

State of New Hampshire  
Public Utilities Commission

DE 12-262

2013-14 Statewide Core Electric Energy Efficiency Programs and  
Natural Gas Energy Efficiency Programs

**Petition for Intervention of**  
**The Way Home**

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

1. The Way Home is located at 214 Spruce Street, Manchester, New Hampshire 03103 (ph.) 603-644-0180. The Executive Director of The Way Home is Mary Sliney. The Director of Housing Services is Dianne Pitts.

2. The Way Home is a non-profit Section 501 (c) (3) organization. The Way Home was incorporated in New Hampshire in 1989 and is registered with and in good standing with the Office of the Secretary of State. The Way Home is funded in part by the Heritage United Way and by other grants.

3. The Way Home is a commercial customer of Public Service Company of New Hampshire (PSNH) and of Energy North Natural Gas, Inc. d/b/a Liberty Utilities.

4. The mission of the Way Home is to help low income households obtain and retain safe, affordable housing and prevent homelessness in New Hampshire. 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. Attached to this Petition is a brochure describing some of the programs and services of The Way Home.

5. During the past 23 years over 5,000 families and individuals have been housed with the help of programs of The Way Home.

6. The Way Home also owns and provides transitional housing units for low income families. These units use electricity provided by PSNH and natural gas provided by Energy North/Liberty Utilities.

7. Due to their low incomes, clients of the Way Home are or may be eligible for and/or participate in the low income Core electric energy efficiency program and natural gas low income energy efficiency program.

8. The Way Home, clients of The Way Home, and families who reside in the transitional housing units of The Way Home have an interest in this proceeding and in the budget, design, and implementation of the low income electric and natural gas energy efficiency programs.

9. The rights, duties, privileges and other substantial interest of The Way Home and its clients may be affected by this proceeding.

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

11. The Way Home is currently a full party intervenor in DE 10-188, the 2011-12 Core Electric Energy Efficiency Program and Natural Gas Energy Efficiency Program docket. The Way Home has been an intervenor in and party to other electric and natural gas dockets since 2006 pertaining to issues affecting low income electric and natural gas customers.

12. 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.

13. 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 and for such other relief as may be just.

Respectfully submitted,  
The Way Home

By Its Attorney  
New Hampshire Legal Assistance

10/17/12  
Date




---

Alan Linder  
Dan Feltes  
117 North State Street  
Concord, NH 03301  
Phone No. (603) 223-9750  
Email: [alinder@nhla.org](mailto:alinder@nhla.org)  
Email: [dfeltes@nhla.org](mailto:dfeltes@nhla.org)

Certification of Service

I certify that on this date copies of this petition were hand delivered to the Commission and filed electronically, and copies were sent electronically to the Consumer Advocate and parties on the email list in this docket.

New Hampshire Legal Assistance



---

Alan Linder  
Attorney for The Way Home

10/17/12  
Date

**Way Home's mission is to**  
 low income households obtain and  
 safe, affordable housing with  
 direct housing assistance services  
 empowerment of low income tenants  
 community advocacy for housing.

## 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 homes.
- 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."

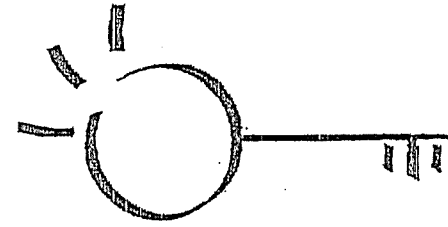


family of four, homeless due to unemployment

"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 housing

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

## in Affordable Housing

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

### Housing Services

### Steps to Success

### Healthy Home 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.

▶ **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.

▶ **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.

**Housing Assistance** includes  
security deposit guarantees  
special grants to prevent homelessness  
mediation to prevent eviction.

▶ **Family Self-Sufficiency Coaching** teaches family goal-setting skills and coaches in steps to achieve goals.

▶ **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:

▶ **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.

- lead dust cleaning
- paint stabilization
- covering hazards, such as friction surfaces and chewable surfaces
- replacement windows and clean-up.

**Security Deposit Guarantee:** In 1993 Way Home's Security Deposit Guarantee became the model for the State of New Hampshire's 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 lead to homelessness.

▶ **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:**

### Community Advocacy

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

- ◆ 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.

▶ **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.