

Consumer-Owned Utilities

As of 4/12/05

2004 Low-Income Bill Assistance Program Report

Utility	Voluntary Programs					Utility Funded Programs				Rate Discount Programs				Counties
	Total # Households	Funds Budgeted/ or Collected	Funds Expended	No. of Households Receiving Assistance	Administrative Agency (ies)	Funds Budgeted/ or Collected	Funds Expended	No. of Households Receiving Assistance	Administrative Agency (ies)	Funds Budgeted/ or Collected	Funds Expended	No. of Households Receiving Assistance	Administrative Agency (ies)	
Blachly-Lane	3,167		\$2,700	27	The Salv. Army				LCSC					Lane
Canby Utility Board	6,164	\$25,128	\$0	-	Canby Adult Center	\$32,500	\$32,773	246	Canby Adult Ctr.					Clackamas, City of Canby
Central Electric Coop	19,287	\$13,544	\$20,700	138	Central Elec									Deschutes, Jefferson, Crook, Linn, Grant, Wasco, and Lake
Central Lincoln PUD	30,825	\$22,053	\$21,148	300	CSC, Siuslaw Women's Ctr, Lower Umpqua Ministries Assoc.									Lincoln, Lane, Douglas, Coos
City of Ashland	9,202	\$5,441	\$4,374	42		\$67,000	\$57,328	544			\$19,617	206		Jackson
City of Bandon	2,710	\$0				\$10,097	\$9,545	33	SWOCAC					Coos and Curry
City of Cascade Locks	568					\$6,899	\$4,199	26	MCCAC					Hood River, Multnomah
City of Drain	509					\$3,000	\$2,200	11	Salvation Army & City of Drain					Douglas
City of Forest Grove	7,790					\$25,000	\$19,939	165	City of Forest G.					Washington
Clatskanie Peoples Utility Dist.	3,789	\$3,461	\$5,440	57	CAT, Turning Point Hope									Columbia and Clatsop
Clearwater Power, Idaho														
Columbia Basin Electric	3,029	\$4,577	\$6,009	32		\$1,327								Morrow, Gilliam, Wheeler, Sherman and Umatilla
Columbia Power Co-op	1,257	\$2,680	\$2,580	12	CAPECO, CCN									Grant, Wheeler, Umatilla
Columbia River PUD	14,291	\$24,875	\$13,260	174	Col River PUD					\$100,300	\$100,300	1,194		Columbia, Multnomah
Columbia Rural	8													
Consumers Power	18,467					\$18,115	\$6,189	55	CSC and MWVCAA					Benton, Linn, Lincoln, Lane, Marion, Polk
Coos-Curry Electric	16,600	\$5,000	\$4,900	19	SWOCAC									Coos, Curry and Douglas
Douglas Electric	7,800	\$57,500	\$57,500	327	Sal Army, St Vincent UCAN									Douglas
Emerald People's Utility Dist.	16,046	\$17,045	\$17,819	125	LCHSC	\$162,000	\$115,335	377	LCSC					Lane, Douglas, Linn & Benton
EWEB	73,600	\$200,000	\$70,000	265	St.Vincent de Pau	\$1,750,000	\$1,500,000	5,035	St.Vincent de Pau & LCHSC					Lane
Harney Electric	829					\$10,102	\$8,636	21	HCSC					Harney, Lake, Malheur
Hermiston Energy Services	4,338					\$10,000	\$6,910	36	Umatilla Elec					Umatilla
Hood River Electric	2,987	\$1,423	\$1,400	10	Hood River Elec									
Lane Electric	12,000	\$18,235	\$20,568	82	Salvation Army	\$6,252	\$6,252	37	Salvation Army					Lane
McMinnville Water	12,094	\$12,178	\$12,178	165	St.Vincent de Pau		\$15,207	206	St.Vincent de Pau					Yamhill
Midstate Electric	14,869	\$3,493	\$2,015	14	Midstate Elec	\$24,000	\$18,737	138	St.Vincent de Pau					Deschutes, Klamath, Lake, Lane
Milton-Freewater City L & P	3,469	\$2,168	\$1,664	13	Salvation Army	\$2,168	\$1,664	12	Salvation Army					Umatilla
Monmouth Power & Light	3,400					\$10,000	\$11,407	95	MWCAA					Polk
Northern Wasco Co. PUD	8,853	\$7,032	\$7,032	101	MCCAC					\$45,000	\$50,446	530	MCCAC	Wasco
Oregon Trail Electric	24,765						\$26,758	192	HCSC, CCN					Baker, Grant, Harney, Union
Salem Electric	15,177		\$12,155	128	Sal.Army	\$180,000	\$263,117	1,066	Salem Elec.					Marion & Polk
Springfield Utility Board	26,538	\$30,557	\$30,557	363	Catholic Comm. Ser.	\$35,500	\$20,301	165	Catholic C. S.					Lane Co.
Surprise Valley Electrification Corp.	3,724					\$1,000	\$1,000	9	LCSC					OR-Lake, CA-Modoc,Lassen; NV-Washoe
Tillamook PUD	16,935	\$11,026				\$11,026	\$22,052	222	CARE, Inc.					Tillamook, Clatsop, Yamhill
Umatilla Electric	8,431	\$1,072				\$115,612	\$32,425	139	Umatilla Elec					Umatilla, Morrow, Union Co.
Wasco Electric	2,796	\$3,432	\$3,432	22	MCCAC and WEC	\$5,000	\$1,200	8	MCCAC, WEC					Wasco, Sherman, Jefferson, Wheeler, Gilliam.
West Oregon Electric	3,875		\$2,777	33	St.Vincent de Pau									Columbia,Clatsop, Washington, Yamhill
TOTAL	400,189	\$471,921	\$320,208	2,449		\$2,486,598	\$2,183,174	8,838		\$145,300	\$170,363	1,930		

KEY

CAPECO Community Action Programs of Eastern/Central Oregon
 CAT Community Action Team
 CCN Community Connections Network
 CSC Community Services Consortium

HCSC Harney County Senior Center
 LCHSC Lane County Human Services Commission
 LCSC Lake County Senior Center

MCCAC Mid Columbia Community Action Council
 MWVCAA Mid Willamette Valley Community Action Agency
 UCAN Umpqua Community Action Network

Agency	Summary of Narrative
Blachly-Lane	The BLES program is designed to offer assistance to members that do not qualify for other types of relief. The program is supported by voluntary, tax-deductible contributions from Blachly-Lane members, employees and board members. Program provides up to \$100 per heating season. Applicant to have a final notice and be eligible for LIEAP.
Canby Utility Board	Funding from revenue and voluntary sources are deposited into a special Energy Assistance Program account. CUB customers who have a 24 hour disconnect notice may apply to use this fund once per year and only for over-due electric bills. Maximum payment is \$150.
Central Electric Coop	Project Helping Hand is a voluntary program that CEC members may participate in by having their monthly bill rounded-up to the next dollar amount or donating a flat amount each month. The difference (round-up amount) and flat amounts are donated to our fund for low income billing assistance for CEC members. Criteria to be eligible for funds are current CEC membership, submits a completed application, supplies proof of income, income does not exceed set levels based on COCAAN standards, and funds will be applied to an active account. All applications are reviewed by a committee of 4 CEC employees. Members who qualify for funds from Project Helping Hand receive \$150.00 credit applied to their active electric account.
Central Lincoln PUD	SOS Program is a residential low-income program that is fully funded by donations from customers which they remit with their bill. Customers are eligible if gross household income is at or below the LIEAP guidelines. Maximum assistance is \$100 per household per 12 month period.
City of Ashland	We basically have three programs. #1 & #2 are based upon 125% of Federal poverty guidelines. #1 is available to seniors age 65 and older, and disabled age 60 and over. They are granted a discount of 20% or 30% of electric, water and sewer charges all year, no cap. #2 is a three month program with a 50% discount (electric only) for seniors and disabled, and 50% discount for low-income, with a \$300 maximum benefit over a six month period. #3 is a one time only help program, maximum of \$160 to all customers based upon need and availability of funds. All three programs have credits applied to the customers' utility account; there is no cash outlay. All seniors receiving Senior Discount automatically receive Senior Aleiap Discount.
City of Bandon	Eligibility is determined using the payment matrix of the Oregon Energy Assistance Manual. Crisis funding was available for citizens of service area through LIEAP funding.
City of Cascade Locks	The program follows LIEAP income guidelines. Applicants are eligible for one payment per heating season of \$150.00, unless a higher level is approved by the Energy Assistance Program Coordinator.
City of Drain	Cap per fiscal year is \$200. The Salvation Army determines eligibility and contributes \$50. City pays \$200. The city has a low-income discounted base rate for low-income senior citizens who qualify. They are allowed 1,410 kwh for \$34.00. It is not a budgeted line item.
City of Forest Grove	Recipients must have an income which is below 60% of the statewide median income. Assistance is capped at \$150.00 annually per customer
Clatskanie Peoples Utility Dist.	Applicants must meet USDA income eligibility standards and are eligible for payments that generally do not exceed \$100 per year.
Clearwater Power, Idaho	No report was received from Clearwater Power.
Columbia Basin Electric	A "Helping Hearts" campaign will be instituted each November, December, January and February. Eligibility is determined by the local agencies/organizations that administer the program, but generally serves families with small children in the home, disability hardships, domestic hardships, financial hardships, etc.
Columbia Power Co-op	Project Helping Hand is instituted each November through February and is administered within the normal guidelines of the local energy assistance agency. The amount granted is limited to the amount shown on the disconnect notice or the maximum amount allowed by the agency, whichever is less. Priority is given to qualified consumers who have not received energy assistance from other sources within the last 12 months. If funds remain at the end of April, then consumers who have received assistance within the last 12 months may be considered for a payment at 50% of normal.
Columbia River PUD	The Residential Special Waiver program provides assistance of \$100 per household per year. The rate discount program provides low-income households a waiver of the customer charge of \$7 per month. Both programs require household income at 60% or less of state median income.
Columbia Rural	Columbia Rural is a Washington based utility that serves 8 residential households in Oregon. They did not submit a report.
Consumers Power	Consumers Power charges \$.05 per residential account for its low income assistance program. It is a separate line item on the customer's bill. CPI contracts with CSC and MWVCAA to administer the funds. The funds are credited to the customer's account. CPI's program runs April 1 to September 30. The program follows LIEAP income guidelines. The maximum dollar amount households should receive from the CPI program is \$100 during the program year. Only CPI customers are eligible for the CPI funds.
Coos-Curry Electric	LIEAP income guidelines are used to qualify members for assistance.
Douglas Electric	Project Help assists low-income on a first-come, first-served basis with the usual maximum of \$125 per household per year.
Emerald Peoples	Utility funded program requires age 60 and older or disabled and meets income criteria of LIEAP program. Grants are \$200 per household and applied to bill at \$50 per month. Voluntary funded program is need based, but not necessarily income driven and a disconnect notice is required.
EWEB	Fuel fund support is provided at up to \$300 per household per 12 months (for electric payments only). The Universal Service Plan assists about 100 HH/year for arrearages, weatherization and human service advocacy. In addition, EWEB extends the REACH grant for payments of up to \$300/household. During 2004, EWEB planned a major reorganization of their programs based upon an independent evaluation by Quantec. Implementation occurred beginning in January 2005.
Harney Electric	LIEAP income guidelines are used to qualify members for assistance. Caps are also based on LIEAP limits.

Hermiston Energy Services	The HEAT program provides a maximum \$200 payment for families that have income of below 125% of the median county income level.
Hood River Electric	"Customers Helping Customers" is an energy assistance program administered by Hood River Electric Co-op. The plan is publicized through bill inserts. The funding comes from customers' tax-deductible contributions and donated gains from HRECs forfeited Capital Credits. The program is directed by the Office Manager with approval of an inhouse committee composed of three employees. Assistance is initiated by the Credit Department based on personal knowledge of a customer's circumstances and financial situation. Contributions are available to customers who have not received LIEAP funds during the current winter. The maximum allowance is \$250.
Lane Electric	The Member Assistance Program (MAP) pays the past due balance on a member's account up to a maximum amount of \$250. Salvation Army approves referrals using federal energy assistance low-income guidelines. The MAP program opens as LIHEAP funds are exhausted, usually March 1st of each year. Williams Fund settlement monies were approved for transfer to the MAP program in 2004, allowing LEC to help additional households above contributed dollars.
McMinnville Water	Dollar amounts are determined by actual billings, and eligibility criteria is based on recipient needs.
Midstate Electric	Relief Fund - Volunteer contributions from members; disbursed based upon hardship circumstances; limited to two times the average three high bills during the previous twelve months; generally limited to once per membership. Midstate Low Income Assistance Program - Funding through rates; low income eligibility is determined by administering agency; limited to once per year, no cap amount.
Milton-Freewater L & P	The city provides guidelines to agencies that deliver their energy assistance program, but leave to the discretion of the caseworkers to make decisions based on the city's premise of neighbors helping neighbors. The intent is to assist customers who are in crisis. Customers may use the bill assistance program once per year and must present a current utility bill and bank statement during an interview and may receive up to \$150.
Monmouth Power & Light	Customers that need assistance are referred to Community Action. If their income is at or below 150% of Poverty Guidelines, they qualify. They may receive complete payment of their utility bill or have their utility deposit paid. Each family may receive assistance one time per year.
Northern Wasco Co. PUD	The Neighbor to Neighbor Program follows the LIEAP eligibility guidelines and provides a payment of up to \$125. The Senior and Disabled Rate Discount Program also follows the LIEAP guidelines and is effective for November through April.
Oregon Trail Electric	Clients must be at or below 60% of statewide median income and must have received LIEAP, if available. Assistance is "fuel blind" and so can be used for any heating source, as well as for reconnect fees, deposits or for some portion of arrearage. A household may access funds once per fiscal year for one month, not to exceed \$250.
Salem Electric	Salem Electric funding follows LIEAP income guidelines, 60% of Oregon's Median Income and customers must use electricity as main source of heat. A formula is used to figure heating costs to credit accounts (\$150 minimum to \$225 maximum). Assistance is one time per heating season. The program operates from January 3 to April 29 (senior and disabled may start applying in December, funds are applied to accounts in January). A separate program administered by the Salvation Army using their own income guidelines, assists Salem Electric customers with any type of heat and operates year round. Customers are usually not assisted with both programs. The Salem Electric program started in 1986.
Springfield Utility Board	Project Share shall provide bill assistance to customers who have exhausted LIEAP benefits or who are ineligible for LIEAP and who have a termination notice. A voucher may be granted for up to \$100 per household per heating season (December 1-March 31).
Surprise Valley Electrification Corp.	
Tillamook PUD	Customers voluntarily add \$1.00 (or more) (\$11,206X2) to their payment for our Customer Assistance Program. The amount is matched by TPUD and administered by CARE, Inc. Low Income Senior Weatherization (\$4,383) - BPAs C&R Discount.
Umatilla Electric	Applicants must meet eligibility requirements of one of three assistance programs and meet CAPECO's family income requirements. They must be a coop member for at least three months prior to application for energy assistance. The UCARE program provides up to \$250 during the heating season (October through March). Additional funds may be available for a crisis. Energy counseling for members, free home energy audits and information on conservation programs are available for qualifying electrically heated residences.
Wasco Electric	WECare low income assistance program eligibility screening is done by the MCCAC as per the current state and federal guidelines. Money is managed and credited by WEC. Maximum benefit is \$150, eligible for 1 payment in a 12 month period.
West Oregon Electric	West Oregon Electric actively fundraises and coordinates their efforts with the Oregon Heat Program.