

Winter  
2012



# The H.E.A.T. Factor



A NEWSLETTER OF THE HEATING ENERGY ASSISTANCE TEAM, INC. [www.heatga.org](http://www.heatga.org)

## Four Georgia Cities Win 2012 MGAG H.E.A.T. Award



L-R: MGAG Award winners – Bill Meecham (Covington), Mike Jewell (Winder), Larry Riner (Tifton), Gayle Durrence (Claxton) and Janet Joseph, H.E.A.T.'s director.

and its citizens raised \$4,643 or \$1.98 per customer. The cities of Covington and Winder tied for honors in category three with each raising 62 cents per customer. The residents of Covington raised \$5,315 and the citizens of Winder raised \$3,190.

Each of the cities above allowed its customers to donate to H.E.A.T. either through bill inserts, pledge-billing or by rounding up their bill. We salute these cities for their hard work and dedication to H.E.A.T. Congratulations 2012 winners!

Four Georgia cities rose to the occasion with much enthusiasm, care and support to help those in our community who are less fortunate. This year, the Municipal Gas Authority of Georgia's (MGAG) H.E.A.T. Award took a different spin. In past years, one award was granted to the city that raised the most money per active customer to help neighbors in need pay their heating bills. This year, awards were presented in three categories: members with up to 1,000 customers, 1,000 to 5,000 customers and more than 5,000 customers.

Once again, Claxton proved that it is not the size of the community that matters, it is the size of the hearts of the donors within the community. Claxton won for the fourth time representing category one with \$3,884 collected or \$4.84 per customer. The city of Tifton takes honor in category two. Tifton is no stranger to the MGAG H.E.A.T. Award as it has won in previous years

### LOOKING AHEAD...

MGAG is adding a new award category for the upcoming heating season to recognize member cities that most effectively partner with H.E.A.T. and promote its new campaign, *Neighbors Helping Neighbors Keep Warm*. The campaign, which brings to life a long-held dream of H.E.A.T. board member, John Turner, will officially launch on January 15, 2013.



## Partnering with H.E.A.T. to Spread the Warmth

Infinite Energy is one of the three original natural gas marketers still serving Georgia and has proudly supported H.E.A.T. since Georgia deregulated natural gas in 1998.

Infinite Energy first supported H.E.A.T. by including bill inserts for its customer donations. The bill inserts increased awareness of this valuable program and also gave customers an opportunity to contribute directly to H.E.A.T. Since 2004, Infinite Energy has remained a dedicated partner with H.E.A.T. to help disadvantaged families cover their energy bills.

Through volunteer initiatives, fundraisers and company-matched donations, Infinite Energy invests in the communities it serves. In 2007, Infinite Energy employees created the IMPACT Team, an in-house volunteer organization. These employees were looking for the sense of fulfillment that comes not from giving money, but from devoting time and effort to make a

positive impact on people's lives. The IMPACT Team contributes to a number of local and national causes.



Infinite Energy continues to support its customers with options for every budget. Competitive pre-paid rates ensure that no customer is ever turned away for service, and Infinite Energy's wide selection of

accommodating rate plans help customers get the right coverage for their homes.

CEO Darin Cook said, "In good and bad economic times we've always supported H.E.A.T. A family must stay warm in the winter no matter their own personal economic situation. H.E.A.T. helps that happen for those who can't afford this basic need."

Infinite Energy is thrilled to continue its relationship with H.E.A.T. to give back to its customers and community.

## Beloved Foster Parent Assisted by H.E.A.T.

Even though she suffers from rheumatoid arthritis and high blood pressure, 78-year-old Mary Germany opened her home more than ten years ago to a number of foster children. Although she no longer has foster kids living with her, she still talks about how much she loved caring for the children. Some of them, like seven-year-old Zarria, still visit her from time to time.

Living on a fixed income from Social Security, Mary still makes mortgage payments on her house. Plus, the medications she takes for arthritis and high blood pressure are expensive. To add additional stress, during the past winter her gas bill kept going up – to more than \$300 each month. With



*Mary Germany with Zarria, a foster child once under her care.*

the pressures of all the other bills facing her, she was unable to keep up with her heating bill. She called her energy provider and it arranged for her to pay in three installments. She was trying to pay the installments herself when she saw an ad on television about the H.E.A.T. program that assists people who need help paying their energy bill. She applied for assistance and received the help she needed to get her through that rough period in her life.

Mary would like to say this to H.E.A.T. donors: "Thank God for you. I truly do thank you. H.E.A.T. stepped up to the plate to help me in a miraculous way. It was a blessing."



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

**Donate online at [www.heatga.org](http://www.heatga.org) or complete this form and mail it with your check to the address below.**

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone (\_\_\_\_\_) \_\_\_\_\_ Email \_\_\_\_\_

**H.E.A.T.**

Wells Fargo

P.O. Box 930112

Atlanta, GA 31193



## From the Executive Director

**The holidays are almost here!** I can already smell the turkey roasting, see the twinkling lights and hear the bells ringing in 2013. Like me, you probably already feel overwhelmed by the busyness of this time of year – even before the first card is dropped in the mail.

The first holiday of the season, Thanksgiving, means the most to me as I go about my daily work. I am thankful that I have a job when so many are still struggling to find work. I am thankful that I can provide a home for my family. And I am thankful that I have the opportunity

to help my neighbors who are less fortunate.

Some are predicting that this winter will be colder and harsher in this part of the country than last year, which means heating bills will be higher. That is a problem that will affect everyone, especially low-income families that spend about 15 percent of their income on home heating in Georgia – five times the percentage spent by the typical middle-income family. The average income of a H.E.A.T. recipient is less than \$9,000, which means very little is left over for basic necessities.

With your help, H.E.A.T. has distributed nearly \$21 million to more than 90,000 of these families throughout Georgia since it was founded in 1983. We thank you for the difference you have made in the lives of so many and hope you will continue to give the gift of warmth to those in need in your community.

The entire H.E.A.T. team wishes you and yours a joyous holiday season!



*Janet H. Joseph*

**Janet H. Joseph**  
Executive Director



# Want to Save on Heating Costs?



Here are steps you can take to reduce your energy consumption and impact your bill:

- Have your furnace checked by a qualified heating contractor to ensure proper working condition.
- Change your furnace filter frequently, and replace or clean it once a month as needed.
- Set thermostat at 68 degrees. For every degree adjusted up, energy usage increases three percent to five percent.
- Install a programmable thermostat that automatically adjusts the temperature when you're not at home.
- Dress warmly indoors to allow lower thermostat settings.
- Check caulking and weather stripping around windows and doors. If you can see daylight through cracks, then replacement is necessary to control outside air infiltration.
- If you have a fireplace that is not in use, make sure the damper is closed to prevent heat loss through the chimney.

## Did You Know...

- ❖ Seniors who are 65 years of age or older with an annual total household income of \$14,355 or less are eligible to receive a monthly credit of up to \$14 applied to the Atlanta Gas Light Company base charge.
- ❖ Georgia Power customers who are 65 years of age or older with an annual household income of \$21,660 or less are eligible to receive a monthly discount of \$14 applied to the customer's pre-fuel monthly bill amount.
- ❖ Natural gas marketers are required to file their prices for natural gas with the Georgia Public Service Commission (PSC) by the fifth day of the month. Afterward, the information is posted on the PSC's website at [www.psc.state.ga.us/gas/pricecard.asp](http://www.psc.state.ga.us/gas/pricecard.asp).

## Welcome to the Board

### Michelle Harris-Jackson

*Manager, Forecasting –  
Georgia & Emerging Markets  
SouthStar Energy Services, LLC*



Michelle Harris-Jackson is manager of forecasting for SouthStar Energy Service, LLC, a joint venture between AGI Resources and Piedmont Natural Gas Company, serving more than half a million customers.

Ms. Harris-Jackson manages the budget and forecasts for approximately \$1 billion in annual sales in Georgia and the company's emerging markets throughout multiple states. She also is responsible for developing models to analyze customer and price-plan profitability.

With more than fifteen years of experience in accounting and finance within the utility, retail and distribution industries, she also has held significant accounting and finance positions with organizations including Delta Air Lines, AmeriCold Logistics and Home Depot.

A graduate of Alabama State University, Michelle earned a bachelor's degree in accounting. She later earned an MBA from Auburn University at Montgomery.



### Jamie Tiernan

*Controller  
Gas South, LLC*



Jamie Tiernan is the Controller of Gas South, Georgia's fastest-growing natural gas provider serving more than 250,000 residential, business and governmental customers across the state. He has served as Gas South's controller since its inception in 2006. Jamie has 14 years of accounting, finance and treasury experience in energy and telecommunications. Before joining Gas South, Jamie held various management, supervisory and analytical roles at Southern Company.

In addition to H.E.A.T., Jamie serves on the board of directors of the DeKalb Police Alliance. He also serves on a budget development committee for DeKalb County comprised of executive staff, the board of commissioners and private-sector partners. Jamie is a graduate of the Leadership DeKalb class of 2012.

Jamie is a CPA and holds a bachelor's degree in accounting from the University of Georgia and an MBA from Georgia State University.

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

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**[www.heatga.org](http://www.heatga.org)**

**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.

*Georgians meet their energy needs*  
**Helping low-income**

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Heating Energy Assistance Team, Inc.

**H.E.A.T.**

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## MANY THANKS TO OUR GENEROUS SUPPORTERS



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 City of Camilla  
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