

Consumer-Owned Utilities

As of 2/26/07

2006 Low-Income Bill Assistance Program Report (January 1-December 31)

Report created by Oregon Housing & Community Services in compliance with ORS 757.687(11).

Utility	Type (PUD, Co-Op, Muni)	Total # of Ore. Households (Residential)	Voluntary Programs				Utility Funded Programs				Rate Discount Programs				Counties
			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	Co-Op	3,187	\$18,359	5000	24	Salvation Army	\$7,000	\$7,000	7	Human Services Commission	\$93,258	\$93,258	2,591	Blachly-Lane	Lane
Canby Utility Board	Muni	6,531	\$4,600	\$4,600	31	Canby Adult Center	\$71,513	\$40,635	272	Canby Adult Center					Clackamas, City of Canby Annexed Areas
Central Electric Coop	Co-Op	22,050	\$27,227	\$16,725	112	Central Electric Coop									Deschutes, Jefferson, Crook, Linn, Grant, Wasco and Lake
Central Lincoln PUD	PUD	32,097	\$31,126	\$31,126	360	CSC, Lower Umpqua Ministerial Assoc., Siuslaw Women's Center									Lincoln, Lane, Douglas, Coos
City of Ashland	Muni	9,808	\$5,610	\$4,620	38	City of Ashland	\$60,000	\$58,424	351	City of Ashland	\$25,090	\$25,090	128	City of Ashland	Jackson
City of Bandon	Muni	2,761					\$15,498	\$5,743	18	ORCCA					Coos, Curry
City of Cascade Locks	Muni	581					\$7,312	\$4,336	27	MCCAC					Hood River, Multnomah
City of Drain	Muni	512					\$4,000	\$3,000	15	Salvation Army & City of Drain	\$6,200	\$6,200	8	City of Drain	Douglas
City of Forest Grove	Muni	7,830				Utility	\$40,000	\$29,131	233	Utility					Washington
Clatskanie Peoples Utility District	PUD	3,563	\$5,494			Columbia Co., CAT, Turning Point, HOPE.	\$16,309	\$7,219	79	Columbia Co., CAT, Turning Point, HOPE.					Columbia, Clatsop
Clearwater Power, Idaho **															
Columbia Basin Electric	Co-Op	3,051	\$9,372	\$3,977	26	South Morrow Ministerial Assn. & The Gilliam County Resource Center									Morrow, Gilliam, Wheeler, Umatilla & Sherman
Columbia Power Co-op	Co-Op	1,279	\$3,817	\$2,765	12	CAPECO, CCN	\$1,500								Grant, Wheeler and Umatilla
Columbia River PUD	PUD	15,615	\$38,254	\$18,525	288	Columbia River PUD					\$117,660	\$116,760	1,390	Columbia River PUD	Columbia, Multnomah
Columbia Rural **															
Consumers Power	Co-Op	18,920					\$14,317	\$10,989	93	CSC, MWVCAA					Benton, Linn, Lincoln, Marion, Polk, Lane
Coos-Curry Electric	Co-Op	14,584	\$3,510	\$1,461	6	ORCCA									Coos, Curry, Douglas
Douglas Electric	Co-Op	6,880	\$4,463	\$4,463	42	Salvation Army									Douglas
Emerald People's Utility District	PUD	15,500	\$38,869	\$38,869	182	Community Sharing Program	\$145,600	\$129,628	436	LCHSC					Lane, Douglas, Linn
EWEB	Muni	73,600	\$122,240	\$84,792	386	EWEB & LCHSC	\$1,737,487	\$1,667,771	7,331	EWEB & LCHSC					Lane
Harney Electric	Co-Op	863					\$11,966	\$7,697	18	HCSC					Crook, Deschutes, Harney, Lake, Malheur
Hermiston Energy Services	Muni	4,401					\$16,932	\$10,157	64	Umatilla Electric Cooperative					Umatilla
Hood River Electric	Co-Op	3,015	\$2,494	\$2,000	11	Hood River Electric Cooperative	\$800								Hood River
Lane Electric	Co-Op	9,000	\$16,770	\$13,610	68	Salvation Army	\$1,609	\$1,609							Lane County
McMinnville Water & Light	Muni	14,981	\$14,081	\$10,690	197	St. Vincent de Paul									Yamhill
Midstate Electric	Co-Op	15,806	\$11,447	\$1,667	8	Self Administered	\$33,121	\$20,599	137	St. Vincent de Paul					Deschutes, Klamath, Lake and Lane
Milton-Freewater City L & P	Muni	3,516	\$5,115	\$3,854	29	Salvation Army	\$3,200	\$3,854	30	Salvation Army					Umatilla
Monmouth Power & Light	Muni	3,827	\$150	\$150	1	Monmouth City Hall	\$10,549	\$7,571	57	MWVCAA					Polk
Northern Wasco Co. PUD	PUD	9,028	\$9,397	\$9,397	105	MCCAC					\$50,000	\$55,705	483	Mid-Columbia Community Action Council	Wasco
Oregon Trail Electric	Co-Op	24,281					\$26,387	\$26,387	151	HCSC & CCN					Baker, Grant, Harney, Union
Salem Electric	Co-Op	15,983	\$9,989	\$12,989	101	The Salvation Army	\$180,000	\$262,886	1,044	Salem Electric					Parts of Marion and Polk
Springfield Utility Board	Muni	27,010	\$54,057	\$54,471	505	Catholic Community Services of Lane County, Inc.	\$30,000	\$30,000	220	Catholic Community Services of Lane County, Inc.					Lane
Surprise Valley Electrification Corp. (Oregon counts only)	Co-Op	1,103					\$1,400	\$700	6	LCSC & KBSC					Lake
Tillamook PUD	PUD	17,730	\$15,667	\$12,365	128	CARE, Inc.	\$15,667	\$12,365	129	CARE, Inc.					Tillamook, Clatsop and Yamhill
Umatilla Electric	Co-Op	10,473	\$487				\$146,815	\$71,610	289	Umatilla Electric Cooperative					Umatilla, Morrow & Union
Wasco Electric	Co-Op	2,812	\$3,694	\$3,694	25	MCCAC, WEC	\$5,000	\$456	3	MCCAC, WEC					Wasco, Sherman, Jefferson, Wheeler, Gilliam
West Oregon Electric	Co-Op	3,936	\$2,565	\$457	10	St. Vincent de Paul									Columbia, Clatsop, Washington, Yamhill, Tillamook
TOTAL		406,114	458,854	342,267	2,695		2,603,982	2,419,767	11,010		\$292,208	\$297,013	4,600		

KEY

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| CAPECO | Community Action Programs of Eastern/Central Oregon | MCCAC Mid Columbia Community Action Council |
| CAT | Community Action Team | MWVCAA Mid Willamette Valley Community Action Agency |
| CCN | Community Connections Network | ORCCA Oregon Coast Community Action |
| CSC | Community Services Consortium | UCAN Umpqua Community Action Network |
| | HCSC Harney County Senior Center | |
| | KBSC Klamath Basin Senior Center | |
| | LCHSC Lane County Human Services Commission | |
| | LCSC Lake County Senior Center | |

* Funds Expended includes client bill payment and administration

** Clearwater Power and Columbia Power Coop exempted from report due to very low numbers of customers in Oregon

Agency	Summary of Narrative
Blachly-Lane	Blachly-Lane has an in-house energy assistance program called Blachly-Lane Energy Share (BLES), which is administrated by The Salvation Army. BLES funds are provided by donations from co-op members, employees, and board of directors. The program offers the recipient a one-time payment in a twelve month period of their past due electric bill amount, up to \$200. To qualify for our BLES program, a person must have an active electric service provided by Blachly-Lane, a final notice has to have been mailed out on their account, and the member must initiate a phone call to our office. Once doing so, the CSR will review the program's income eligibility guidelines, the account's payment history, and any special circumstances (loss of employment, injury, etc.). If the member meets the criteria, a Letter of Referral by the co-op's Office Services Manager is mailed to the consumer, instructing them to contact The Salvation Army. A copy of the letter is mailed to the program administrator at The Salvation Army so that they are informed of our referral. Upon receipt of the Letter of Referral, the member must contact The Salvation Army to set up an appointment. Once their appointment has been completed, a representative from the Salvation Army will contact our office with a voucher number of approval. In addition to our BLES program Blachly-Lane has partnered with the Reach Program. This year we have been able to assist seven families with their electric bills through the Reach program. Along with receiving financial assistance the Reach program offers the member a Blachly-Lane Electric offers Medical/Crisis payment from our BLES funds; this maybe in addition to receiving a regular assistance payment from our program. To qualify a member must have an active electric service, they must meet the same criteria as used by the LIEAP (Military Assistance is also available through Blachly-Lane, funding is used from our BLES account. To qualify for military assistance a Blachly-Lane member must follow all the same procedures as listed above, with the exception of needing to provide documentation of activity. A rate discount program provides a \$3 per month discount to all households that are fully paid by the 20th of the month.
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 between the round-up amount or flat amount are donated to our fund for low income billing assistance for CEC members. The criteria to be eligible for funds are current CEC membership, submission of a completed application, proof of income and that income does not exceed set levels based on NeighborImpact 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, which is 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 have six programs all based upon 125% of Federal poverty guidelines. Number 1 is available to seniors age 65 and older, and disabled age 60 and over. They are granted a monthly discount of 20% or 30% of electric, water, sewer, street user and storm drain fees all year, no cap. Numbers 2 and 5 is a six month programs with a 50% total discount on electric portion of bill for seniors and disabled. Numbers 3 and 4 is a three month program with a 50% total discount on the electric portion of the bill for low-income and military. Number 6 is a one time only help program of up to \$160 to all customers based upon need and availability of funds. All programs have credits applied to the customers' utility account; there is no cash outlay. All Senior & Disabled Discounts automatically receive Senior ALIEAP (Ashland Low-Income Energy Assistance Program) Discount.
City of Bandon	Bandon Energy Assistance Program eligibility is determined using the payment matrix of the Oregon Energy Assistance Manual.
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	The Salvation Army/City of Drain program has a \$200 cap per fiscal year. Salvation Army determines eligibility and contributes \$50 and the City pays \$200 per customer. A rate based Senior Discount Program provides seniors a \$50/month discount.
City of Forest Grove	The City of Forest Grove has implemented a rate based low-income bill payment assistance program. 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 District	In 2005 the Board authorized all scrap metal money received by the PUD to be used for Share the Warmth. Our newsletter occasionally has information about our program; sometimes our customers will do fundraisers for Share the Warmth like churches, grange and the school. In addition, the general public donates on their bill, in person or by check.
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 final 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	The Coop has a program called Project Help where we receive donations from our members and give to Salvation Army to administer. The assistance is generally \$50 to \$125 per family.
Emerald Peoples Utility District	Helping Hands is for all low-income customers facing a shut-off (up to \$125 per customer). ERAP is for low-income seniors and disabled customers (\$200 one-time grant per year). AFP is an intensive case management program for low-income customers with high arrears, \$1,000 for case management and \$600 for customer co-pays. REACH is a less intensive program than AFP that allows \$700 for case management and \$300 in co-pays per customer.
EWEB	<p>EWEB provides a broad array of services to low-income households including:</p> <p><u>Customer Care</u> is a "reactive" bill assistance program that served 6,697 households in 2006 that met LIEAP eligibility requirements. Qualified households received up to \$200 per year to apply toward utility bills.</p> <p><u>Customer Care Plus</u> is a "proactive" program providing more intensive services that served 1,020 households in 2006 to help them achieve self-sufficiency. Proactive assistance associated with Customer Care Plus include: Deposit Guarantor Program that underwrites one half of the deposit required for energy services if the household agrees to participate in energy education, have an energy assessment of their home, receive and install a kit of energy efficiency items and receive printed material about energy conservation. An Incentive Payment is available for households that follow through on installing kit components and other activities in the program. A partnership with fire departments provides smoke detectors for any homes without functioning detectors. Percent of Income Program is also available to households with income between 75 and 100% of the federal poverty level. Lane County Human Service Advocates are available to help connect households with other services to meet needs.</p> <p>The scope of EWEB's services also has extended to a local credit union to provide budget counseling classes, providing "seed money" for a revolving loan program to help households pay utility bills or other emergency needs.</p> <p>City of Eugene and other customer donated funds are also used to assist low-income households with electric, water, sewer and/or storm water bills.</p> <p>NOTE: Another "proactive" strategy not included in the above are EWEB's Energy Management Services department programs, which provide an additional \$1.7m for home weatherization, heating system efficiency improvements and energy efficient new construction assistance for low-income households. This brings the total low income customer assistance effort at EWEB to over \$3.5m in 2006.</p>
Harney Electric	Eligibility and disbursement criteria determined by administrating agencies. Above dollars are for Oregon only.
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	Our Energy Assistance Program is publicized through messages on customer billing statements and flyers sent with monthly statements November through January. Funding has come from our customers making one-time donations or pledging monthly contributions to be added to their monthly energy bills, donated gains from HREC's forfeited Capital Credits and members pledging their Capital Credit payments. This year it was administered in-house the same as previous years. 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 from LEC using federal energy assistance low-income guidelines. The MAP program opens (usually March 1) as LIHEAP funds are exhausted. All dollars used for assistance are from voluntary donations. Administrative costs are paid by Lane Electric outside of contributed monies.

McMinnville Water & Light		Customers wanting to donate funds commit to a monthly contribution for a specified time and are billed accordingly on their monthly utility bills. Customers needing assistance are directed to the local St. Vincent de Paul where they can receive assistance for past due billings. Dollar amounts are determined by actual billings, and recipient eligibility criteria is based on recipient needs. Recipient statistics and records are maintained by St. Vincent de Paul.
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		Assistance determination is as follows: <u>Income Level</u> --Income cannot exceed 150% of the Oregon Poverty Level guidelines and applicant must be able to demonstrate the ability to pay estimated future utility costs (job, unemployment, accepted job offer, etc.). <u>Demonstrated Need</u> --For existing accounts, must have a shut-off notice to obtain assistance. For new accounts, can receive deposit assistance. <u>Assistance Cap</u> --Can receive assistance only one time per year, up to \$200 maximum.
Northern Wasco Co. PUD		Neighbor to Neighbor Program (NTN): funded by donations from customers and employees. In the Fall of 2005, we put together a community cookbook at a cost of \$2,173 and all proceeds went to NTN. The NTN program has a cap of \$125 and follows LIEAP guidelines for eligibility or crisis situation. Senior and Disabled Rate Discount Program: for Seniors and Disabled, follows 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. Most payments fall below \$200.
Salem Electric		Salem Electric funding follows LIEAP's income guidelines, 60% of Oregon's Median Income and customers must use electricity as main source of heat. A formula is used to calculate heating costs and determine credit amounts (\$150 minimum to \$225 maximum). Assistance is one time per heating season. The program operates from January 3 to April 28 (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. Members 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 \$150 per household per heating season (November 1-April 30).
Surprise Valley Electrification Corp.		Lake County Senior Citizens Association uses LIEAP requirements to determine eligible households. There is a \$100 cap per household per year. Lake County Senior Citizens Association gave their LIEAP responsibilities to Lake County Energy Assistance and did not expend funds in 2005. A new agreement will be made with Lake County Energy Assistance to administer the program.
Tillamook PUD		Our Customer Assistance Program involves customers checking a box on their bill stub and adding a donation to their payment. PUD matches these donations and Care, Inc., a nonprofit agency screens the applicants. Care sends PUD a voucher and funds are applied to the customers's account.
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 \$350 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 Cooperative		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 one payment in a 12 month period.
West Oregon Electric		West Oregon has been actively raising funds for our "Care to Share" program. We had a large garage sale, employee donations and give out popcorn for donations. Our "Care to Share" money is used for our members who may not be eligible for other help and is based on "need." The cap would be \$150 per member.