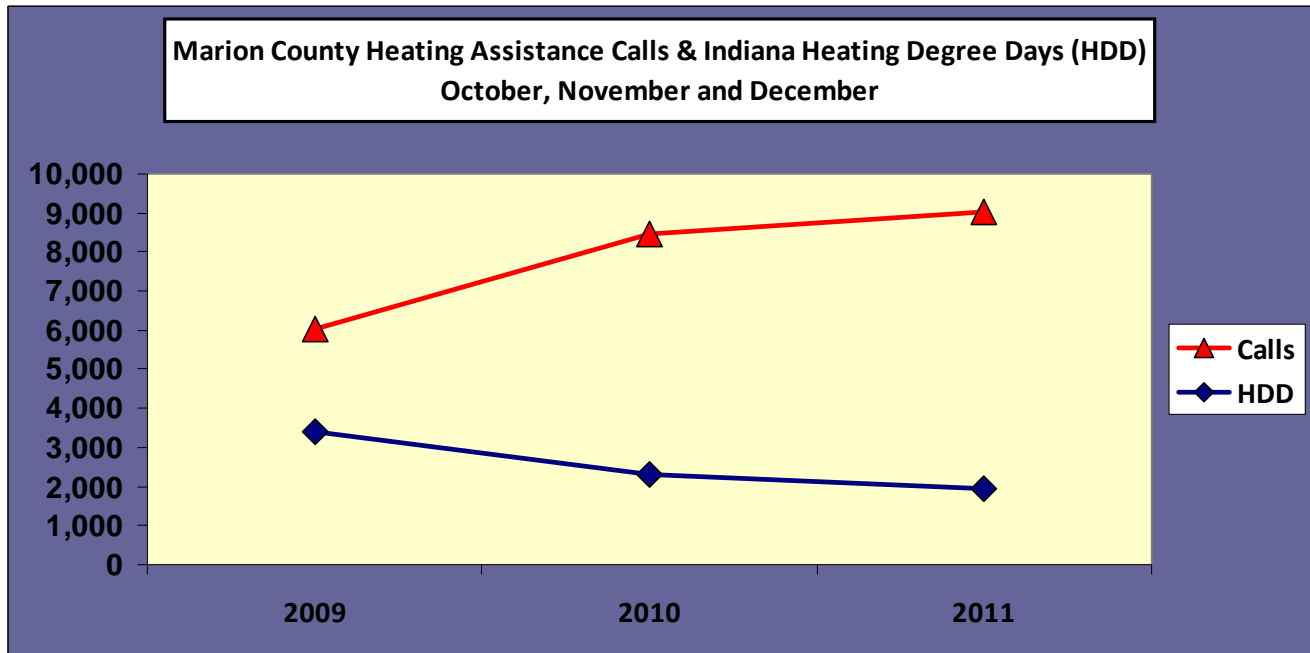


Heating Calls Climb Despite Milder Start to Winter



The first three months of the 2011/2012 heating season, October, November and December, have been milder than those of the previous 2 years. According to the *National Climatic Data Center*, the number of Indiana **Heating Degree Days - HDD** (a measure of how cold the climate is) **decreased 74% in 2011** compared to 2009. However, **calls to Connect2Help 2-1-1 for heating assistance** help from Marion County residents **have risen** each of these years. Although we are slowly recovering from the worst recession in decades, the unemployment rate remains near the 9% mark. This translates into thousands of thousands of people without income to heat their homes.

This is especially unfortunate because the **2011-2012 Winter forecast**, according to AccuWeather.com, is predicting that the mild start to the season will not last, especially for those in the mid-west.

