for Communities



## Shoreline Fuel Bank Seeing More Need From People Over 50

The Pawcatuck Neighborhood Center (PNC) has been seeing an increased need for energy assistance from people who are 50 and older, according to PNC's Executive Director Vicki Anderson.

She said many of the people in this age group, who are asking PNC for help paying their energy bills, have lost their jobs and are struggling financially. Other applicants, Anderson added, have had their full-time jobs reduced to part-time.

PNC has been part of Operation Fuel's statewide network of fuel banks for the past 14 years. Through PNC, Operation Fuel provides energy assistance to families and individuals in North Stonington and Stonington, which includes Pawcatuck.



Vicki Anderson, Executive Director, Pawcatuck Neighborhood Center.

Anderson, who will retire on June 30 after 15 years as PNC's executive director, said that over the years Operation Fuel has been one of her agency's most reliable sources for

energy assistance. She especially appreciates that Operation Fuel will help households that use all types of energy including propane and wood.

"Operation Fuel has guidelines and follows them, but they thoroughly understand that life is full of special circumstances. When we call with a special request, the staff listens to why we believe someone's needs are unusual. Operation Fuel is always easy to reach, responsive and caring," said Anderson.

So far this fiscal year, Operation Fuel has given out \$3,302 in energy assistance to PNC for nine households. The previous fiscal year, Operation Fuel provided PNC with \$7,596 for 23 households.

PNC also provides energy assistance through both the Connecticut Energy Assistance Program and the United Way's Project Warm-Up and from donations made directly to its agency.

Anderson said that she expects there will continue to be an increased need for energy assistance from people who are over 50. "They're finding it difficult to find a new job, especially one that will cover their expenses. And now they are using up their savings, which can create more problems in the future. Some are having medical problems that are causing unexpected expenses, as well as the inability to work right away. It's a perfect storm of events," added Anderson.

## With 106 Fuel Banks, Operation Fuel Continues to Expand its Ability to Offer Energy Assistance to Struggling Households

Operation Fuel's partnership with its fuel banks has always been a major factor in the success of the nonprofit energy assistance program. Operation Fuel has grown from approximately 30 fuel banks when it began in 1977 to a current statewide network of 106 fuel banks.

Fuel banks are part of community agencies, municipal human and social service departments, and religious organizations. "Without our fuel banks and their dedicated staff, many

vulnerable families and individuals would not have access to Operation Fuel's services," explains Brenda Watson, Operation Fuel's Director of Community Programs.

Since the beginning of this fiscal year, several new fuel banks have become part of Operation Fuel. Among them are Hands On Hartford, New Vision International Ministries of Bridgeport, Conn., Norwich Public Utilities, and Operation Hope in Fairfield, Conn.

## Hands On Hartford

Executive Director Barbara Shaw said Hands On Hartford is happy to once again be a fuel bank for Operation Fuel. Hands On Hartford began in 1969 as Center City Churches and served as one of Operation Fuel's volunteer fuel banks from 1989 to 2004, helping thousands of households with their heating bills.



Hands On Hartford Executive Director Barbara Shaw.

Now that Hands On Hartford has moved to a larger office, they will be able to handle the high number of energy assistance requests, said Shaw adding, "being part of the Operation Fuel network allows us to increase our direct need assistance."

She said one out of three households in Hartford live below the federal poverty level and are forced to make difficult decisions about which bills to pay with their limited income, including rent, a medical bill, transportation, food, or their utilities.

Hands On Hartford recently helped Mary, a single mother with a 19-year-old daughter who has a disability. After Mary lost her job in November, she started to fall behind on her electric bill.

She received a shut-off notice in early February, when her bill reached nearly \$400. Although she was frantically looking for work, she could not find anything. She contacted Hands On Hartford and qualified for an energy assistance grant from Operation Fuel, which paid her entire bill. Mary also signed up for Hands On Hartford's Community Pantry where she can shop for staples and fresh foods to help her until she finds a new job and is back on her feet.

## New Vision International Ministries

New Vision International Ministries of Bridgeport, Conn. had been referring households to Operation Fuel for several years before it became a fuel bank this past summer. Since then, the new fuel bank has provided energy assistance from Operation Fuel to 14 households.

Becoming a fuel bank was a natural transition for the church. In the past, “New Vision received numerous requests for utility assistance and oil delivery payment help from church members as well as from families in the surrounding communities,” said Project Coordinator Paula Britt-Moody.

Britt-Moody runs the fuel bank with Anthony Moody, Business Empowerment Services, and Patricia Hidalgo, who is also a Project Coordinator. Hidalgo previously had worked at a local social service agency where one of her responsibilities was working with Operation Fuel’s energy assistance program.

The fuel bank recently helped a family of eight who needed an oil delivery. “We were able to complete the application, provide documents to Operation Fuel and act as a liaison between the applicant and the oil company to grant this family with a same day delivery. We also were able to provide emergency information and referral services to the family,” said Britt-Moody.



New Vision staff pictured from left to right: Paula Britt-Moody, Project Coordinator, Anthony Moody, Business Empowerment Services, and Patricia Hidalgo, Project Coordinator.

## Norwich Public Utilities

In November, Norwich Public Utilities (NPU) became the first Connecticut utility to also operate as a fuel bank when two NPU customer service representatives were trained to take applications for Operation Fuel. Customer Service Manager Ruth Swift said that NPU decided to become a fuel bank after its local social service agency, Norwich Human Services, had to reduce its staff due to budget cuts. “Brenda Watson and I worked together to establish NPU as a fuel bank so our residents would still have a local resource for assistance from Operation Fuel,” explained Swift.

So far it has been a slow start but Swift thinks that will change when the winter moratorium ends and customers realize

that NPU can submit applications to Operation Fuel for energy assistance.

“I am very grateful that Brenda agreed to work “outside of the box” and help NPU become a fuel bank for Operation Fuel. I am looking forward to a long relationship with Operation Fuel,” said Swift.



NPU staff pictured from left to right: Ruth Swift, Customer Service Manager, Karla Ithier, Customer Service Representative, and Deb Fowler, Customer Service Representative.

## Operation Hope

Operation Fuel and its Homeless Intervention and Prevention Program (HIPP) match up well with Operation Hope’s mission. The Fairfield nonprofit became a fuel bank and part of Operation Fuel’s HIPP in September 2016.

Besides addressing the basic need for food and shelter, Operation Hope offers long-term solutions to hunger and homelessness including affordable housing. “Operation Fuel fits into our mission by providing the extra financial assistance needed to provide emergency energy assistance to prevent homelessness and provide assistance for a household’s past utility arrearage,” explained Operation Hope’s Executive Director Carla Miklos.

As of mid-February, seven Fairfield households had received energy assistance from Operation Fuel. One recipient was a couple who are both disabled and living on a fixed income.

The family was struggling to make ends meet and had a shut-off notice for their electricity, which was their source of heat. While the couple could pay the current bill each month, they

couldn’t afford the past due amount. Operation Fuel’s grant helped them maintain their electricity and heat during the coldest time of the year.



Operation Hope staff pictured from left: Dwayne Jacobs, Community Navigator and Outreach Specialist, and Corey Allen, Clinical Director.

*Continued from front page . . .* **40 Years Later**

322,000 households owes about \$1,241 more in annual energy bills than they can afford to pay.

In response to the increased need, Operation Fuel’s network of fuel banks has grown from about 30 in 1977 to 106 current fuel bank sites throughout Connecticut, greatly expanding its ability to offer energy assistance to struggling families and individuals.

Through late February, Operation Fuel had provided \$622,700 in winter energy assistance to 1,401 households. Since the fiscal year

began on July 1, 2016, Operation Fuel has awarded more than \$1.8 million in energy assistance grants to 4,323 households. This includes over \$1.2 million to 2,922 households during the summer of 2016.

Operation Fuel’s staff has begun preparing for the upcoming spring and summer months, when lower-income families and individuals are in danger of losing their electricity or gas services because they can’t afford the high cost of energy. The annual winter moratorium, which prevents households from having their utilities shut off, ends on May 1, 2017 and won’t resume until November 1, 2017.

## Credit Unions Support Operation Fuel



Pictured from left to right: Paul Dörner, Connecticut Credit Union Charitable Foundation; Clayton Jason, Operation Fuel; Susan Wakefield, Operation Fuel Board of Directors; Kimberly O'Brien Green, Operation Fuel; David Hinchey, Connecticut Credit Union Charitable Foundation.

As part of their commitment to the community, Connecticut's Credit Unions donated \$6,000 to Operation Fuel in November. Credit unions contribute to various causes around the state every year and work together to raise funds.

A charitable golf tournament fundraiser and a raffle are held annually where credit unions sell tickets to their members for the chance to win some great prizes. The Connecticut Credit Union Charitable Foundation uses the funds raised to help various food and fuel organizations around the state. Operation Fuel was one of the grateful recipients in 2016.

*“It is an honor to be able to provide Operation Fuel with a donation so that they may ensure people in need have access to year-round energy assistance.”*

“We are extremely thankful for the generous support from Connecticut's Credit Unions, whose considerable donation will allow us to help many families in need of our services,” said

Kim O'Brien Green, Director of Development for Operation Fuel.

“Connecticut's Credit Unions recognize the important role Operation Fuel plays in providing heating assistance to Connecticut's residents,” said David Hinchey, Director of Community Impact, on behalf of the Connecticut Credit Union Charitable Foundation. “It is an honor to be able to provide Operation Fuel with a donation so that they may ensure people in need have access to year-round energy assistance.”

Credit unions are not-for-profit financial cooperatives. By uniting for good, Connecticut's Credit Unions are your best financial partner. No matter where you live or work in Connecticut, there's one for you. To learn more, visit [www.ctcreditunions.org](http://www.ctcreditunions.org).

The Connecticut Credit Union Charitable Foundation is a 501(c)3 nonprofit organization representing Connecticut's credit unions through charitable giving with a mission to provide fuel assistance and help feed those in need throughout the state.

## Avon Connecticut Chapter of UNICO Donates to Operation Fuel

In November, the Avon Connecticut Chapter of UNICO National generously donated \$1,000 to Operation Fuel to provide emergency energy assistance to Farmington Valley residents. The donation will allow Operation Fuel to help at least two households in Farmington Valley pay their utility bills with a grant of up to \$500 each.

Peter Marzano, President of Avon UNICO, stated, “Avon UNICO is happy to be able to make a contribution to Operation Fuel, which helps so many throughout the state as well as in our local area.”

Clayton Jason, Operation Fuel's Development Officer said, “We are so fortunate to have the support of Avon UNICO. Together, we are able to help our neighbors in Farmington Valley with much-needed energy assistance.”

Unity, Neighborliness, Integrity, Charity and Opportunity (UNICO) is the largest Italian-American heritage service organization in the United States.

UNICO was founded by an Italian doctor in Waterbury, Connecticut in the 1930s, with the purpose of “engaging in charitable works, supporting higher education, and performing patriotic deeds,” and now has chapters countrywide. The Avon Chapter, which began 36 years ago, sponsors several merit-based college scholarships in the community and supports many local organizations. For more information, visit [www.avonunico.org](http://www.avonunico.org) or “Avon UNICO” on Facebook.



Pictured from left: Peter Marzano, President of Avon UNICO and Clayton Jason, Operation Fuel's Development Officer.

## Wrice Honored with Humanitarian Award

Operation Fuel's retired Executive Director Patricia Wrice recently received the 2017 Dr. Martin Luther King Jr. Holiday Commemoration Humanitarian Award.

The award was presented to Wrice during the 2017 Dr. Martin Luther King Jr. Day Holiday Commemoration and Bell Ringing Ceremony at the State Capitol Building in Hartford on January 16.

Wrice was selected to receive the award for her dedication as Operation Fuel's Executive Director and her extensive community service. Wrice retired from Operation Fuel in June 2016 after nearly 19 years as executive director.



Retired Executive Director Patricia Wrice with James Williams, chair of the Dr. Martin Luther King Jr. Holiday Commission.

## Featured Partners in the Community



Clayton Jason (center holding check), Operation Fuel's Development Officer, with members of Northwest Catholic's Student Council.

Operation Fuel has received funds from the selfless acts of many students throughout our state. We are encouraged by the generous acts of the youth in our community and cannot thank them enough!

- In January, students at Northwest Catholic High School collected donations for Operation Fuel. They raised over \$1,000 in just one day!
- Fairfield College Preparatory School held a collection to raise funds for Operation Fuel. Students raised over \$380 to benefit Fairfield County residents through their mite box collection in November.

- St. Timothy Middle School in West Hartford held a dress down day in October to benefit Operation Fuel. Students raised over \$330 to help provide Connecticut residents with emergency energy assistance.
- In November, a fourth grade class at Metacomet Elementary School in Bloomfield assisted Operation Fuel by raising funds. The students collected their spare change over two weeks and raised almost \$100! Their gift will go towards helping a Bloomfield resident.

### Business Partners

Many community organizations and local businesses have also answered the call to support Operation Fuel's clients in need in recent months.

- Belcan Engineering Group's employees in Windsor donated over \$1,900 to Operation Fuel in December. Belcan's continued support has allowed Operation Fuel to help many families in need.



Pictured from left: Michael (Mike) Camille, Belcan, Kimberly O'Brien Green, Operation Fuel, and Ryan Watson, Belcan.

Continued from page 10... **Featured Partners**

- The Middletown Rotary Club awarded Operation Fuel a \$750 grant in January. These critical funds will be used to provide at least two Middletown households with energy assistance this winter.



Pictured from left: Joe Marino, President of Middletown Rotary Club, Clayton Jason, Operation Fuel's Development Officer, and Howard Reid, Middletown Rotary Club Grants Committee.

- As a part of its community-giving program ConnexCares, Connex Credit Union recently donated over \$700 to Operation Fuel. The donated funds were raised from the fees collected by the coin-cashing machine at the Connex branch in Meriden.



Pictured from left: Carl Casper, VP of Customer Advocacy for Connex and Clayton Jason, Operation Fuel's Development Officer.

- Wallingford Community Women, Inc. recently awarded Operation Fuel a \$500 grant. This new strategic partnership will help serve Wallingford residents in need of Operation Fuel's services.
- For the third year in a row, the Connecticut Local Association of Social Services selected Operation Fuel as their featured charity to support. The association generously donated \$500 to Operation Fuel.
- The Nutmeg Miata Club, a sports car club consisting of Mazda Miata enthusiasts, celebrated its 25th anniversary in July 2016 at an event showcasing the state of Connecticut. The Nutmeg Miata Club's Cruisin' CT '16 Committee chose to make a donation of \$400 to Operation Fuel to support our work, representing proceeds from the event.
- The Flatbread Company in Canton hosted a fundraising event on January 24 to benefit Operation Fuel. Flatbread generously donated 10% of their sales from the evening, resulting in a donation of almost \$200.
- B.Good restaurant in Glastonbury donated 15% of their sales on an evening in October. On this night, B.Good patrons and Operation Fuel supporters raised over \$100 to help Connecticut residents in need of emergency energy assistance.

## Hartford Foundation Awards Grants to Operation Fuel

The Hartford Foundation for Public Giving (HFPG) has awarded a total of \$71,839 in grants to Operation Fuel for energy assistance and a grant of \$5,000 for general operating expenses.

The following grants were awarded for energy assistance: \$64,339 through grants from the Beatrice Fox Auerbach Foundation Fund; \$5,000 through the Vernon D. and Florence E. Roosa Family Foundation Memorial Fund and \$2,500 from the Aaron Marks Foundation Fund. Operation Fuel also received a grant of \$5,000 for general operating support through the Budd Family Fund.

The Hartford Foundation for Public Giving is the community foundation for Hartford and 28 surrounding towns. The Hartford Foundation receives gifts from thousands of generous individuals and families, and has awarded grants of more than \$650 million to a broad range of area nonprofit organizations since its founding in 1925. For more information about the Hartford Foundation for Public Giving, visit [www.hfpg.org](http://www.hfpg.org) or call 860-548-1888.



### Additional Grant Awards of Note Received in FY17\* Include:

NAME	FY17
Aldo DeDominicis Foundation	\$1,000.00
American Savings Foundation	\$50,000.00
Bruyette Family Foundation	\$5,000.00
Claire L. Helsing Foundation	\$2,500.00
Connecticut Health Foundation	\$10,000.00
Dime Bank Foundation, Inc.	\$3,500.00
Dominion Foundation	\$20,000.00
Duncaster Retirement Community	\$1,000.00
ERJ Fund	\$4,500.00
Fuller Family Foundation	\$2,000.00
George H. C. Ensworth Memorial Fund	\$2,000.00
HCC Global Financial Products	\$10,000.00
Ion Bank Foundation	\$3,000.00
Marion Isabell Coe Fund	\$10,000.00
R. S. Gernon Trust	\$2,000.00
Sun Life Financial	\$1,000.00
The Auerbach Schiro Foundation	\$2,000.00
The Carl Marks Foundation Inc.	\$6,000.00
The Franklin Conklin Foundation	\$2,000.00
The Hartford	\$7,000.00
The Renee B. Fisher Foundation Fund	\$10,000.00
The Sandra and Arnold Chase Family Foundation, Inc.	\$1,500.00
Wayne Eisenbaum Charitable Foundation	\$20,000.00
Webster Bank	\$2,500.00
William and Alice Mortensen Foundation	\$5,500.00

\*Grant awards received from July 1, 2016 through February 28, 2017.

## New London Event Puts Homeowners on Path to Lower Energy Costs Through Conservation

Saving money through energy conservation was the central theme of several workshops that Operation Fuel convened in New London this winter. More than 30 homeowners participated in the workshops that highlighted a range of strategies for managing energy costs. Operation Fuel organized the workshops as part of a pilot project with the Connecticut Green Bank, testing ways to encourage conservation among energy assistance clients. The workshops featured presenters from multiple service providers and connected participants to the services and programs most suitable for their specific situations.

The Access Agency, based in Willimantic, covered weatherization and energy efficiency programs that make improvements in homes resulting in reduced energy consumption. The Access Agency can draw from multiple funding sources to assemble the most favorable package of energy efficiency measures for a given home, and maximize incentives and rebates.

Posigen, the Connecticut Green Bank's solar energy provider, presented their Solar For All option. The Posigen solar option is designed to be accessible to homeowners at a broad range of income levels, offering solar panels for single family homes with no down-payment or credit check at an affordable monthly rate, which is fixed for 20 years. Importantly, energy efficiency measures are put in place before installing solar panels on any participating homes.

Community Development staff from the city of New London presented information on health and safety considerations when making energy efficiency improvements, including how to access resources to address challenges that arise, such as code issues or the presence of asbestos. Thames Valley Council for Community

Action, which serves more than 20 communities in southeast Connecticut, also participated highlighting their full range of human service programs, including energy assistance.



Attendees at Operation Fuel's Energy Conservation Workshop in New London.

The workshops demonstrated that Connecticut homeowners have numerous options when it comes to conserving energy as a path to lower energy bills. Fortunately, low and moderate income households are not excluded from many of these opportunities. "The challenge for many is how to navigate the myriad of services and programs that are available," said Operation Fuel's Executive Director Karen Adamson. "That's one of the barriers that these workshops are designed to knock down. The service providers presenting at these workshops are experts at maximizing available resources and the impact for the homeowner, both in terms of conservation and cost savings," she added.

As a result of the workshops, almost every participant has requested an energy audit or an analysis of the feasibility of solar panels for their home (or both). Based on the success of the workshops held in New London, Operation Fuel will be seeking opportunities to replicate the event in more communities throughout the state.

## **Program Raises Over \$17.5 Million** **Donating Just One Dollar Can Make a Difference!**

For the past 33 years, Operation Fuel's Add-a-Dollar program has made a tremendous difference for thousands of families and individuals throughout Connecticut.

The Add-a-Dollar program has raised more than \$17.5 million to provide energy assistance to over 41,000 Connecticut households since Operation Fuel started the program in late 1983. Operation Fuel uses 100% of the donations made to the Add-a-Dollar program for energy assistance.

From July 1, 2016 through January 31, 2017, the Add-a-Dollar program has raised \$295,030. This past fiscal year, Operation Fuel raised \$601,870 through the Add-a-Dollar program; \$476,133 from utility customers' donations and \$125,737 in utility provided shareholder-matching funds.

Utility customers can add a dollar when they pay their utility bill by check or online. Utility customers who wish to donate more than one dollar or who want to contribute automatically each month to Operation Fuel should contact their utility company directly.

"The Add-a-Dollar program is an easy way to donate to Operation Fuel. Adding just one dollar to your monthly utility bill, can help make a difference for families and individuals who are struggling to keep their heat and electricity on," explains Operation Fuel's Director of Development Kim O'Brien Green.

In addition to the Add-a-Dollar program, donations for Operation Fuel can be made online at [www.operationfuel.org](http://www.operationfuel.org) or mailed to Operation Fuel, 75 Charter Oak Avenue, Suite 2-240, Hartford, CT 06106.

## **2016-2017 Board of Directors**

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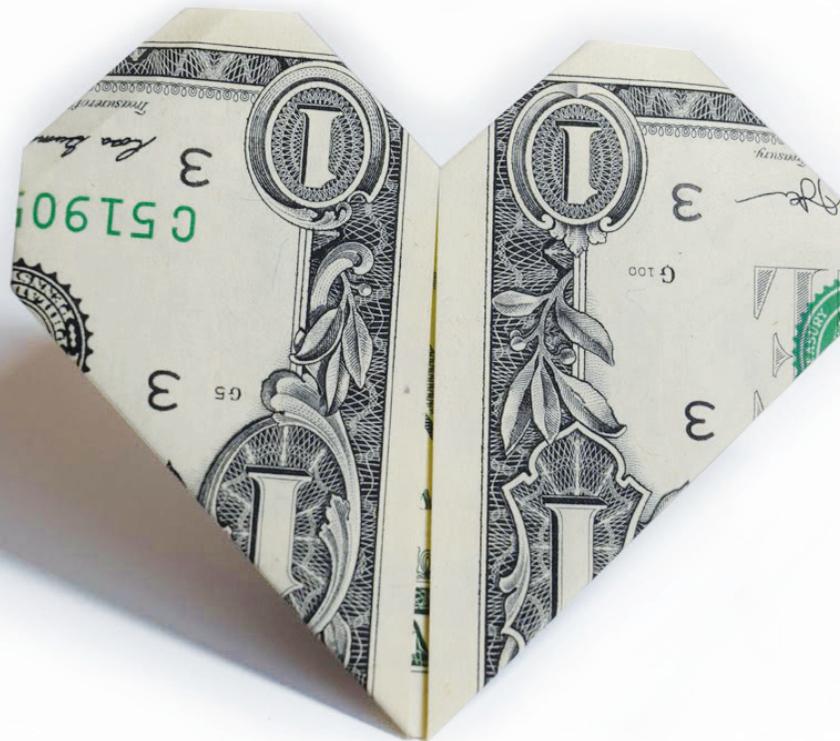
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**Our Mission:** Operation Fuel brings together communities, businesses, government and individuals to ensure people in need have access to vital year-round energy assistance.



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## INSIDE THE OPERATION

SPRING 2017

## How to Contribute

### SEND A CHECK

Send a check payable to Operation Fuel, Inc. to:

Operation Fuel, Inc.  
75 Charter Oak Avenue, Suite 2-240  
Hartford, CT 06106

Or make a check payable to Operation Fuel, Inc. and enclose it with your utility bill. The utility companies will forward all checks to Operation Fuel.

### ADD-A-DOLLAR

Support Operation Fuel through the Add-a-Dollar program with your utility company. You may donate \$1.00 by adding the amount to your utility bill, both paper bills and electronically. 100 percent of funds raised through the Add-a-Dollar program are used for energy assistance grants. The utility companies also match a percentage of Add-a-Dollar funds raised. You may contact your local utility companies to donate more than \$1.00 or to become enrolled in an automatic Add-a-Dollar program.

### DONATE ONLINE

Donate online through Operation Fuel's secure Web site, [www.operationfuel.org](http://www.operationfuel.org). Click on the "Donate" button at the top of the page.

### MATCHING GIFTS

Take advantage of your company's matching gifts program. Contact your company's human resources department for more information.

### ESTATE PLANNING / PLANNED GIVING

Plan for the future security of Operation Fuel by considering a planned gift through your estate plans, such as gifts of stock, real estate and life insurance policies. For more information please contact Kim O'Brien Green, Director of Development at 860-243-2345, x3303.

### BE PART OF THE OPERATION

If you are a corporation or business wishing to partner with Operation Fuel please contact Kim O'Brien Green, Director of Development at 860-243-2345, x3303.