



H.E.A.T. Warms a Home and Heart

When life delivers a financial punch, thousands of Georgians turn to the Heating Energy Assistance Team, Inc. and our generous donors to help them keep their homes warm during the cold winter months.

For the past 30 years, more than 92,000 limited-income Georgia seniors, families with children and special-needs individuals have received emergency energy assistance through H.E.A.T. The organization partners with the Georgia Department of Human Services to distribute its funding via local community action agencies.

The Davises are just one family that received a hand up this past winter from H.E.A.T. Cyra, mother of four and a trained cosmetologist, was accustomed to some pain from standing all day taking care of her clients, but the pain got worse, and she could no longer do the job she loved – her only means of supporting her family. During this already difficult period in her life, she also was going through a divorce that had greatly affected her children. While dealing with those issues, she learned that her pain was caused by several medical conditions, including endometriosis. Following surgery for that condition, she was diagnosed with diverticulitis that was severe enough to require additional surgery.



Cyra with two of her children – Sahad (L) and Samiya (R)

Reeling from the emotions and financial burdens of the various surgeries and her divorce – and from the fact she would no longer receive child support due to the joint custody arrangement – Cyra sought and received help from the Little River Band of Ottawa Indians. But when that help was no longer available, she heard about H.E.A.T. funds and received the additional help she desperately needed. Cyra stated when she received an energy bill that indicated zero due, “a burden was lifted, and it felt like pressure was released off my shoulders.” She is so grateful to H.E.A.T. donors for making contributions that helped her in a time of need.

Generous Donors Make a Difference

H.E.A.T. greatly appreciates our many generous donors who have supported our mission of providing energy assistance for Georgians in need. Here are some highlights:

- We salute AGL Resources Private Foundation for its continued support. Its contribution of nearly \$174,400 in 2013 helped more than 400 families stay warm during this winter’s extremely cold temperatures and unusual mix of snow and ice.
- Another continual source of support is the Municipal Gas Authority of Georgia Employee Contributions Program. Since 2005, compassionate employees donated more than \$38,000 that prevented 110 households from having their service interrupted.
- We applaud our many donors who contribute monthly through their energy bills. SCANA Energy’s customers donated more than \$100,000 this winter to help their neighbors. Also, the following cities’ utility customers collectively

contributed nearly \$10,000 to lend a helping hand to families with energy emergencies: Claxton, Cochran, Hartwell, Perry, Royston, Waynesboro and Sylvester. And the city of Winder’s customers rounded up their bills to the next full dollar raising nearly \$5,700 in additional contributions.

- We thank the following energy providers for contributing more than \$240,000 that made a difference in the lives of more than 700 families: SCANA Energy, Georgia Natural Gas, Gas South, Infinite Energy, Constellation, Blossman Gas, FireSide Natural Gas, Austell Natural Gas, city of Americus and Flint Energies.

- We especially thank our many donors who faithfully gave online and through various direct mail campaigns and the newsletter. During 2013 you contributed nearly \$104,000 that helped more than 300 struggling families make it through the winter.

Spotlight on Volunteerism...

Giving Back



Sarah Robinson

“There is no greater feeling than being able to give back,” said **Sarah Robinson**, a retired DeKalb County school teacher who taught for 33 years. Since 2011, she has volunteered with H.E.A.T. at least one day a week whenever possible. It’s her personal connection to the organization that motivates her to stay involved.

After retiring, Sarah enjoyed her newfound free time. She played card games and tennis, and lunched with her girlfriends. However, after her mother was diagnosed with dementia, Sarah became her primary caregiver while also helping to care for her 14 grandchildren. Despite her demanding schedule, Sarah made time to volunteer for H.E.A.T.

Why H.E.A.T.? On top of providing constant care for her mother, Sarah also had to help pay her mother’s bills at times. One month, her mother’s energy bill was particularly high, and Sarah had to apply for financial assistance on her mother’s behalf. Thankfully, she received the help that she desperately needed, which relieved some of the stress in her life. “It is the sense of giving back that motivated me to volunteer with an organization that made such a difference in both my mother’s life and mine,” said Sarah.

Like Sarah, H.E.A.T.’s five-year volunteer copywriter, **Barbra Buoy-McCray**, had a personal connection to the organization that motivated her desire to help. Her mom, a widow who was forced into an early retirement due to health problems, survived on a fixed income from Social Security for many years. Sometimes paying the bills was a struggle that her mom dealt with the only way she knew how – prayer. “I remember my mom writing prayers on little slips of paper asking for help paying her bills, and then sticking them in the Bible,” said Barbra. Energy bills were especially stressful because they could fluctuate so much from month to month, particularly in the summer and winter.”

One day, someone at church told her mom about an energy assistance program that could help her pay her bill. “My mom got up at 5 a.m. and went to the local community center to apply for aid. Without that help,



Barbra Buoy-McCray

I don’t know what we would have done. I don’t even remember exactly how I found out that H.E.A.T. needed volunteers, but I believe this is how I was destined to give back,” said Barbra.

“Sarah and Barbra have truly made an impact on H.E.A.T. They are willing to do whatever is asked of them to help move our mission forward, and will answer the call any time we ask to help with special projects,” said H.E.A.T. Executive Director, Janet Joseph. “We thank them both for all that they do, and have done, for H.E.A.T.”



Donate to H.E.A.T. Many less fortunate families need your help today.

Donate online at www.heatga.org or complete this form and mail it with your check to the address below.

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Address _____

City, State, Zip _____

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When Is it Time to Replace?

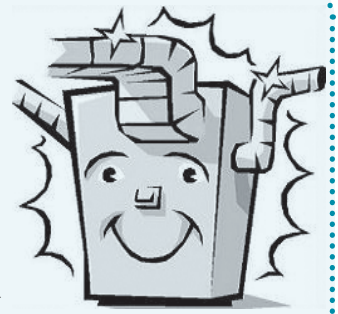
Certain telltale signs indicate it's time to consider replacing heating and cooling equipment, or improving the performance of your overall system. It may be time to call a professional contractor to help you make a change if any of the following occur:

Your cooling system is more than 10 years old.

Consider replacing it with a unit that has earned the ENERGY STAR label. Installed correctly, these high-efficiency units can save up to 20 percent on heating and cooling costs.

Your furnace or boiler is more than 15 years old.

Consider replacing it with an ENERGY STAR-qualified furnace, which is 15 percent more efficient than a conventional furnace. If you have a boiler, consider replacing it with an ENERGY STAR-qualified boiler that is 5 percent more efficient than a new, standard model.



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An Annual Meeting to Remember

H.E.A.T. celebrated 30 years of helping Georgians in need with emergency energy assistance at its annual meeting last November. Its theme, "Empowered by the Past...Energized for the Future," spoke volumes about H.E.A.T.'s heritage, achievements and sustainability. The celebration, which took place at AGL Resources, brought together representatives from the natural gas industry, local municipalities, community action agencies and local businesses. Highlights of the program included a vivid look back at H.E.A.T.'s beginnings by Jim Martin, former state legislator and Georgia Department of Human Services Commissioner and a captivating 30-year look at past weather conditions and predictions for the coming winter by keynote speaker, Chesley McNeil, meteorologist at 11Alive, WXIA-TV.



Chesley McNeil addresses one of several intriguing questions during his presentation.

Selfless Giving of Time and Expertise – Ira Shucker



Ira Shucker

Analytical. Critical thinker. These are just some of the descriptions that fit Ira Shucker, a successful business owner who provides financial services to individuals and small businesses. Ira has been actively involved in philanthropy for more than two decades and played an integral role in establishing H.E.A.T. as a 501 (c)(3) nonprofit organization. In 2000, he prepared documents for H.E.A.T. to achieve nonprofit status.

Ira's service as a member of H.E.A.T.'s Advisory Committee (1996 – 1999) and as a board member (2000 – present) has been invaluable to the organization. Over the years he has served as vice chair, treasurer, finance committee chair and board chair. In addition, since H.E.A.T.'s inception, he has filed the organization's taxes and provided financial projections, assessments and recommendations to H.E.A.T.

"Ira brings a rare combination of nonprofit and corporate financial experience to the H.E.A.T. board," said Chairman Bill Thornton. "We are truly grateful for his long-term dedication and service."

H.E.A.T. recently spoke with Ira about his work with the organization.

How did you learn about H.E.A.T.?

While CFO of KEH, Inc., the world's largest dealer of high-quality photography equipment, I served as chair of the Atlanta Fulton Library Board. Our meetings were televised and after seeing me on TV, David Ulrich, an advisory committee member for H.E.A.T., contacted me. We became friends and eventually he asked me to become a committee member.

What are you most proud of about H.E.A.T.?

I am so proud that H.E.A.T. is still around nearly 15 years after becoming a nonprofit. I am pleased that the organization is vibrant, financially solid and continues to grow its public donations and corporate and municipality support. When we help those in need thrive and grow, we build a strong community overall. We are making a difference. That's why I'm pleased and honored to be an advocate for H.E.A.T.

Ira has been a fantastic board member and leader. For that, H.E.A.T. thanks and salutes him!

*Georgians meet their energy needs
Helping low-income*

H.E.A.T., Inc.
2167 Northlake Parkway
Suite 112
Tucker, Georgia 30084
Phone: (678) 406-0212
Fax: (866) 214-2033
info@heatga.org
www.heatga.org



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When Is it Time to Replace?

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Your equipment needs frequent repairs and your energy bills are going up.

Your cooling or heating equipment may have become less efficient.

Some rooms in your home are too hot or too cold.

Improper equipment operation, duct problems or inadequate insulation could be the cause.

No one is home for long periods of the day and you do not have a programmable thermostat.

Install a programmable thermostat or have a good contractor install one and instruct you on its use to start saving energy and money while you're away or sleeping.

Your home has humidity problems.

Poor equipment operation, inadequate equipment and leaky ductwork can cause the air to be too dry in the winter or too humid in the summer.

Your home has excessive dust.

Leaky ducts can pull particles and air from attics, crawl spaces and basements and distribute them throughout your house. Sealing your ducts may be a solution.

Your heating or cooling system is noisy.

You could have an undersized duct system or a problem with the indoor coil of your cooling equipment.

Courtesy of U.S. Environmental Protection Agency.

The H.E.A.T. Factor is a newsletter published for friends and supporters of H.E.A.T., Inc.

Contributors

Katherine Bows Taylor, *Marketing, Communications & Brand Consultant*

Terry Redman, *Vice President, Corporate Communications, AGL Resources*

Barbra Buoy-McCray, *Volunteer Copywriter*

Theresa Worthy & Janet H. Joseph, *H.E.A.T. Staff*

Our mission is to provide energy assistance for Georgians in need.

H.E.A.T., Inc. is a 501 (c)(3) statewide nonprofit organization that raises funds to help Georgians who need temporary financial assistance with energy bills. Thousands of households need help, but only limited funding is available.



www.heatga.org