

State of New Hampshire
Public Utilities Commission

DG 09-049

Energy North Natural Gas, Inc., d/b/a National Grid NH
Energy Efficiency Plan, May 1, 2009 to December 31, 2010

Petition For Intervention of
The Way Home

Petitioner, The Way Home, petitions for leave to intervene in this proceeding, pursuant to Rule Puc 203.17 and RSA 541-A:32, and states as follows:

1. The Way Home is a non-profit section 501(c)(3) organization, incorporated in New Hampshire in 1989. The Way Home seeks to promote affordable housing and help prevent homelessness in New Hampshire. The Way Home is registered with and is in good standing with The New Hampshire Office of The Secretary of State. The Way Home is funded in part by the Heritage United Way and by other grants.

2. The Way Home is located at 214 Spruce Street, Manchester, New Hampshire 03103, (ph.) 603-627-3491. The Executive Director of The Way Home is Mary Sliney.

3. The Way Home is a commercial customer of Energy North Natural Gas, Inc., d/b/a National Grid NH.

4. The mission of The Way Home is to help low income households obtain and keep safe, affordable housing. The Way Home provides housing services to low income individuals and families in the Manchester area, including education, housing and budget counseling, security deposit guarantees, special grants to prevent homelessness, community advocacy, mediation services, and lead paint hazard reduction.

5. During the past 20 years since The Way Home has been in existence, over 5,000 families and individuals have been housed with the help of programs of The Way Home. Attached hereto is a brochure describing in further detail the programs and services of The Way Home.

6. The Way Home also provides seven units of transitional housing for low income families. These seven units use gas which is provided by Energy North Natural Gas, Inc., d/b/a National Grid NH.

7. The Way Home, clients of The Way Home, and the families who reside in the transitional housing units of The Way Home have an interest in this proceeding and are affected by natural gas rates and would benefit from gas energy efficiency programs and services provided by Energy North Natural Gas, Inc., d/b/a National Grid NH.

8. The rights, duties, privileges and other substantial interest of The Way Home, its clients and families who reside in its transitional housing units may be affected by this proceeding.

9. The Way Home seeks the status of a full party intervenor in this proceeding.

10. The Way Home has been a party to prior and current electric and gas proceedings involving low income customers, including gas and electric energy efficiency proceedings, and is currently a party to DG 06-032, the gas energy efficiency docket pertaining to Energy North Natural Gas, Inc., d/b/a National Grid NH, formerly KeySpan Energy Delivery New Hampshire

11. The granting of this petition will not impair the prompt and orderly conduct of this proceeding, will not result in delay, and will not prejudice the interest of any party.

12. The interests of justice will be promoted by allowing the intervention of The Way Home in this proceeding.

Wherefore, The Way Home requests that the Commission grant its request for leave to intervene as a full party intervenor in this proceeding.

Respectfully Submitted,
The Way Home
By Its Attorney

New Hampshire Legal Assistance
117 North State Street
Concord, NH 03301
Phone No. (603) 223-9750
Email: alinder@nhla.org
Email: dfeltes@nhla.org

4/13/09
Date

Alan Linder
Alan Linder
Daniel Feltes

Certification Of Service

I certify that on this date a copy of this Petition was sent by email to Steve Frink, PUC; Meredith Hatfield, OCA; Sarah Knowlton, Esq.; Dana Nute, CAP; Eric Steltzer, OEP; Jim Cunningham, PUC; Marcia Thunberg, PUC; Kenneth Traum, OCA; and Stephen Eckberg, OCA.

New Hampshire Legal Assistance

Alan Linder
Alan Linder
Attorney for The Way Home

4/13/09
Date

The Way Home's mission is to
 help low income households obtain and
 keep safe, affordable housing with

- direct housing assistance services
- empowerment of low income tenants
- community advocacy for housing.

The Community Benefits

- Homelessness is prevented.
- Tenants learn their responsibilities and rights.
- Families are helped with budgeting.
- Self-sufficiency is promoted.
- Mediation deters evictions and vacancies.
- Long-term tenants improve neighborhoods.
- Children have stability in their home.
- Landlords are guaranteed security deposits.
- Stable tenants pay rent and care for property.
- Apartment conditions are checked.
- Healthy living conditions are promoted.
- Children's health is protected.

You Can Help



Contribute: Send your tax-deductible
 donation to: The Way Home, 214 Spruce
 Street, Manchester, NH 03103.



Volunteer: Call 603-627-3491 to learn
 how you can help The Way Home.

Did you know?

In 1988, a United Way community network created
 Manchester's security deposit program.

In 1989, The Security Deposit Loan Fund of Gtr
 Manch. was incorporated to continue this program.

In 1997, a new name, The Way Home, was selected
 to describe the full range of programs helping low
 income families and individuals become successful in
 safe, affordable housing.

In fifteen years of service, over 5,000 families and
 individuals have been housed with the help of the
 programs of The Way Home.

They Tell Their Success Stories

"When I applied for help, I was homeless and
 completely without resources. I want to thank you for
 being there for me."



young mother with two children

"We just want to let you know how grateful we really
 are, you have been very helpful; and also to let you
 know that I got the job and I love it."



family of four, homeless due to
 unemployment

"I cannot thank you enough for all the help and
 support your office has given me. After all the
 running around to re-establish a place to call home for
 my girls and myself. After being rejected by so many
 places, I was giving up hope. Until I went to The Way
 Home ...



mother homeless with her children to
 escape violence and abuse



The Way Home

Providing keys to success in affordable housi

Help prevent homelessness!

The Way Home
 214 Spruce Street
 Manchester, NH 03103
 603-627-3491

The Way Home is funded by Heritage United Way.

Use these Keys to Success

Housing Services

- ▶ **Housing Counseling** includes
 - * intervention to prevent loss of housing
 - * assessment of needs
 - * establishing housing affordability plans
 - * budget counseling
 - * tenant education
 - * apartment inspections
 - * landlord negotiations.
- ▶ **Housing Assistance** includes
 - * security deposit guarantees
 - * special grants to prevent homelessness
 - * mediation to prevent eviction.

Security Deposit Guarantee: In 1993 The Way Home's Security Deposit Guarantee became the model for the State of New Hampshire Housing Security Guarantee Program. While the landlord is guaranteed the security deposit, the tenant is helped to make budgeted monthly payments. By working with a housing counselor, the tenant is guided in solving problems that could result in homelessness.

Rental Guarantee: In 2000-02 a program to provide incentives to property owners to house homeless families with children was developed.

in Affordable Housing

Steps to Success

- ▶ **Finding The Winner Within ©**, gives participants empowerment tools designed to remove blocks to success, raise their self-esteem, and help them make decisions about what they allow to shape their lives.
- ▶ **Family Self-Sufficiency Coaching** teaches family goal-setting skills and coaches in steps to achieve goals.
- ▶ **Housing Advocacy** helps homeless and at-risk families to advocate on their own behalf with landlords and agencies to meet their safe, affordable housing needs.
- ▶ **Temporary Housing** helps families meet their immediate housing needs while assisting them to develop skills for success in safe, affordable housing. The facility combines six private apartments with common areas for family and community activities, tutoring, and comprehensive supportive services. **Eligibility:**
 - ◆ families with young children at risk of lead poisoning or other health problems due to hazards in the home
 - ◆ homeless families using our Steps to Success training with peer support.

The Way Home's 214 Spruce St. facility opened Spring 2002 as a Housing Resource Center with Temporary Housing for Families.

Healthy Home Services

- ▶ **Housing Safety and Child Health** are linked in our unique services combine peer educators working with families in their homes with specialized cleaning and supportive services to reduce in-home environmental health hazards such as lead dust, asthma triggers, and head lice.
- ▶ **Lead Paint Hazard Reduction**, as a fee-for-service for property owners, includes consultation with our Licensed Lead Abatement Contractor on interim controls and lead-safe work practices. Healthy Home Services staff can assist with lead hazard reduction activities:
 - lead dust cleaning
 - paint stabilization
 - covering hazards, such as friction surfaces and chewable surfaces
 - replacement windows and clean-up.

Community Advocacy

- ▶ **Community Advocacy** works on low income housing issues with groups such as The NH Coalition to End Homelessness, the NH Housing Forum, and Manchester's Homeless Continuum of Care.