

## Do You Believe in Miracles?



*Sheena Head (far right) with her children.  
L-R: Destinee, Taneisha and D'Asia. Shaniya is not pictured.*

Sheena Head does. The 31-year-old single mother of four has endured more trauma than most people will ever experience in a lifetime. Yet she is still here, smiling and thanking God that she is alive.

Sheena once drove a school bus for a living, but was rendered incapacitated and unable to continue working after three accidents, none of which was her fault. She now suffers from severe back spasms and debilitating arthritis.

In 2011, she was admitted to the hospital for a seemingly normal delivery of her last baby; however, she felt something wasn't right. This delivery seemed different from her previous ones. Then, chaos struck. Sheena developed a fever and hypotension (abnormally low blood pressure) and was transferred to the intensive care unit, where she fell into a coma for 19 days. She was eventually diagnosed with septic shock, streptococcal infections, postpartum infection, respiratory failure, gangrene in both feet and HELLP syndrome, a life-threatening pregnancy complication usually considered to be a variant of preeclampsia. Sheena desperately fought for her life and somehow survived. Then in 2015, she was involved in a head-on collision, which caused a concussion and further aggravated her back problem. "I literally saw my life pass before my eyes," Sheena said.

Due to her medical history and inability to work, Sheena and her children have had to live on a worker's compensation benefit of just \$614 a month. Money was tight, and when she couldn't cover her energy bill, she was threatened with disconnection. Thankfully, she heard about the Heating Energy Assistance Team, Inc. (HEAT), applied for help, and received enough money to cover her bill. Afterward, she expressed her appreciation to HEAT and its generous donors. "Thank you for helping me during this time of need. As a single mother, every little bit helps," Sheena said. "I am so glad God put you in a position to be able to help others in their time of need. Miracles do happen." 🔥

## HEAT Receives \$1 Million Grant From Georgia Public Service Commission

HEAT was awarded a \$1 million grant from the Georgia Public Service Commission (PSC) last fall. The award will be distributed in \$200,000 increments over five years. "This is a significant achievement for HEAT, and for the many Georgians who need help with their heating bills," said HEAT Board Chairman, Vernon Lee.

The timing of the grant could not have been better. The delayed start of the federally funded Low Income Home Energy Assistance Program (LIHEAP) in Georgia increased the demand for help from organizations such as HEAT. The PSC grant allowed HEAT to meet some of the high demand for emergency energy assistance as temperatures began to drop in late fall, as well as during the winter.

The grant was distributed to households that: 1) met income eligibility requirements, 2) were served on Atlanta Gas Light Company's distribution system and 3) were billed by a natural gas marketer. HEAT partnered with community action

agencies that shared a common vision of helping families in need to distribute the funds.

HEAT plays a key role in assisting families statewide—many of whom have children or senior citizens in the household—who face service disconnection, or need to have their service restored. Programs such as HEAT “help ensure the most vulnerable low-income citizens on the AGLC system have natural gas heating during the winter,” said PSC Chairman, Chuck Eaton.

HEAT would like to thank the PSC for its generous award, and the following agencies for partnering with us to

keep more than 1,100 less fortunate families warm this past winter:

- Central Savannah River Area Community Economic Opportunity Authority, Inc.
- Clayton County Community Service Authority, Inc.
- Coastal Plain Area Economic Opportunity Authority, Inc.
- Community Action for Improvement, Inc.
- Concerted Services, Inc.
- Economic Opportunity for Savannah-Chatham County Area, Inc.
- Fulton-Atlanta Community Action Authority, Inc.
- Heart of Georgia Community Action Council, Inc.
- Macon-Bibb Economic Opportunity Council, Inc.
- Middle Georgia Community Action Agency, Inc.
- Ninth District Opportunity, Inc.
- Overview, Inc.
- Partnership for Community Action, Inc.
- Tallatoona Community Action Partnership, Inc. 🔥

## Spotlight on Volunteer Raeanne Watkins



Raeanne Watkins

When Raeanne Watkins’ position as a senior field service manager with Coldwell Banker Real Estate was phased out, she found herself with extra time on her hands. Although she loved running half-marathons and traveling with her husband, David, she wanted to find a volunteer opportunity close

to home that would allow her to help the community. “What better way to keep busy than by giving back to the community,” Raeanne said. So what did she do? Turned to Google, of course! That’s how she found HEAT.

Volunteers are invaluable to an organization, and Raeanne has proven to be just that. Since April 2015, she has put in nearly 100 volunteer hours. She is an excellent worker,

willing to tackle any task presented to her, often going above and beyond the call of duty. Last fall, she spent hours helping HEAT prepare for its 2015 annual meeting, and even donated some of the materials needed for attendees’ badges. When asked what she considers to be the most important thing she has experienced through her volunteer work with HEAT, she said, “Finding out just how many people are in need of assistance. You just don’t know the significance of the need if you have never been involved with an organization that helps others.”

“Raeanne truly bought into the vision and mission of HEAT, and is the epitome of a great volunteer,” said HEAT Executive Director, Janet Joseph. “She has certainly made a difference through her volunteerism and monetary support...and we can’t thank her enough for her help.” 🔥



**Donate to HEAT. Many less fortunate families need your help today.**

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

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**HEAT**  
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# HEAT Introduces New Logo

After more than 30 years, HEAT is saying goodbye to its logo. However, we're excited to introduce a new logo that is fresh and more aligned with HEAT's brand. We worked with the talented creative team at Kellen Communications, a full-service communications and digital marketing agency, to develop the new visual identity. The new logo cleverly incorporates a heart into the flame, demonstrating that providing heating energy assistance to those in need is the heart of the HEAT mission. The color palette is softer, yet still bold and incorporates warm colors. Over the next few months, we'll be updating our marketing and communications materials and website to reflect our new visual identity. We hope you like our new look as much as we do! 🔥



Old logo



New logo

## Prepare Your Home to Beat the Summer Heat

Sarah Kelly, Modular Homeowners



Preparing your home for the summer months can save you a substantial amount of money on your energy bill. Many of these tasks are simple, and don't require expensive investments. From adjusting your cooling equipment to learning when to turn on your oven, you can do several things to make sure your rooms remain cool and your utility bills remain low. Consider the following practical suggestions:

### ■ Change Direction of Ceiling Fan Blades

During the hotter months of the year, your ceiling fan's blades should be set to move in a counter-clockwise fashion to allow for the circulation of cool air.

### ■ Invest in Curtains and Blinds

Dark and heavy curtains can be used as a way to deter heat-carrying sunlight from entering your home. Blinds and curtains should be shut during the hottest hours of the day.

### ■ Let Out Hot Air From Your Attic

Heat has a tendency to travel up. To counteract the accumulation of heat in your attic, consider installing an attic fan or vent. The rest of your home may immediately feel cooler.

### ■ Use Your Bathroom's Exhaust Fan

When you shower with hot water, steam and humidity rise in your bathroom. Once your bathroom door is opened, these conditions can transfer to different parts of your house. Simply turn on your bathroom's fan to ensure that the steam and humidity are quickly pulled up and out of your bathroom.

### ■ Stop Air Leaks

Leaks around your home can let in unwanted hot air and release cool air. Check the caulking and insulation strips around your windows and doors to ensure that they are steady and unblemished. Re-caulk or install new installation strips, if needed.

### ■ Change Your Air Conditioner Filters

To ensure that your air conditioner is functioning optimally, always make sure its filters are clean and fresh. Consider having spare filters on hand so that you can schedule regular replacements every month.

### ■ Put on Your Baker's Hat in the Morning

If you are planning on using your oven, wait until the morning. Home energy costs can remain reasonable, as baking in the morning may cost you less than using the oven during what are deemed "peak hours." 🔥



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*Helping low-income  
Georgians meet their energy needs*

## HEAT Extends Fond Farewell to Cherished Team Member



Theresa Worthy

Nearly nine years ago, a routine job posting caught Theresa Worthy's attention; HEAT was looking for a new administrative assistant. "I have always had a heart for people...I saw that HEAT was an organization that helps those in the community who are less fortunate and in need of

assistance," said Ms. Worthy. The HEAT team quickly found the services she rendered went far beyond her job description. She provided inspiration to those in need; she befriended HEAT's supporters.

"It's in Theresa's DNA to help others in any way she can. Those that we help walk away feeling better about themselves and their difficult situations, that they really do have a reason to face another day and that their situation will get better if they stay strong and have faith," said HEAT Executive Director, Janet Joseph.

Ms. Worthy is retiring in May and, even now, she is focused on the people she served. "I will miss being able to help someone realize that it's not over. I will miss sharing a story

with those who feel like life is not worth living," she said. After a period of rest, she plans to return to the organization as a volunteer.

We have no doubt that our clients, donors and colleagues will miss Ms. Worthy as much as we will. HEAT thanks her for her many years of dedication to the organization, her inspirational attitude and exceptional customer service. We wish her all the best in her future endeavors and look forward to having her involved with HEAT as a volunteer. 🔥

*The HEAT Factor is a newsletter published for friends and supporters of HEAT, Inc.*

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*Our mission is to provide energy  
assistance for Georgians in need.*

HEAT, 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.