

## United Way 2-1-1 Requests for Service – Utility Assistance, by Town Fiscal Years 2008 and 2009\*

Town	FY 2008	FY 2009	% Change
Andover	15	28	86.7%
Ansonia	247	427	72.9%
Ashford	53	65	22.6%
Avon	41	91	122.0%
Barkhamsted	27	44	63.0%
Beacon Falls	53	117	120.8%
Berlin	85	266	212.9%
Bethany	21	35	66.7%
Bethel	77	172	123.4%
Bethlehem	18	40	122.2%
Bloomfield	385	559	45.2%
Bolton	24	53	120.8%
Bozrah	27	28	3.7%
Branford	251	517	106.0%
Bridgeport	3,775	5,247	39.0%
Bridgewater	5	10	100.0%
Bristol	560	1,062	89.6%
Brookfield	37	70	89.2%
Brooklyn	91	111	22.0%
Burlington	26	56	115.4%
Canaan	16	27	68.8%
Canterbury	63	93	47.6%
Canton	31	88	183.9%
Chaplin	30	26	-13.3%
Cheshire	87	186	113.8%
Chester	11	29	163.6%
Clinton	108	246	127.8%
Colchester	150	176	17.3%
Colebrook	8	14	75.0%
Columbia	34	50	47.1%
Cornwall	2	24	1100.0%
Coventry	73	106	45.2%
Cromwell	73	148	102.7%
Danbury	371	711	91.6%

Town	FY 2008	FY 2009	% Change
Darien	20	27	35.0%
Deep River	39	84	115.4%
Derby	146	274	87.7%
Durham	19	53	178.9%
East Granby	24	57	137.5%
East Haddam	74	112	51.4%
East Hampton	89	159	78.7%
East Hartford	1,565	2,307	47.4%
East Haven	456	647	41.9%
East Lyme	110	213	93.6%
East Windsor	117	222	89.7%
Eastford	24	27	12.5%
Easton	18	35	94.4%
Ellington	88	167	89.8%
Enfield	525	787	49.9%
Essex	26	63	142.3%
Fairfield	182	457	151.1%
Farmington	85	170	100.0%
Franklin	12	25	108.3%
Glastonbury	107	198	85.0%
Goshen	13	51	292.3%
Granby	25	61	144.0%
Greenwich	88	170	93.2%
Griswold	204	249	22.1%
Groton	306	522	70.6%
Guilford	65	170	161.5%
Haddam	33	69	109.1%
Hamden	557	1,059	90.1%
Hampton	12	30	150.0%
Hartford	5,941	6,845	15.2%
Hartland	11	20	81.8%
Harwinton	28	70	150.0%
Hebron	31	104	235.5%
Kent	21	22	4.8%

## United Way 2-1-1 Requests for Service – Utility Assistance, by Town Fiscal Years 2008 and 2009 (cont.)

Town	FY 2008	FY 2009	% Change
Killingly	299	400	33.8%
Killingworth	9	51	466.7%
Lebanon	34	85	150.0%
Ledyard	138	188	36.2%
Lisbon	51	78	52.9%
Litchfield	44	134	204.5%
Lyme	12	28	133.3%
Madison	47	128	172.3%
Manchester	1,138	1,698	49.2%
Mansfield	64	111	73.4%
Marlborough	36	74	105.6%
Meriden	946	1,301	37.5%
Middlebury	8	89	1012.5%
Middlefield	24	41	70.8%
Middletown	673	929	38.0%
Milford	336	692	106.0%
Monroe	64	167	160.9%
Montville	207	318	53.6%
Morris	11	39	254.5%
Naugatuck	392	910	132.1%
New Britain	1,598	2,264	41.7%
New Canaan	29	49	69.0%
New Fairfield	23	48	108.7%
New Hartford	35	48	37.1%
New Haven	4,078	4,962	21.7%
New London	908	995	9.6%
New Milford	119	255	114.3%
Newington	157	356	126.8%
Newtown	56	178	217.9%
Norfolk	10	32	220.0%
North Branford	101	208	105.9%
North Canaan	9	20	122.2%
North Haven	141	262	85.8%
North Stonington	47	54	14.9%

Town	FY 2008	FY 2009	% Change
Norwalk	506	1,026	102.8%
Norwich	595	683	14.8%
Old Lyme	43	131	204.7%
Old Saybrook	30	87	190.0%
Orange	36	85	136.1%
Oxford	28	101	260.7%
Plainfield	274	429	56.6%
Plainville	168	291	73.2%
Plymouth	96	245	155.2%
Pomfret	44	75	70.5%
Portland	78	139	78.2%
Preston	39	41	5.1%
Prospect	33	148	348.5%
Putnam	207	270	30.4%
Redding	9	44	388.9%
Ridgefield	30	59	96.7%
Rocky Hill	92	172	87.0%
Roxbury	9	26	188.9%
Salem	22	46	109.1%
Salisbury	11	41	272.7%
Scotland	22	22	0.0%
Seymour	153	245	60.1%
Sharon	6	24	300.0%
Shelton	145	423	191.7%
Sherman	2	24	1100.0%
Simsbury	75	135	80.0%
Somers	39	69	76.9%
South Windsor	120	216	80.0%
Southbury	46	249	441.3%
Southington	218	502	130.3%
Sprague	81	66	-18.5%
Stafford	101	212	109.9%
Stamford	674	1,175	74.3%
Stonington	61	99	62.3%

## United Way 2-1-1 Requests for Service – Utility Assistance, by Town Fiscal Years 2008 and 2009 (cont.)

Town	FY 2008	FY 2009	% Change
Stratford	515	971	88.5%
Suffield	47	91	93.6%
Thomaston	34	131	285.3%
Thompson	78	135	73.1%
Tolland	56	104	85.7%
Torrington	762	1,165	52.9%
Trumbull	123	309	151.2%
Union	1	2	100.0%
Vernon	507	691	36.3%
Voluntown	42	51	21.4%
Wallingford	253	467	84.6%
Warren	3	13	333.3%
Washington	12	38	216.7%
Waterbury	2,411	3,889	61.3%
Waterford	177	330	86.4%
Watertown	110	407	270.0%
West Hartford	378	664	75.7%
West Haven	1,341	1,834	36.8%
Westbrook	52	88	69.2%
Weston	4	29	625.0%
Westport	28	91	225.0%
Wethersfield	144	304	111.1%
Willington	41	69	68.3%
Wilton	7	48	585.7%
Winchester	195	397	103.6%
Windham	318	334	5.0%
Windsor	554	868	56.7%
Windsor Locks	146	231	58.2%
Wolcott	76	256	236.8%
Woodbridge	16	40	150.0%
Woodbury	38	85	123.7%
Woodstock	31	123	296.8%
Out of State	35	70	100.0%
Unknown	26	42	61.5%
<b>Total Number of Calls</b>	<b>36,433</b>	<b>55,597</b>	<b>52.6%</b>
<b>Total Number of Service Requests**</b>	<b>42,529</b>	<b>65,769</b>	<b>54.6%</b>

\*Fiscal year is July 1 through June 30.

\*\* The number of requests for service is greater than the number of calls, given that one caller may request information on multiple services.

## United Way 2-1-1 Requests for Service – Utility Assistance, by United Way Fiscal Years 2008 and 2009\*

United Way	FY 2008	FY 2009	% Change
Middlesex United Way	1,338	2,298	71.7%
United Way of Central and Northeast Connecticut	16,131	22,814	41.4%
United Way of Coastal Fairfield County	5,271	8,456	60.4%
United Way of Greater New Haven	7,110	9,947	39.9%
United Way of Greater Waterbury	2,861	5,480	91.5%
United Way of Greenwich	88	170	93.2%
United Way of Meriden and Wallingford	1,199	1,768	47.5%
United Way of Milford	336	692	106.0%
United Way of Naugatuck Beacon Falls	445	1,027	130.8%
United Way of Northwest Connecticut	1,188	2,150	81.0%
United Way of Southeastern Connecticut	3,265	4,383	34.2%
United Way of Southington	218	502	130.3%
United Way of West Central	850	1,654	94.6%
United Way of Western Connecticut	1,448	2,845	96.5%
Valley United Way	719	1,470	104.5%

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