

HWPE170P
 RUN DATE: 05/01/2008

S T A T E O F I D A H O
 DEPARTMENT OF HEALTH AND WELFARE
 HOUSEHOLD COUNT RECEIVING ENERGY ASSISTANCE
 BY ANNUAL INCOME

HWPE170P - CUTOFF DATE = 09/30/1948

ANNUAL HOUSEHOLD INCOME	HOUSEHOLD COUNT	EMERGENCY COUNT	EMERGENCY ELDERLY OR HANDICAPPED OR CHILD 0-5	EMERGENCY ELDERLY	CHILD 0-2	EMERGENCY CHILD 3-5	CHILD 0-5
1) \$0 - \$1,999	2,658	882	612	81	295	222	517
2) \$2,000 - \$3,999	1,066	309	205	15	96	88	184
3) \$4,000 - \$5,999	1,399	349	238	58	91	97	188
4) \$6,000 - \$7,999	4,781	741	636	271	135	139	274
5) \$8,000 - \$9,999	6,053	827	684	361	140	149	289
6) \$10,000 - \$11,999	4,465	616	475	318	133	116	249
7) \$12,000 - \$14,999	5,344	858	678	393	198	174	372
8) \$15,000 - AND OVER	9,090	1,970	1,496	434	687	755	1,442
STATEWIDE TOTALS	34,856	6,552	5,024	1,931	1,775	1,740	3,515

HOUSEHOLD COUNT RECEIVING ENERGY ASSISTANCE
 BY PERCENT OF POVERTY LEVEL

HWPE171P - CUTOFF DATE = 09/30/1948

PERCENT OF POVERTY LEVEL	HOUSEHOLD COUNT	EMERGENCY COUNT	EMERGENCY ELDERLY OR HANDICAPPED OR CHILD 0-5	EMERGENCY			HH COUNT CHILD 0-5	DISAPV HH
				HANDICAPPED	ELDERLY	CHILD 3-5		
1) UNDER 75%	25,583	5,122	3,985	2,325	694	1,441	1,903	309
2) 75% TO 100%	8,504	1,291	948	577	336	273	385	58
3) 101% TO 125%	763	137	90	54	25	26	37	26
4) 126% TO 150%	6	2	1	1	0	0	0	9
5) OVER 150%	0	0	0	0	0	0	0	11
STATEWIDE TOTALS	34,856	6,552	5,024	2,957	1,055	1,740	2,325	413

ON THE BRINK: 2007

THE HOME ENERGY AFFORDABILITY GAP APRIL 2008

Finding #1

Poverty Level	Home Energy Burden	
Below 50%	47.8%	Home energy is a crippling financial burden for low-income Idaho households. Idaho households with incomes of below 50% of the Federal Poverty Level pay 47.8% of their annual income simply for their home energy bills.
50 – 74%	19.1%	
75 – 99%	13.6%	Home energy unaffordability, however, is not simply the province of the very poor. Bills for households between 75% and 100% of Poverty take up 13.6% of income. Even households with incomes between 150% and 185% of the Federal Poverty Level have energy bills above the percentage of income generally considered to be affordable.
100 – 124%	10.6%	
125 – 149%	8.7%	
150% - 185%	7.1%	

Finding #2

Poverty Level	No. of Households	
Below 50%	21,426	The number of households facing these energy burdens is staggering. According to the 2000 Census, more than 21,000 Idaho households live with income at or below 50% of the Federal Poverty Level and thus face a home energy burden of 47.8%.
50 – 74%	14,317	
75 – 99%	19,086	More than 14,000 Idaho households live with incomes between 50% and 74% of Poverty (home energy burden of 19.1%). And more than 19,000 <i>more</i> Idaho households live with incomes between 75% and 99% of the Federal Poverty Level (home energy burden of 13.6%).
100 – 124%	23,265	
125 – 149%	26,443	
150% - 185%	38,338	

Finding #3

	Home Energy Affordability Gap	Gross LIHEAP Allocation	
2002 (base year)	\$96,003,279	\$10,478,978	<p>Existing sources of energy assistance do not adequately address the energy affordability gap in Idaho. Actual low-income energy bills exceeded affordable energy bills in Idaho by \$123 million at 2006/2007 winter heating fuel prices. In contrast, Idaho received a gross allotment of federal energy assistance funds of \$12.2 million for Fiscal Year 2007.</p> <p>Idaho's LIHEAP allocation has lost ground relative to its Home Energy Affordability Gap. From 2002 to 2007, the total Home Energy Affordability Gap increased by \$26.7 million. In comparison, the federal LIHEAP allocation to Idaho increased \$1.8 million.</p>
2007 (current year)	\$122,730,326	\$12,235,363	
Change	\$26,727,047	\$1,756,385	

Finding #4

Home Energy Affordability Gap: 2002 (base year)	\$96,003,279	<p>The Home Energy Affordability Gap Index in Idaho was 127.8 for 2007. This Index indicates that the Home Energy Affordability Gap has increased 27.8% between 2002 and the current year.</p>
Home Energy Affordability Gap: 2007 (current year)	\$122,730,326	<p>The Home Energy Affordability Gap Index uses the year 2002 as its base year. In that year, the Index was set equal to 100. A current year Index of more than 100 thus indicates that the Home Energy Affordability Gap for Idaho has increased since 2002. A current year Index of less than 100 indicates that the Home Energy Affordability Gap has decreased since 2002.</p>
Home Energy Affordability Gap Index (2002 = 100)	127.8	

Finding #5

End Use	Average Annual Bill	
Electric	\$520	<p>The energy affordability gap in Idaho is not created exclusively, or even primarily, by home heating and cooling bills.</p> <p>At 2006/2007 prices, while home heating bills were \$1,084 of a \$1,929 bill, electric bills (other than cooling) were \$520. Annual cooling bills represented \$47 in expenditures, while domestic hot water represented \$278 in expenditures.</p>
Hot water	\$278	
Space heating	\$1,084	
Space Cooling	\$47	
Total annual bill	\$1,929	

Finding #6

Fuel	2005 Price	2006 Price	2007 Price	
Natural gas heating (ccf)	\$0.957	\$1.216	\$1.171	<p>In Idaho, natural gas prices fell 3.7% during the 2006/2007 winter heating season. Fuel oil prices stayed relatively constant (1.1%) while propane prices rose 3.2%.</p> <p>Heating season electric prices fell modestly (6.1%) in the same period while cooling season electric prices rose (10.8%).</p>
Electric heating (kWh)	\$0.059	\$0.061	\$0.058	
Propane heating (gallon)	\$1.453	\$1.745	\$1.800	
Fuel Oil heating (gallon)	\$1.887	\$2.222	\$2.246	
Electric cooling (kWh)	\$0.068	\$0.063	\$0.070	

Idaho Energy Gap Rankings (scale of 1-51)

A higher ranking indicates better conditions while a lower ranking indicates worse conditions relative to other states.

<p>AVERAGE DOLLAR AMOUNT BY WHICH ACTUAL HOME ENERGY BILLS EXCEEDED AFFORDABLE HOME ENERGY BILLS FOR HOUSEHOLDS BELOW 185% OF POVERTY LEVEL.</p> <p>\$859 per household</p> <p>RANK: #4</p>	<p>AVERAGE TOTAL HOME ENERGY BURDEN FOR HOUSEHOLDS BELOW 50% OF POVERTY LEVEL.</p> <p>47.8% of household income</p> <p>RANK: #4</p>
<p>PERCENT OF INDIVIDUALS BELOW 100% OF POVERTY LEVEL.</p> <p>11.8% of all individuals</p> <p>RANK: #29</p>	<p>PORTION OF HEATING/COOLING AFFORDABILITY GAP COVERED BY FEDERAL HOME ENERGY ASSISTANCE.</p> <p>11.1% of gap is covered</p> <p>RANK: #21</p>

DEFINITIONS AND EXPLANATIONS

Each state (along with the District of Columbia) has been ranked (from 1 to 51) in terms of four separate measures of the extent of the energy affordability gap facing its low-income customers:

- (1) The percent of individuals with annual incomes at or below 100% of the Federal Poverty Level. This data is obtained directly from the 2000 U.S. Census.
- (2) The average total home energy burden for households with income at or below 50% of the Federal Poverty Level shows the percentage of income that households with these incomes spend on home energy. "Total home energy" includes all energy usage, not merely heating and cooling. A home energy bill is calculated on a county-by-county basis. The statewide average is a population-weighted average of county-by-county data.
- (3) The average affordability gap (in dollars per household) for all households with income at or below 185% of Poverty is the dollar difference between actual total home energy bills and bills that are set equal to an affordable percentage of income. Affordability for total home energy bills is set at 6% of household income.
- (4) The extent to which federal energy assistance covers the combined heating/cooling affordability gap for each state. The combined heating/cooling affordability gap is the difference between actual heating/cooling bills and bills that are set equal to an affordable percentage of income. Affordability for combined heating/cooling bills is set at 2% of income. This measure thus examines the proportion of the heating/cooling gap that is covered by the gross federal Low-Income Home Energy Assistance Program (LIHEAP) allocation to the state assuming that the entire LIHEAP allocation is used for cash benefits.

In the state's rankings, a higher ranking indicates better conditions while a lower ranking indicates worse conditions relative to other states. Thus, for example:

- (1) The state with the rank of #1 has the lowest percentage of individuals living in households with income at or below 100% of the Federal Poverty Level while the state with the rank of #51 has the highest percentage.
- (2) The state with the rank of #1 has the lowest average home energy burden for households with income below 50% of the Federal Poverty Level while the state with the rank of #51 has the highest average home energy burden.
- (3) The state with the rank of #1 has the lowest average affordability gap (dollars per household) while the state with the rank of #51 has the highest dollar gap.
- (4) The state with the rank of #1 has the highest percentage of its heating/cooling affordability gap covered by federal energy assistance while the state with the rank of #51 has the lowest percentage of its heating/cooling gap covered.

All references to "states" include the District of Columbia as a "state." Low-income home energy bills are calculated using average residential revenues per unit of energy. State financial resources and utility-specific discounts are not considered.

LIHEAP comparisons use gross allotments from the baseline LIHEAP appropriation; they do not reflect supplemental appropriations or the release of other emergency funds. For example, the 2006 Home Energy Affordability Gap (issued in April 2007) analysis does not reflect the supplemental appropriation bill enacted in March 2006.

Energy bills are a function of the following primary factors:

- Tenure of household (owner/renter)
- Housing unit size (by tenure)
- Heating Degree Days (HDDs) and Cooling Degree Days (CDDs) (by county)
- Household size (by tenure)
- Heating fuel mix (by tenure)
- Energy use intensities (by fuel and end use)

Bills are estimated using the U.S. Department of Energy's "energy intensities" published in the most recent DOE Residential Energy Consumption Survey (RECS). The energy intensities used for each state are those published for the Census Division in which the state is located. State-specific demographic data is obtained from the most recent Decennial Census of the U.S. Census Bureau. Heating Degree-Days (HDDs) and Cooling Degree-Days (CDDs) are obtained from the National Weather Service's Climate Prediction Center on a county-by-county basis for the entire country. State price data for each end-use is obtained from the Energy Information Administration's (EIA) fuel-specific price reports (e.g., Natural Gas Monthly, Electric Power Monthly).

Each state's Home Energy Affordability Gap is calculated on a county-by-county basis. Once total energy bills are estimated for each county, each county bill is weighted by the percentage of persons below 185% of the Federal Poverty Level in each county to the total statewide population below 185% of the Federal Poverty Level to derive a statewide result.

The Home Energy Affordability Gap Index uses 2002 as its base year. In that year, the Index was set equal to 100. A current year Index of more than 100 thus indicates that the Home Energy Affordability Gap has increased since 2002. A current year Index of less than 100 indicates that the Home Energy Affordability Gap has decreased since 2002.

The Home Energy Affordability Gap is a function of many variables. Increases in income, for example, result in decreases in the Gap while increases in energy prices result in an increase in the Gap. The Home Energy Affordability Gap Index allows the reader to determine the cumulative impact of these variables. Since the Gap is calculated assuming normal Heating Degree Days (HDDs) and Cooling Degree Days (CDDs), temperatures do not have an impact on the Affordability Gap or the Affordability Gap Index.

Price data for the various fuels underlying the calculation of the 2007 Home Energy Affordability Gap was used from the following time periods:

Heating prices	
Natural gas	February 2007
Fuel oil	February 2007
Liquefied petroleum gas (LPG)	February 2007
Electricity	February 2007
Cooling prices	
	August 2007
Non-heating prices	
Natural gas	May 2007
Fuel oil	May 2007
Liquefied petroleum gas (LPG)	May 2007
Electricity	May 2007

Low Income Programs of Neighboring States

Montana

Low Income Rate Assistance

NorthWestern Energy—Customers who qualify for LIHEAP automatically receive a discount on their NorthWestern electric and natural gas bills

Flathead Electric Cooperative—Eligible members receive a credit equal to half the basic charge on their bill each month

Hill County Electric—Universal Services Benefit Program. A \$100 benefit is available through July 31 for customers who qualify.

Lincoln Electric Co-Op— Low-income seniors over 65 and permanently disabled members may be eligible for a 10% reduction in energy bill

Nevada

Low-Income Rate Assistance

State—Universal Energy Charge—Paid by customers of electric and gas utilities to pay for low-income programs. About \$10 million is raised per year, 75% going to supplement LIHEAP and 25% goes to weatherization

Low-Income Rate Assistance

Lincoln County Power District—Provides deposit and reconnection fee waivers to low-income households unable to secure other assistance

Sierra Pacific Power—Arrearage forgiveness, deposit waivers, and in special cases, reconnection fee waivers to low-income households with a senior 62 years or older or a disabled member.

Valley Electric Association—Provides assistance to members who due to income limitations or unusual circumstances, find themselves in a situation where they are having difficulty paying their electric bill.

Utah

Low-Income Rate Assistance

Rocky Mountain Power (PacifiCorp)

Home Electric Lifeline Program (HELP)—Funded through a surcharge on all electric customer bills, averaging about \$.12 per month, and operates in coordination with Utah's LIHEAP. Applications are available for non-LIHEAP households at community based organizations. Participating customers receive and \$8 credit on their bills.

Wyoming

STATE

Tax rebate in the form of a check made out to client for up to \$600, depending on program guidelines. Must be 65 or older, or over 18 and 100% disabled, and a Wyoming resident for one full year at the time of application. Applicant must be income qualified.

UTILITY

Low Income Rate Assistance

Pacific Power—Partners with Wyoming Energy Council to replace inefficient appliances with Energy Star certified models

Cheyenne Light Fuel and Power—Will provide a \$30 benefit per household to LIHEAP eligible customers.

Washington

STATE

General funds go to Energy Matchmaker program and are matched by local, utility and other funds. These funds weatherized 1,291 homes in FY 2002.

Low Income Rate Assistance

Avista Utilities

Senior Energy Outreach—Provides assistance for both heating and cooling expenses. Eligible household must be age 60 or over, with the account in the senior's name and must be between 126% and 150% of poverty. Non-reimbursed medical expenses can be considered if household is over guidelines.

LIRAP—Low-income rate assistance program funded by Avista customers.

Benton Co. PUD

Low-Income Senior Discount Customers 62 years of age or over with an annual household income of \$21,000 or less are eligible for a discount of \$10.65 per month, or 15% of the electric bill, whichever is greater. Applications are renewed annually.

Low-Income Disabled Discount—Disabled customers whose annual income is less than 125% of federal poverty guidelines may qualify for a discount of \$10.65 per month or 15% of the electric bill, whichever is greater.

Columbia Rural Electric Association

Senior Citizen Discount—Seniors 65 or older with income less than or equal to 150% of federal poverty guidelines may be eligible for a rate discount.

Peninsula Light Company—Discounts of 25% are available to income eligible seniors, 62 or older, and disabled customers.

California

FY 2008 Low-Income Energy Programs
Federal | Rate Assistance | Weatherization | Charitable

Federal

LIHEAP Contact

Public Inquiries: 1-866-675-6623

Website:

[www.csd.ca.gov/Programs/Low Income Home Energy Assistance Program \(LIHEAP\).aspx](http://www.csd.ca.gov/Programs/Low%20Income%20Home%20Energy%20Assistance%20Program%20(LIHEAP).aspx)

LIHEAP Administering Agency Contacts

[www.csd.ca.gov/Programs/Energy Service Providers.aspx](http://www.csd.ca.gov/Programs/Energy%20Service%20Providers.aspx)

LIHEAP FY 2008 Funding

\$91,797,411

LIHEAP Income Eligibility Level

60% State Median Income

LIHEAP FY 2007 Benefit

Heating: \$131 minimum, \$479 maximum

LIHEAP Households Served (Estimate for FY 2007 Heating)

123,463

LIHEAP Program Dates

Year-round

Utility

Search By Utility

Low-Income Rate Assistance

Through the California Alternate Rates for Energy (CARE) program eligible customers receive a 20 percent discount on electric and natural gas bills. Eligibility: total household income is at or below 200 percent of federal poverty level. The CARE income guidelines, effective June 1, 2007, are as follows:

Household size	Income
-------------------	--------

1 or 2	\$29,300
3	\$34,400
4	\$41,500
5	\$48,600

Add \$7,100 for each additional household member

Pacific Gas & Electric
1-800-743-5000

www.pge.com/myhome/customerservice/financialassistance/

- CARE

- Family Electric Rate Assistance (FERA)

Rate reduction program for large households of three or more people with low- to middle-income, designed for customers who exceed the income threshold for the CARE discount program.

- Medical Baseline Program

Customers dependent on life-support equipment or with special heating or cooling needs may be eligible for 500 kWh of electricity and/or 25 therms of gas per month at the lowest price, in addition to standard baseline quantities. They are also exempt from the average 3-cent per kWh energy procurement surcharge.

Pacific Power
Contact list

www.pacificpower.net/Article/Article23256.html

- CARE

1-866-675-6627

- Medical Allowance

1-888-221-7070; 1-888-225-2611 for Spanish; 1-800-833-2878 for TDD/TTY

San Diego Gas & Electric
1-800-411-7343

www.sdge.com/residential/assistServices.shtml

- CARE

- Family Electric Rate Assistance (FERA)

For qualified households with three or more persons, this program provides a discount on electricity costs once your energy usage reaches certain levels.

- Medical Baseline

Sierra Pacific Power Company (SPPCo)

www.sierrapacific.com/services/residential/assistance/

- CARE

Eligible customers, 200 percent of the federal poverty level or below, receive a 20

percent discount.

1-866-675-6627

- Medical Baseline

Provides an increase in the baseline allowance, the amount of energy that is charged at the lowest possible rate. If someone in a household has multiple sclerosis, a life-threatening illness, is a paraplegic, quadriplegic, or requires regular use of life-support equipment, they may qualify for this additional allowance of electricity at the lower rate. Both the customer and their doctor must complete a Medical Baseline Application.

North Lake Tahoe 1-800-782-2506 or 1-800-782-2506

Southern California Edison

www.sce.com

- CARE

Offers income-qualified customers a 20 percent discount off their monthly bills.

Enrolled customers are also exempt from the 2001 rate increases ordered by the California Public Utilities Commission. Applications are available on SCE's website.

1-800-447-6620

www.sce.com/RebatesandSavings/LowIncome/careprogram.htm

- Medical Baseline Allowance

An additional 16.5 kilowatt-hours (kWhs) per day of low-priced "baseline" energy is provided year round for persons with certain medical conditions. Applications are available on SCE's website.

1-800-655-4555, 800-441-2233 para Espanol

www.sce.com/CustomerService/RateInformation/

- FERA

The FERA program offers a discount to income-qualified households of three or more that have monthly bills that exceed baseline electricity usage by 30% or more.

Applications are available on SCE's website.

1-800-798-5723

www.sce.com/RebatesandSavings/LowIncome/feraprogram.htm

Southern California Gas

1-800-427-2200

- CARE

Through the California Alternate Rates for Energy (CARE) program eligible customers receive a 20 percent discount on electric and natural gas bills. If establishing new service, you may also qualify for a 60 percent discount on the Service Establishment Charge if you qualify for CARE within 90 days of starting new gas service. Download an application.

www.socalgas.com/residential/assistance/care/

- Medical Baseline Allowance

If a household member has a life-threatening illness, is seriously disabled, or requires regular use of life-support equipment powered by gas, an additional allowance of gas at a lower rate may be available. Forms are on the website.

www.socalgas.com/residential/assistance/medallowance/

Los Angeles Department of Water and Power
1-800-342-5397 or e-mail: ccenter@ladwp.com.
www.ladwp.com/ladwp/cms/ladwp004031.jsp

- Residential Low-Income Rate

This rate reduces the cost of electricity, water and sewer services for a permanent, primary residence up to 15 percent.

- Senior Citizen Lifeline Rate

Senior citizens 62 or older with an annual household income of less than the allowed maximum may be eligible for a discount.

- Life Support Device Discount

A discount on the electric bill is available to DWP customers who have a device in their home which is an essential life-support unit powered by electricity or water.

- Paraplegic, Quadriplegic and Multiple Sclerosis Discount

The discount is available in addition to the Senior Citizen, Disabled Individual or Life-Support Devices discount provisions for which the customer is eligible.

Sacramento Municipal Utility District

- Energy Assistance Program Rate (EAPR)

Qualifying low-income customers receive a discount of more than 30 percent off their monthly energy bill. Customers whose household income is less than 200 percent of the federal poverty level are now eligible. Applications are available on the website or call 1-866-675-6624.

www.smud.com/pay/eapr.html

- Medical Equipment Discount Rate

Full-time residents of a household requiring an electrically powered device for medical reasons can receive a discount of more than 30 percent off monthly energy charges. Certification from a doctor of medicine or an osteopath licensed to practice medicine in the State of California stating that a medical need exists is required. Download an application or call 1-866-675-6624

www.smud.com/residential/services/medical-rate.html

Alameda Power & Telecom

Energy Assistance Program (EAP)

Intervention program includes a one-year 25 percent electric rate reduction home energy audit, free compact fluorescent lights, and replacement of inefficient refrigerators. Income qualification and enrollment by Red Cross.

510-814-4219

[www.alamedapt.com/about us/fin_assist.html](http://www.alamedapt.com/about_us/fin_assist.html)

Anaheim Public Utilities

Low-Income Senior Energy Credit

Seniors 62 years or older and whose household income is 80 percent or below the Orange County median may qualify for a 10 percent discount on their electric bill. Sign up on the [website](#).

714-765-4250

www.anaheim.net/utilities/adv_svc_prog/financial_assistance/index.pdf

Azusa Light and Water

626-812-5225

www.azusalw.com/Services/Customer/special.asp

- Lifeline Rate

Applies to households who have a full-time member who requires essential life-support devise.

- Residential Low Income Assistance
One-time energy bill paying assistance.

Bear Valley Electric

CARE

Twenty percent discount for customers at or below 200 percent of the federal poverty.

800-999-4033 or customerservice@aswater.com

Burbank Water and Power

Lifeline Program

Eligible customers are exempt from the monthly Customer Service Charge and the Utility Users Tax and receive reduced rates on their electric service, garbage and refuse, and sewer services. Eligibility: low-income senior citizens, low-income disabled customers, and customers on life support.

818-238-3722

www.burbankwaterandpower.com/lifeline.html

City of Banning

951-849-5224

www.ci.banning.ca.us/Default.asp?Page=104

- B.E.A.R (Banning Electric Alternative Rate)

A program established by the City of Banning to assist qualified low-income city residents with their electric bill. The program is administered by the City of Banning and is funded by the state mandated Electric Public Benefits Charge. Upon approval, qualified applicants will receive a 10 percent reduction rate (not to exceed \$150.00 annually) on their electric bill for 12 months. Participants must re-apply on an annual basis. An application is available on Banning's website.

- Senior Bill Adjustment

Low-income seniors, 65 years or older, may receive an additional monthly discount of \$2 upon approval for the B.E.A.R. discount.

City of Colton Electric Utility

909-370-5040

- Public Benefit Charge Exemption

Rate credit for public benefit charges on bill.

- Medical Baseline

Extended baseline allowance for persons with medical conditions requiring use of medical equipment.

City of Healdsburg

- **City Alternative Rates for Energy (CARE)**

Fifteen percent rate discount on electric, water and waste bill for income-qualified customers.

1-866-675-6626 or 707-431-3346

- **Emergency Assistance**

One-time annual bill paying assistance through California Human Development Corp.
Energy Service Department.
707-585-6526

City of Palo Alto

650-329-2333 or [email](mailto:)

www.cpau.com/depts/utl/news/

- **Residential Rate Assistance Program (RRAP)**

Twenty percent discount on utilities (water, gas, and/or electricity charges) for residents who meet special medical or financial qualifications. Households with SSI, AFDC, and Food Stamp recipients automatically qualify for the discount.

- **Medical Need**

A medically based 20 percent discount on water, gas, and/or electricity charges may be available for an applicant with a medical condition, treatment or equipment that causes higher than normal utilities consumption.

City of Santa Clara

Rate Assistance Program (RAP)

To apply for a reduced rate, customers of City of Santa Clara can call toll free 1-866-675-6626.

www.csd.ca.gov/Programs/Reduced_Rate_Programs.aspx

City of Shasta Lake Municipal Utilities

Lifeline Program

Reduced rates on electric, water, and wastewater for disabled or low-income elderly.

Administered by the Salvation Army.

530-222-2207

City of Ukiah

Ukiah C.A.R.E.S

Monthly discount for seniors (up to \$25) and low-income households (up to \$20). Seniors receive first 150 kWhs free; first 120 kWhs are free for low-income. Enrollment and income qualification is performed by the Salvation Army.

707-468-9577

www.cityofukiah.com/forms/utilities/utilities_assistance_programs.pdf

Glendale Water & Power

818-548-3300

www.ci.glendale.ca.us/gwp/residential_customers.asp

- **Senior Care**

Discounts on utility bills for seniors 62 years of age or older with an annual household income at or below 150 percent of Federal Poverty Guidelines.

- **GWP Guardian**

Customers who have household members using life saving medical equipment or are suffering from afflictions requiring special space conditioning may be eligible for a discount. The amount of the discount depends on the estimated electric usage of your doctor-prescribed equipment.

Imperial Irrigation District
Residential Energy Assistance Program
Low-income customers may qualify for a 25 percent discounted electric billing rate.
Emergency bill paying assistance may be available.
Contact one of the agencies listed.
www.iid.com/Energy_Index.php?pid=380

Lassen Municipal Utilities District
Energy Conservation Assistance Program: ECAP
Provides rate assistance, with an emphasis on energy conservation, to low-income customers. For details contact LMUD's Energy Services Specialist at 257-4174
www.lmud.org/publicbenefitprogram.html

Lodi Electric Utility

- **Single Household Alternative Rate for Energy (SHARE)**
Thirty percent discount on monthly electric charges for income-eligible customers.
209-333-6762

www.lodielectric.com/residential/rateform.php?id=2

- **Senior Fixed Income Discount**
Customers over 62 years of age with an annual income less than \$45,000 (with fixed income at least 80percent of total income) may be eligible for a discount on their electric bill.

209-333-6762

www.lodielectric.com/residential/rateform.php?id=1

- **Residential Medical Rider**
Customers who qualify will be entitled to an additional 500 kwh of electricity at the lower cost, first-block residential rate or may qualify for a rate discount. Conditions include use of life support device; paraplegic, hemiplegic, or quadriplegic person or multiple-sclerosis patient having special heating and/or air-conditioning needs.

209-333-6762

www.lodielectric.com/residential/rateform.php?id=9

Lompoc City Electric
Annual \$80 rebate to income-qualified customers. Administered by Catholic Charities.
805-736-2226

Long Beach Energy

- **Low-Income Gas Discount Program**
Five percent discount on gas charges for income qualified customers. Applications are available online in English or Spanish.

562-570-2068

www.ci.long-beach.ca.us/commercial/content/utility_assistance.asp

- **Utility Users Tax Exemption Program**

Waiver of utility user tax on utilities, discounts on gas, water, refuse charges, exemption from sewer service charges for low-income seniors and disabled. Applications are accepted once a year between January 1 and February 28.

Call the Long Beach Senior Center, 562-570-3533 or 562-570-3534
www.ci.long-beach.ca.us/commercial/content/utility_assistance.asp

Modesto Irrigation District

- The program reduces your fixed monthly charge from \$12.50 to \$5.00, and includes a 22.1 % discount on the remainder of your bill for a period of two years, or as long as you qualify. Download an application in English or Spanish or call 1-866-645-6625, 916-327-6318 TDD/TTY or 1-800-735-2929 TTY.
www.mid.org/services/residential/mid_cares.htm

- **Medical Life Support Rate**

Discount rate for customers who depend on medical life support devices at home. This discount cuts in half the cost of the first 500 kilowatt hours (kWh) of electricity used in each billing cycle. Download an [information and application packet](#).

209-526-7337 or 1-888-335-1643
www.mid.org/services/residential/mls.htm

Pasadena Water and Power

626-744-4005

<http://cityofpasadena.net/waterandpower/WeCanHelp/default.asp>

- **Electric Utility Assistance Program (EUAP)**

PWP will credit income-qualified electric customers' accounts \$5 (after taxes) each month.

- **Cares**

Income-qualified customers 62 years or older or disabled, PWP will credit following each month on your electric account: \$5.00 (after taxes) and a credit of the Public Benefits Charge.

- **Cares Plus**

Income-qualified customers 62 years or older or disabled, PWP will credit the following each month on your electric account: \$5.00 (after taxes), the Public Benefit Charge and Utility Users Tax.

- **Medical Assistance Program**

Must have medically necessary equipment. PWP will credit your electric account \$5.00 (after taxes) each month.

Redding Electric Utility

- **Lifeline Rate Program**

Available to qualified low-income seniors (age 62 and over) and low-income disabled customers. Provides a 25 percent discount on the Electric Service Charge and the first 600 kilowatt hours of usage each month, up to a maximum of \$13.54. This program is administered by the City of Redding Housing Department. Forms are available on the [website](#).

530-339-7200 or 866-267-8845

www.reupower.com/energysvc/asst-progs.asp

- CARES Program

Emergency assistance is available to qualified low-income customers. Provides one-time bill payment assistance toward the electric portion of a customer's utility bill. This program is administered by City of Redding Customer Service.

530-339-7200 or 866-267-8845

www.reupower.com/energysvc/asst-progs.asp

Riverside Public Utilities

UtiliCare

A bill assistance program that provides a defined quantity of electricity at reduced rates to any household with a full-time resident who requires certain medically necessary electric equipment. A separate program application and physician's certification of medical condition are required.

909-782-0330; 909-826-5485 for Spanish

www.riversideca.gov/utilities/resi-utilicare.asp

Roseville Electric

- Electric Rate Assistance Program

This rate is 15 percent credit on all electric service charges. An application must be submitted along with a copy of the most recent energy bill and proof of income. An application form is available on Roseville Electric's website.

916-797-6937

www.rosevilleelectric.org/programsRebates/lowIncomePrograms.html

- Medical Support Rate Reduction

This rate is a 50% credit on the first 500 kWh of usage per month and a 15 percent discount for usage in excess of 500 kWh. An application must be completed for the Medical Support Rate reduction.

Call 916-797-6937 for an application.

www.rosevilleelectric.org/programsRebates/erap_app.pdf

Silicon Valley Power

Residential Rate Assistance Program (RAP)

Provides a 25 percent discount off electric portion of Municipal Utilities bill. Eligibility: meet income guidelines or have medical condition or disability documented through physician's certification. Paraplegic, hemiplegic, or quadriplegic persons qualify, as do scleroderma patients with special heating/cooling needs or patients on life support.

866-675-6626; TTY/TDD 916-327-6318 or CA Relay Service 800-735-2929 for the deaf or hearing impaired. www.siliconvalleypower.com/res/?sub=assist

Southwest Gas

760-241-9321 or 1-800-645-4541

www.swgas.com/assistance/ca/index.php

- CARE

- Additional Baseline Program

Upon completion of an application and verification by a licensed physician, surgeon, or osteopath, an additional monthly medical allowance of 25 therms will be provided for hemiplegic / paraplegic / quadriplegic persons, multiple sclerosis / scleroderma patients

and persons who are being treated for a life threatening illness and have a compromised immune system.

Trinity Public Utilities District
Energy Net

Discount on total energy bill, amount fluctuates depending on rate revenues. Administered by
The Human Response Network.
530-623-2024

Turlock Irrigation District

- CARES

Eligible customers receive a discount on electric and natural gas bills. Eligibility: total household income is at or below 200 percent of federal poverty level. Many public utilities also offer rate assistance programs.

209-669-5366

www.tid.org/tidweb/Res/ProgramsForQualifiedCustomers/index.htm

- Home Life Support Discount Program

Discounts to eligible customers with life support equipment in their homes or medical conditions requiring temporary regulation. For more information on this program, contact Customer Service at 883-8222, or 892-3336 from the Patterson area.

www.tid.org/tidweb/Res/ProgramsForQualifiedCustomers/index.htm

- Energy Assistance Program

A discount equal to \$9 per month plus a discount of 15 percent of the charge for the first 800 kWh's of energy usage for qualified residential customers.

www.tid.org/tidweb/Res/ResidentialRates/index.htm

209-883-8300

WP Natural Gas

CARE

Eligible customers, 175 percent of the federal poverty level or below, receive a 20 percent discount.

530-541-0300

Low-Income Energy Efficiency

Low-Income Energy Efficiency (LIEE)

Services include attic insulation, energy efficient refrigerators, energy efficient furnaces, weatherstripping, caulking, low-flow showerheads, water heater blankets, and door and building envelope repairs which reduce air infiltration. Eligibility: 200 percent of federal poverty level. Contact your utility for more information and an application.

www.cpuc.ca.gov/PUC/energy/consumers/liee.htm

PG&E	800-933-9677
Edison	866-675-6623
SDG&E	800-411-7343
SoCalGas	800-427-2200
Alpine Nat'l Gas	209-772-3006
Avista Utilities	800-2270-9187

Bear Valley Electric 800-808-8237
PacifiCorp 888-221-7070
Sierra Pacific 800-782-2498
Southwest Gas 800-645-4541
West Coast Gas 916-364-4100

Pacific Gas & Electric
Energy Partners Program
1-800-933-9555

www.pge.com/myhome/customerservice/financialassistance/energypartners/index.shtml

Pacific Power
LIEE

Del Norte County 707-464-9013
Outside Del Norte County 503-938-4424

San Diego Gas & Electric
Energy Team

The Energy Team program provides free energy-saving home improvements such as new energy-efficient appliances and other measures to those with limited incomes and seniors who meet specific income guidelines. Both homeowners and renters can participate in this program. Contact SDG&E at 1-800-411-7343 to apply.

www.sdge.com/residential/assistServices.shtml

Sierra Pacific Power Company
LIEE

1-800-655-7705

www.sierrapacific.com/services/residential/assistance/

Southern California Edison
Energy Management Assistance Program

Helps income-qualified households conserve energy and reduce their electricity costs. SCE pays all the costs of purchasing and installing energy-efficient appliances and equipment, which are free to eligible customers. Other services include energy efficient light bulbs and weatherization measures.

1-800-736-4777

www.sce.com/RebatesandSavings/LowIncome/howdoesemawork.htm

Southern California Gas
Direct Assistance Program

No-cost weatherization and furnace repair or replacement services(homeowners only) for qualified limited-income customers.

1-800-331-7593

www.socalgas.com/residential/assistance/dap/

Southwest Gas Company
LIEE

Provides qualified limited-income customers with money-saving improvements at no cost.

Examples of energy-saving measures are caulking, door weather-stripping, low-flow showerheads, and water heater blankets.

Southern California: Community Action Partnership of San Bernardino County, 1-800-635-4618

Northern California: Project Go, Inc., 1-800-655-7705

Spanish-speaking customers, 1-866-812-5766

TDD, 1-800-735-2929

www.swgas.com/efficiency/ca/liee.php

Alpine Natural Gas

LIEE

209-772-3006

Anaheim Public Utilities

Weatherization

In partnership with the Orange County Community Development Council, contractors make home repairs, replace inefficient appliances and install other energy saving measures as needed. For program information call 714/839-6199, or for TTD service you may dial 714/839-2983.

www.anaheim.net/utilities/adv_svc_prog/asst.html

Bear Valley Electric

LIEE

Services may include attic insulation, energy efficient refrigerators, energy efficient furnaces, weatherstripping, caulking, low-flow showerheads, water heater blankets, and door and building envelope repairs which reduce air infiltration. Eligibility: 200 percent of federal poverty level.

800-999-4033 or customerservice@aswater.com

City of Colton Electric Utility

Evaporative Cooler Program

Portable evaporative coolers are provided to low-income with high air conditioning costs.

909-370-5040

Lompoc City Electric

Limited funds for free refrigerator replacement program - for very low income whose energy bills reflect specific usage criteria. Financial assistance is available for purchasing energy efficient refrigerators. Administered by Catholic Charities.

805-736-2226

Pasadena Water and Power

Rebuilding Together Pasadena

A program that provides energy efficiency home repairs for low-income elderly or disabled customers. Application is available on the website.

626-798-6176

www.rtpasadena.org/homeowners.html

Redding Electric Utility

Self-Help Home Improvement Project (SHHIP)

Provides weatherization help to low income households. This program is not administered by REU.
530-378-6900

Riverside Public Utilities
WE CARE

Free in-home weatherization service for low-income, disabled and senior households. Services may include weather stripping, door sweeps, electric water heater blanket and water-saving showerheads. An online application is available.

909-826-5485

www.riversideca.gov/utilities/resi-wecare.asp

Truckee Donner PUD

May provide pipe insulation, low-flow showerheads and other basic weatherization measures.
530-582-3931

Turlock Irrigation District

Provides funding to Central Valley Opportunities Center for expansion of weatherization services to include window sunscreens, appliance (refrigerator and microwave) replacement, and some appliance repair for low-income customers.

209-577-3210

West Coast Gas

LIEE

916-364-4100

Emergency Charitable Assistance

Please note these charitable funds are last resort emergency funds with limited resources and limited times of operation.

Pacific Gas and Electric
REACH

Donations by customers and employees of PG&E are matched by shareholders, up to \$1,800,000 a year. Generally, recipients can receive REACH assistance only once within a 12-month period, but exceptions can be made for seniors, the physically challenged and the terminally ill. The Salvation Army administers the REACH program.

1-800-933-9677

www.pge.com/myhome/customerservice/financialassistance/reach/index.shtml

Pacific Power
Project HELP

Pacific Power matches customer donations dollar-for-dollar for energy assistance programs. Administered by the Salvation Army.

530-842-7321

www.pacificpower.net/Navigation/Navigation4217.html

San Diego Gas and Electric

Neighbor to Neighbor

Subsidized by SDG&E shareholders and employees, the program helps customers who do not qualify for any other assistance programs but can't pay their SDG&E bill due to temporary financial hardship such as temporary unemployment or a serious family illness.

1-800-411-7343

www.sdge.com/residential/assistServices.shtml

Sierra Pacific Power Company**Special Assistance Fund for Energy (S.A.F.E.)**

S.A.F.E. is a low-income, energy assistance program administered on a volunteer basis by community service agencies throughout Sierra Pacific's northern Nevada and northern California service area.

Alpine County: 530-573-3490

El Dorado County: 530-573-3490

Mono County: 775-834-6126

Nevada County: 775-298-0010

Placer County: 775-298-0010

Sierra & Plumas County: 530-993-4770

www.sierrapacific.com/services/residential/assistance/

Southern California Edison

- **Energy Assistance Fund (EAF)**

EAF is an assistance fund designed to help those in need pay their winter electric bills each year in February and March. SCE shareholders match customer donations dollar for dollar. United Way of Greater Los Angeles works with more than 120 local, nonprofit, community-based organizations to help distribute the money.

1-800-447-6620

www.sce.com/RebatesandSavings/LowIncome/eaf.htm

- **EAF/2006 Rate Relief**

An extension of the EAF, offered September 2006 through December 29, 2006, is available to all qualifying SCE residents, regardless if they already received assistance from the annual EAF program. Households served by SCE who meet the temporarily increased income guidelines will be eligible to receive a one-time pledge of up to \$150 towards their SCE energy bill.

Contact an [EAF agency](#) or call 1-800-205-8596

www.SCE.com/EAF

Southern California Gas Company**Gas Assistance Fund**

Starting February 1 and continuing through April (or until funds are depleted), qualifying customers may apply to receive financial help in paying their gas bills. The fund is administered by the United Way.

1-800-427-2200 English

1-800-342-4545 Spanish

www.socalgas.com/residential/assistance/gaf/

Southwest Gas

Energy Share

Energy Share program is an emergency fund which provides direct assistance to qualified people with unexpected financial difficulties, such as the loss of a job or a medical emergency. All donations, from customers and shareholders, are managed and distributed by The Salvation Army.

www.swgas.com/assistance/ca/index.php

**Sacramento Municipal Utility District
EnergyHELP**

Donated funds are distributed to customers in need through two participating charities, The Salvation Army and Sacramento Food Bank Services.

eanswer@smud.org

1-866-675-6624

www.smud.com/pay/energyHELP.html

**Los Angeles Department of Water and Power
Project Angel**

Helps low-income and elderly unemployed DWP residential customers meet their energy and water needs. It is especially designed for those not eligible for other aid or welfare assistance. Project ANGEL is funded by DWP customers and city employees. Funds are administered by the United Way.

1-800-342-5397 or email: ccenter@ladwp.com

www.ladwp.com/ladwp/cms/ladwp004031.jsp

**Alameda Power & Telecom
Energy Assistance through Supportive Efforts (EASE)**

One-time emergency assistance, up to \$200, when electric bill is in arrears. Income qualification and enrollment by Red Cross.

510-814-4200

www.alamedapt.com/aboutus/fin_assist.html

Anaheim Public Utilities Department

One-time emergency bill paying assistance for low-income through City of Anaheim Community Services Department.

714-765-4500

**Burbank Water and Power
Project Share**

Helps Burbank families experiencing temporary financial difficulties due to unemployment, sudden illness, and other unforeseen hardships.

238-3700

www.burbankwaterandpower.com/projectshare.html

**City of Palo Alto Utilities
Project PLEDGE**

One-time annual emergency bill paying assistance.

650-329-2333

City of Ukiah

R.E.A.C.H.

Emergency energy assistance, once every two years, through Community Help. Applied to electrical charge and administered by the Salvation Army.

707-468-9577

www.cityofukiah.com/forms/utilities/utilities_assistance_programs.pdf

Imperial Irrigation District

Emergency Energy Assistance Program

Customers in financial crisis may apply for funding to avoid disconnection for nonpayment of their electric bill.

Contact one of the agencies listed.

www.iid.com/Energy_Index.php?pid=381

Pasadena Water and Power

Project A.P.P.L.E.

(Assisting Pasadena People with Limited Emergencies)

A qualified residential electric customer can receive a one-time emergency financial assistance (not to exceed \$100 per year.) These funds are donated by PWP and its customers.

Call the Jackie Robinson Center at (626) 744-7300

<http://cityofpasadena.net/waterandpower/WeCanHelp/default.asp>

Redding Electric Utility

SHARES

Customer donations provide bill paying assistance for the elderly, 62 years of age or older.

Administered by Golden Umbrella.

530-223-6034

www.reupower.com/energysvc/asst-progs.asp

Riverside Public Utilities

SHARE

SHARE is supported by customer contributions and has been expanded with funds from the state-mandated Electric Public Benefits Charge. Applicants must complete an application at Riverside County Department of Public Social Services & Community Action, 2038 Iowa Ave., Ste. B-102, Riverside.

909-955-6478

www.riversideca.gov/utilities/resi-share.asp

Surprise Valley Electrification Corporation

One-time annual emergency energy assistance in cooperation with TEACH, Inc.

530-233-3511

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Montana

FY 2008 Low-Income Energy Programs

[Federal](#) | [Utility](#) | [Charitable](#)

Federal

LIHEAP Contact

Public Inquiries: 1-800-332-2272

Website: www.dphhs.mt.gov/programsservices/energyassistance/index.shtml

Local LIHEAP Administering Agency Contacts

[Human Resource Development Councils](#)

LIHEAP FY 2008 Funding

\$14,516,847

LIHEAP Income Eligibility Level

[150% Federal Poverty Level](#)

LIHEAP FY 2007 Benefit

Heating: \$51 minimum; \$392 average, \$2,123 maximum

LIHEAP Households Served (Estimate for FY 2007 Heating)

20,200

LIHEAP Program Dates

Heating: October 1 - April 30

Crisis: Year-round

Utility

[Search By Utility](#)

Low-Income Rate Assistance

NorthWestern Energy

Customers who qualify for LIHEAP, automatically receive a discount on their NorthWestern Energy electric and natural gas bills. Apply for LIHEAP through a local [Human Resource Council](#).

1-800-332-2272

www.northwesternenergy.com/

Flathead Electric Cooperative

Eligible members receive a credit equal to half the basic charge on their bill each month. In

most cases this is an \$8.00 per month credit. Residential members must qualify as low-income according to the guidelines set by LIHEAP (150% of federal poverty level). Members qualifying with LIHEAP after October 1 will automatically be eligible. All recipients must reapply each year.

Kalispell Office, 406-751-4483; Libby Office, 406-293-7122 or 1-800-735-8489
www.flatheadelectric.com/custserv/EnergyAsst/energyasst.htm

Hill County Electric
Universal Services Benefit Program

A \$100 benefit is available through July 31 for customers who qualify. After July 31, customers may reapply for any remaining funds available. Contact Cami Jorgenson at the Havre HRDC, 265-6743.

www.hcelectric.com/scholarships.html

Lincoln Electric Co-op

Low-income seniors over 65, and permanently disabled members may be eligible for a 10 percent reduction in their energy bill. Members who qualify for Supplemental Disability or Social Security Disability income are qualified if they meet the income test.

406-889-3301 or 1-800-442-2994

www.lincolnelectric.coop/discount_rates.htm

Missoula Electric Cooperative

Customers who receive LIHEAP may be eligible for a discount.

1-800-352-5200 or 406-541-4433

www.missoulaelectric.com/

Park Electric Co-op

Senior Income Eligible Discount

Available to members of the Cooperative, 60 years of age or older who meet LIHEAP eligibility guidelines. Available on a first come, first serve basis. Online application.

406-222-3100

www.parkedelectric.coop/customer_service/Rates/

Vigilante Electric Cooperative, Inc.

In the fall, energy assistance is offered to households meeting low-income guidelines.

Applications are usually available between September 15 and November 1.

Low-Income Energy Efficiency

NorthWestern Energy

Free Weatherization Program

Customers who rent or own their homes may be eligible for free weatherization measures.

This service is provided in partnership with the State of Montana's weatherization program. Apply through a local Human Resource Council.

11-800-332-2272

www.northwesternenergy.com/

Sun River Electric Coop

Provides funding to weatherize residential homes for low-income households located within the service delivery area of Sun River Electric Coop.

406-467-2526

Emergency Charitable Assistance

Please note these charitable funds are last resort emergency funds with limited resources and limited times of operation.

Northwestern Energy Energy Share

Provides one-time assistance, most often in the form of help with a heating bill, but occasionally with heating equipment repairs or other special energy needs. It is distributed on the basis of need rather than federal poverty guidelines or on the recipient's fuel type. Apply through a local Human Resource Council.

1-800-777-7589

www.energysharemt.com

Flathead Electric

- Energy Share

Funds may be available after LIHEAP assistance is used up or if a customer has been denied LIHEAP. Apply at Northwest Montana Human Resources in Kalispell.

758-5433 or 1-800-344-5979

www.flatheadelectric.com/custserv/EnergyAsst/energyasst.htm

- Keep the Lights On

Provides help in emergencies for low-income members who are in disconnect status.

Up to \$200 can be applied to the past-due account once a year.

Kalispell Office, 406-751-4483

Libby Office, 406-293-7122

1-800-735-8489

- Neighbors in Need

LIHEAP eligible households may receive emergency assistance in Flathead County.

Contact Help Net at 406-752-8181

Hill County Electric Energy Share

LIHEAP-eligible households receive emergency assistance for energy related needs.

1-800-640-6743

www.hcelectric.com/scholarships.html

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Nevada

FY 2008 Low-Income Energy Programs

Federal | State | Utility | Charitable

Federal

LIHEAP Contact

Public Inquiries:

Las Vegas area: 702-486-1404

Reno/Carson City: 775-684-0730

Rural Areas: 1-866-846-2009 (toll-free)

Website: <http://dwss.nv.gov/>

Local LIHEAP Administering Agency Contacts

http://dwss.nv.gov/dmdocuments/EAP_IntakeSiteList.pdf

LIHEAP FY 2008 Funding

\$3,886,640

LIHEAP Income Eligibility Level

150% Federal Poverty Level

LIHEAP FY 2007 Benefit

Heating or cooling: \$180 minimum, \$923 average, no maximum for heating and electricity

LIHEAP Households Served (Estimate for FY 2007 Heating)

18,166

LIHEAP Program Dates

Heating and cooling: Year-round

Crisis: Year-round

State

- In August 2001, a Universal Energy Charge (UEC) was imposed on customers of electric and gas utilities to pay for low-income energy programs. About \$10 million is raised annually with 75% to be distributed through the state LIHEAP agency to supplement LIHEAP; and 25% through the state weatherization agency for low-income energy efficiency.

- Arrearage Assistance

One-time assistance to help a household bring past due charges on their heating and/or cooling bill(s) current. Arrearage Assistance is only available to homes receiving service from Nevada Power, Sierra Pacific Power, Southwest Gas, or the cities of

Boulder City, Caliente, Fallon, or Pioche.

List of application sites

1-800-846-2009 (energy assistance)

www.nevadaenergyconnection.nv.gov/

Utility

Low-Income Rate Assistance

Lincoln County Power District

Company funds provide deposit and reconnection fee waivers to low-income households who could not secure other assistance.

775-962-5122

Sierra Pacific Power Company

Company funds provide arrearage forgiveness, deposit waivers and, in special cases, reconnection fee waivers to low-income households with a senior 62 years or older or a disabled member.

List of contacts

Valley Electric Association

Lighthouse Assistance Program

The program is designed to provide assistance to members who, through income limitations or other unusual circumstances find themselves in a situation where they are having difficulty paying their electric bill. The program is administered by the County social service agencies in the counties serviced by the Association.

Contact Mindy Morrow, 775-727-5312

www.lumensoftware.com/applications/website/

Low-Income Energy Efficiency

Southwest Gas Corporation

Company funds provide weatherization for low-income households in Clark County.

Southwest Gas works with the HELP Center of Southern Nevada.

1-800-772-4555

Emergency Charitable Assistance

Please note these charitable funds are last resort emergency funds with limited resources and limited times of operation.

Nevada Power

Project REACH (Relief through Energy Assistance to Prevent Customer Hardships

A program designed to help vulnerable adults over the age of 62, seniors who are isolated, medically fragile people, as well as deployed reserve and National Guard members in need of emergency energy assistance. Available during the summer months until funds are exhausted.

Project REACH is administered through a network of United Way of Southern Nevada

partner agencies.

www.nevadapower.com/services/residential/assistance/

Sierra Pacific Power Company

Special Assistance Fund for Energy (SAFE)

A low-income, energy assistance program administered by Community Services Agency. Shareholder funds, up to a maximum of \$100,000, match public donations on a dollar for dollar basis. SAFE funds can be received once during a 12-month period for a utility bill at least 30 days past due.

Carson City: 775-882-8448

Churchill County: 775-423-5148

Douglas County: 775-782-9825

Elko County: 775-738-4375 #22

Esmeralda County: 775-485-6309

Eureka County: 775-468-0466

Humboldt County: 775-623-6342

Lander County: 775-635-2503

Lyon County: 775-577-5009

Mineral County: 775-945-2471

Nye County: 775-482-8125

Pershing County: 775-273-2208

Storey County: 775-847-0968

Washoe County: Call 775-834-4444

www.sierrapacific.com/services/residential/assistance/#safe_nev

Southwest Gas

Energy Share

An emergency fund program that provides direct assistance to qualified people with unexpected financial difficulties, such as the loss of a job or a medical emergency. All Energy Share donations are managed and distributed by The Salvation Army.

www.swgas.com/residential/specialprograms/index.php?val=S

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New Mexico

FY 2008 Low-Income Energy Programs

Federal | Charitable

Federal

LIHEAP Contact

Public Inquiries: 1-800-648-7167

Website: www.hsd.state.nm.us/isd/liheap.html

Local LIHEAP Administering Agency Contacts

www.hsd.state.nm.us/isd/fieldoffices.html

LIHEAP FY 2008 Funding

\$10,360,042

LIHEAP Income Eligibility Level

150% Federal Poverty Level

LIHEAP FY 2007 Benefit

Heating and cooling: \$38 minimum, \$240 maximum

LIHEAP Households Served (Estimate for FY 2007 Heating and Cooling)

62,269

LIHEAP Program Dates

Heating and Cooling: October 2 - August 31

Crisis: October 2 - August 31

Emergency Charitable Assistance

Please note these charitable funds are last resort emergency funds with limited resources and limited times of operation.

Public Service Company of New Mexico

Good Neighbor Fund

Assists low-income families with electricity, gas, wood and propane accounts from November to May or until all funds are dispersed. Customer donations and PNM matching contributions fund the program that is administered by The Salvation Army.

505-872-1171

www.pnm.com/customers/good_neighbor.htm

El Paso Electric
Project Care

Donations from employees and customers are matched dollar-for-dollar by EPE shareholders. The fund is administered by the El Paso County General Assistance and is used to help families who are unable to pay for their electricity due to medical or financial problems.

505-526-5555 or 1-800-592-1634

www.epelectric.com/

Bernalillo County

www.pnm.com/customers/good_neighbor.htm

- **St. Vincent De Paul**

Roman Catholic aid organization assists with electricity, gas and some water accounts. Contact your local Roman Catholic parish for more information.

- **Home Education Livelihood Program**

HELP officers assistance with utilities, rent and food vouchers (if applicants are not receiving food stamps). One type of assistance can be requested per year by a given household. Applicants must call to make an appointment. No walk-in applicants will be accepted. Applicants must be legal residents with a Social Security number and must have lived in Bernalillo County for the most recent six months.

505-265-3714

- **Silver Horizons**

Assistance for heating and water bills can be provided for Bernalillo County residents age 60 and older who have received a disconnection notice. Applicants must provide proof of income, the current bill in the applicant's name and a current identification.

Applicants first must be screened by the LIHEAP process to qualify.

505-884-3881

Storehouse West

Assistance from this Rio Rancho agency comes from Federal Emergency Management Agency funds until the fiscal year's fund is depleted. The fiscal year for the fund operates from October through September. The program is for Sandoval County residents, plus Taylor Ranch, Paradise Hills and residents with ZIP codes 87114 and 87120.

505-892-2077

www.pnm.com/customers/good_neighbor.htm

Page Last Updated: June 26, 2008



The Energy Project of Community Action New Mexico

Can you imagine spending \$10,000 a year on utility bills? If you're like most New Mexicans, who pay about four percent of their annual income to utility bills, you probably can't. But did you know that for one in five families in our state, energy bills take an average 20% of household income? By comparison, a middle class household with the same energy burden and an income of \$50,000 would pay a stunning \$10,000 in annual utility costs.

The traditional response to unaffordable energy has been federal and state bill payment assistance, often known as LIHEAP, or the Low Income Home Energy Assistance Program. While important as an emergency response, available assistance can come nowhere close to meeting the need. It would take over \$180 million each year to cover our state's gap between actual and affordable home energy bills.

In contrast, the total amount of bill assistance available this year was just over \$16 million. Even if an adequate amount of assistance were to become available, many of those with the greatest need, such as the elderly, can't be reached by bill assistance programs. Understandably, many households find it humiliating to ask for any type of assistance, and instead give up basic necessities such as heat, food and medicine in order to keep up with unaffordable utility bills.

The magnitude of energy poverty in New Mexico calls for a variety of strategies. At a time when prices for essential energy services are rising with little relief in sight, we need high-impact, long term solutions that go beyond subsidies.

Investing in long-term solutions

Community Action New Mexico's Energy Project approaches the goal of making energy bills affordable through efficiency, affordable rates, and strong consumer protections. First, we strive to reduce global warming and household energy consumption by encouraging aggressive government and utility investment in energy efficiency programs designed to reach low-

income households, as well as policies such as energy efficient building codes and appliance standards. Second, we advocate for fair utility rates, work to eliminate punitive fees and charges that make bills more unaffordable, and seek adequate funding for energy assistance. Finally, as a utility watchdog, we scrutinize utility practices, educate customers, and stand up for consumer rights.

Energy efficiency

Anticipating that energy costs will continue to rise, and recognizing that low-income homes are among the most inefficient in the state, we regard energy efficiency as the best long-term solution for unaffordable utility bills.

The 2005 Legislature passed a law requiring utilities to establish energy efficiency programs for their customers. As a result of CANM's involvement in the regulatory process, utilities now invest \$1.5 million in energy efficiency for low income households, a figure expected to reach \$2 million in 2008. Without CANM's participation, low-income customers would not have received significant benefits from utility efficiency programs, which are typically designed with middle-class households in mind.

- Utility energy efficiency regulations now **require** that all residential customers have an opportunity to participate and benefit, regardless of income, and designate best practices for reaching households with low-incomes.
- Low-income PNM customers now receive over **\$1.5 million** in utility-funded energy efficiency services each year, providing many households with energy savings of \$250-\$450 each year. In addition, PNM is bound by a commission order to consult with CANM on the design of an additional program for low-income electric customers to be proposed in June 2008.
- CANM worked with El Paso Electric Company and Southwestern Public Service

violate the law, by failing to offer a negotiated payment plan, or refusing a customer's attempt to set up a reasonable payment arrangement.

Recognizing the importance of fair negotiations in helping families cope with high bills and income volatility, CANM has authored a "Know Your Utility Rights" manual and web resource, and travels statewide educating customers and service providers about utility consumer rights.

Energy project yields millions

If we limit our view to the easily quantifiable results of the past three years, CANM's Energy Project has yielded nearly \$10 million in low-income energy efficiency and bill savings, as well as life-saving protection from winter disconnection for 200,000 New Mexico families.

Oregon

FY 2008 Low-Income Energy Programs

Federal | State | Utility | Charitable

Federal

LIHEAP Contact

Public Inquiries: 1-800-453-5511

Website: www.ohcs.oregon.gov/OHCS/SOS_Low_Income_Energy_Assistance_Oregon.shtml

LIHEAP Administering Agency Contacts

www.ohcs.oregon.gov/OHCS/CRD/SOS/docs/EnergyAssistanceReferrals.pdf

LIHEAP FY FY 2008 Funding

\$24,591,465

LIHEAP Income Eligibility Level

60% State Median Income

LIHEAP FY 2007 Benefit

Heating: \$150 minimum, \$276 average, \$320 maximum

LIHEAP Households Served (Estimate for FY 2007 Heating)

58,000

LIHEAP Program Dates

Heating: December 1 - April 30 (October 1 start for seniors and disabled)

Crisis: October 1 - March 30

State

Low-Income Rate Assistance

Oregon Energy Assistance Program

Oregon's restructuring legislation requires its two investor-owned electric companies to collect \$10 million per year, beginning in 2000, for low-income electric bill payment assistance. The funds are administered by the state LIHEAP office and must be expended in the service area of the electric company from which the funds are collected. Income eligibility for the electric assistance funds is the same as for LIHEAP, 60 percent of state median income.

1-800-453-5511 or local agency contacts

Emerald PUD

- ERAP

Emerald's Rate Assistance Program assists low-income seniors (60 years or older) and disabled households with bills. Letters are sent from Lane County to those who qualify.

www.epud.org/billassist.aspx?section=com

- AFP (Arrearage Forgiveness Program)

A one-year case management program that helps with energy and money management. If a customer stays current with electric bills for one year, the arrearage they entered the program with is forgiven.

541-746-1583

Low-Income Energy Efficiency

Utility restructuring legislation established a 3% Public Purpose Charge (PPC) to be collected from the state's two investor-owned electric companies. About 13% of the PPC, about \$7.8 million, is earmarked for low-income weatherization, distributed through the state weatherization agency network. Collection of these funds began March 1, 2002.

Local agency contacts

Utility

Search By Utility

Low-Income Rate Assistance

Avista Utilities

LIRAP

A low-income rate assistance program funded by Avista customers. To find out if you qualify, please call your local community action agency.

www.avistautilities.com/community/assistance/pages/energy.aspx

Eugene Water & Electric Board

- Universal Service Plan

This program provides low-income seniors and disabled customers with weatherization services and bill co-payments. At the successful end of the program, EWEB will forgive any arrearage on the customer's bill. The Human Services Commission administers the program

541-684-5821

www.co.lane.or.us/HSC/energy.htm

- Low-income customers may also be eligible for the Deposit Guarantor program, which provides assistance for half of a qualifying customer's account deposit (not to exceed \$300). Anyone who is accepted into the Deposit Guarantor program must also participate in EWEB's Customer Care Plus.

www.eweb.org/about/community/low-income.htm

- Military assistance

This is a special, limited-duration program for military personnel who are called to active duty and serve overseas in Iraq, Afghanistan or in support of those military actions. Families of eligible military personnel may receive up to \$300 in bill-payment

assistance per 12-month period. Call Customer Relations Manager Chuck Dalton at 484-2411.

www.eweb.org/about/community/low-income.htm

City of Ashland

- Utility discounts are available to Ashland residents over the age of 65 who qualify as low income. They receive a 20% to 30% discount on City utilities (water, wastewater, and electric).

541-488-5342

www.ashland.or.us/Page.asp?NavID=110

- Senior and Disabled ALIEAP

Six-month program provides a 50% discount on the electric bills of seniors and disabled.

541-488-5342

- Low-Income and Military ALIEAP

Three-month program provides a 50% discount on the electric bills of low-income and military households.

541-488-5342

Columbia River PUD

The Special Waiver Program

Waives the \$7 monthly customer charge for families who meet the low-income requirements from the State of Oregon.

503-397-0590

Email: custsvc@crpud.org

www.crpud.net/residential/specialwaiver

NW Natural

Gas Assistance Program (GAP)

GAP collects funds from NW Natural shareholders, employees, customers and other businesses to help pay the heating bills of families and elderly residents in the Northwest who experience difficulty in making ends meet. Local community action agencies screen limited and fixed income individuals and families for eligibility and disperse the funds.

[Community Action Agencies](#)

800-422-4012

www.nwnatural.com/services/

Salem Electric

Winter Heating Assistance Program

Available to members whose household income does not exceed the income guidelines and whose main heating source is electricity. Priority is given to seniors (age 60 and over) and disabled persons (those receiving or having applied for monetary benefits for their disability). Seniors and disabled persons may begin applying in December, all others apply in January.

Home visits are available for seniors and disabled persons.

503 362-3601

www.salemelectric.com/services/winter_heat.aspx

Low-Income Energy Efficiency

Energy Smart

Oregon HEAT provides low-income households with energy conservation education and hardware to reduce energy use through its Energy Smart program. This pilot project takes a holistic approach to meeting household needs by lowering energy bills to make them more affordable. Energy Smart will also identify the best ways to promote and encourage energy conservation education.

503-612-3790 or find a [contact by county](#)
www.oregonheat.org/programs.htm

Pacific Power

Community Energy Project, Inc. of Multnomah County

Provides senior and disabled citizens with energy education and energy-efficient measures.
1-888-221-7070

www.pacificpower.net/Navigation/Navigation1356.html

Portland General Electric Community Energy Project

Helps low-income senior citizens and persons with disabilities conserve energy in their homes. PGE provided seed money to help launch the Community Energy Project years ago and continues to financially support CEP through grants that are used to purchase weatherizing materials. CEP also holds weatherization workshops and provides attendees with water-conserving showerheads and compact fluorescent light bulbs.

503-284-6827

www.communityenergyproject.org/

Columbia River PUD

Low-Income Weatherization Assistance Program

Provides weatherization services at no cost to households at or below 60% of Oregon's median income, whose primary source of space heating is electricity. Weatherization measures include upgrading insulation levels in attics, walls and floors, sealing ductwork, wrapping water pipes and replacing windows.

503-366-5470 or email: experts@crpud.org

www.crpud.net/residential/efficiency/li-weatherization

Emerald PUD REACH

Provides weatherization services for low-income households, as well as bill co-payments. It is designed to help low-income customers develop better bill-paying and budgeting skills. Customers receive a home visit and a home assessment to determine what weatherization measures and bill-payment arrangements are appropriate. Lane County Human Services Commission administers the program.

541-682-3383

www.co.lane.or.us/HSC/energy.htm#REACH

Eugene Water & Electric Board Customer Care Plus

Designed to help income-eligible customers save energy and manage their utility bills. Qualifying customers have access to a menu of services including weatherization (increasing levels of insulation and sealing buildings against air leaks), appliance upgrades or

replacements, energy conservation education, and heating system inspections and improvements. To apply visit one of the following agencies and fill out an application:

St. Vincent de Paul Society, 450 Hwy 99 North, Eugene

Celeste Campbell Senior Center, 155 High Street, Eugene *(for customers 60 years and older)*

Catholic Community Services, 1025 G Street, Springfield *(for customers living in the Springfield/McKenzie area)*

Lane County Human Services Commission, 125 East Eighth Avenue, Eugene

Mail applications to: Lane County Human Services Commission, 125 East Eighth Avenue, Eugene, OR 97401. Call Lane County Human Services Commission for more information at 682-3378.

www.eweb.org/about/community/low-income.htm

Lane Electric Cooperative

Members who qualify for low income funds (LIEAP qualified) are eligible for a grant of up to \$1,500 for qualifying weatherization measures in their home. This opportunity is available to single or multi-family residences provided some permanently installed electric heat exists in the dwelling. (Property owners of rentals will need to make a 50% contribution to any project.) Eligible measures include: ceiling, floor, and wall insulation, HVAC duct insulation & sealing, door and window caulking & weatherstripping, and general air sealing.

541-484-1151

www.laneelectric.com/weatherization.htm

Salem Electric Weatherization

Residential customers (homeowners and renters) with permanently-installed electric heat whose household income does not exceed the income guidelines may qualify for free weatherization. Eligible measures include: ceiling, floor, wall, and duct insulation, caulking and weatherstripping, and air sealing improvements. Incentives for window replacements are also available.

503 362-3601

www.salemelectric.com/services/winter_heat.aspx

Emergency Charitable Assistance

Please note these charitable funds are last resort emergency funds with limited resources and limited times of operation.

Oregon HEAT

A statewide fund designed to prevent disconnection of utility service during inclement weather by providing bill payment assistance to low income households in emergency

situations. Oregon HEAT works with social service and other agencies across the state to screen requests for assistance from customers of Pacific Power, PGE and West Oregon Electric Cooperative. Oregon HEAT also has a recovered oil program and helps households pay for all fuels such as propane, gas and wood.

503-612-3790 or find a [contact by county](http://www.oregonheat.org/programs.htm)
www.oregonheat.org/programs.htm

Avista Utilities
 Project Share

A community program supported by shareholders, customers and employees. The funds are forwarded to community action agencies, which work with each family. Grants are available to those in need without regard to their heating source. Contact your local [community action agency](#).

www.avistautilities.com/community/assistance/pages/share.aspx

Blachly-Lane County Cooperative Electric Association
 Blachly-Lane Energy Share (BLES)

The program is designed to offer assistance to members who do not not qualify for other types of relief. The Salvation Army administers the program.

541-688-8711

Canby Utility Board
 Energy Assistance Program

Customers with a 24 hour disconnect notice may apply for funds once per year for over-due electric bills. Maximum payments are \$150.

503- 266-1156

Cascade Natural Gas
 Winter Help

Funded through donations from Cascade Natural Gas customers. The funds are targeted for low-income households at risk of disconnection. Assistance is delivered as a once-a-year credit to Cascade Natural Gas accounts. Eligibility is determined by household income.

[Contact local agency.](#)

Central Electric Cooperative
 Project Helping Hand

Funded by CEC members to help needy customers with their electric bills when they encounter overwhelming financial difficulties.

Bend 541-389-1980

Redmond 541-548-2144

Sisters 541-549-5698

Prineville 541-447-5321

Madras 541-475-3266

Email Customer Service customerservice@cec-co.com
www.centralelectriccoop.com/about/helping_hand/helping_hand.html

Central Lincoln People's Utility District
 SOS Program

Contributions from customers are turned over to local service agencies for distribution to PUD

customers who need assistance with their electric bills. Please email questions.

541-265-3211

www.cipud.org/sosprogram.html

City of Ashland
Heat and Roundup

One-time help for customers, based on need and availability of funds. Maximum bill credit of \$160.

541-488-5342

City of Cascade Locks
Energy Assistance Program

Applicants are eligible for one payment per heating season of \$150. Eligibility is determined by LIHEAP income guidelines.

541-374-8484 x15

City of Gresham
Utility Customer Assistance Fund

A program to assist water, sewer, and stormwater customers with bill payments. Income eligibility is 150 percent of the federal poverty level or exceptions may be granted for extenuating circumstances.

503-618-2373

www.ci.gresham.or.us/departments/fms/finservices/utilitybilling/cs.asp

Clatskanie People's Utility District
Share the Warmth Fund

The fund is run by the P.U.D. through the Community Action Team which will qualify families that need assistance. All donations will go to families in the P.U.D.'s service area.

503-728-2163

www.clatskaniepud.com/Share_the_Warmth.htm

Columbia River Public Utility District
GLOW (Give Light, Offer Warmth)

The fund is used to provide families with emergency bill paying assistance. GLOW is funded entirely through customer contributions and employee fundraisers.

503-397-0590

www.crpud.net/residential/glow

Consumers Power Inc.
Operation Round Up©

Provides funding to address special needs for individuals or families as well as special community projects in Benton, Linn, Lane, Polk, Marion, and Lincoln counties.

541-929-8520 or 1-800-872-9036 x 8520

www.consumerspower.org/about/roundup.php

Coos-Curry Electric Cooperative
Round-Up Program

Customer contributions are used to help qualifying individuals pay their electric bills.

Members in need of assistance should contact Community Action.

541-469-3155

Douglas Electric Cooperative
Project Help

An emergency low-income energy assistance program, administered by Salvation Army, to help Douglas Electric members with a one-time payment of any heating fuel costs, regardless of whether it is oil, wood, gas or electricity.

541-673-6616

www.douglaselectric.com/services.php#project

Emerald PUD

Helping Hand

A program, funded by contributions, to help pay utility bills. The program is sponsored by Emerald, with the help of the Salvation Army.

541-746-1583

www.epud.org/billassist.aspx?section=com

Eugene Water & Electric Board

Customer Care

Provides financial aid for qualifying low-income customers. Customers-in-need may be eligible to receive up to \$200 in bill assistance per year, which is credited directly to their EWEB account. To apply for aid, customers first must schedule an appointment by calling one of the numbers listed below:

St. Vincent de Paul Society: 461-8794

Celeste Campbell Senior Center: 682-5354 (*for customers 60 years and older*)

Catholic Community Services: 747-8349 (*for customers living in the Springfield/McKenzie area*)

www.eweb.org/about/community/low-income.htm

Hood River Electric Cooperative

Customers Helping Customers

Contributions are available to customers who have not received LIEAP funds during the current winter.

541-354-1233

McMinnville Water & Light

Customers Helping Customers

A program to help needy families with energy assistance that is funded by customer contributions. Individuals interested in applying for Energy Assistance benefits may do so at St. Vincent DePaul of McMinnville.

1-503-472-6216

www.mc-power.com/billassist.aspx

Midstate Electric Cooperative

Operation Roundup®

Funds are allocated for many types of worthy projects in Midstate's service area in Deschutes, Klamath and Lake Counties. Operation Roundup® is administered by the Midstate Electric Charitable Trust, a committee of directors from Midstate's service area that serves on a voluntary basis. Guidelines for awarding this money address special needs for individuals as well as community educational and charitable projects. To apply for grants contact:

Shelley Miesen

Executive Secretary

541-536-7241

email: smiesen@midstateelectric.coop
www.midstateelectric.coop/

Monmouth Power & Light

Customers needing assistance are referred to Community Action. Income qualified customers, at 150% of poverty guidelines, can receive complete payment of their utility bill or have their utility deposit paid.
503-838-3526

Oregon Trail Power & Light

Once per year assistance for any heating source, reconnect fees, deposits or some portion of arrearage. Customers must be at or below 60% state median income and have received LIEAP, if available.
Baker City 523-3616
Burns 573-2666
John Day 575-0161
La Grande 963-3155

**Springfield Utility Board
Project Share**

Applications for financial assistance are accepted during the winter season (November 1 - April 30). Catholic Community Services, which administers the program for SUB, will help with the application process.
747-8349

www.subutil.com/customer_service/paying_your_bill/payment_assistance

**Tillamook PUD
Customer Assistance Program**

Customer contributions are matched by Tillamook and administered by Community Action Resource Enterprise (CARE, Inc.) and Senior Service and People with Disabilities.

**Umatilla Electric Cooperative
UCARE**

A customer-assistance program that allows members to help other members stay warm in the winter. UCARE provides financial assistance to members who have trouble paying their heating bills. It is supported by member contributions, which are matched by UEC.
Hermiston 541-567-6414, Boardman 541-481-2220 or 1-800-452-227

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Utah

FY 2008 Low-Income Energy Programs

Federal | Utility | Charitable

Federal

LIHEAP Contact

Public Inquiries: 1-877-488-3233

Website:

community.utah.gov/housing_and_community_development/SEAL/HEAT_program/index.html

Local LIHEAP Administering Agency Contacts

<http://housing.utah.gov/seal/offices.html>

LIHEAP FY 2008 Funding

\$14,744,631

LIHEAP Income Eligibility Level

125% Federal Poverty Level

LIHEAP FY 2007 Benefit

Heating: \$50 minimum, \$295 average, \$550 maximum

LIHEAP Households Served (Estimate for FY 2007 Heating)

31,000

LIHEAP Program Dates

Heating: November 1 - April 27 (three counties will stay open until October 1)

Crisis: Year-round

Utility

Low-Income Rate Assistance

Rocky Mountain Power (PacifiCorp)

Home Electric Lifeline Program (HELP)

The program is funded through a surcharge on all electric customer bills, averaging about \$0.12 per month, and operates in coordination with Utah's LIHEAP. Applications will be available for non-LIHEAP households at community-based organizations when LIHEAP is not operating.

Participating customers will receive an \$8 per month credit on their bills.

1-888-221-7070

www.rockymtnpower.net/Navigation/Navigation1358.html

Low-Income Energy Efficiency

Rocky Mountain Power (PacifiCorp)
Energy education, electrical usage evaluation, appliance testing, audit and the installation of
cost-effective measures.

1-877-488-3233

www.rockymtnpower.net/Navigation/Navigation1358.html

Emergency Charitable Assistance

*Please note these charitable funds are last resort emergency funds with limited resources and
limited times of operation.*

Questar Gas

REACH - Residential Energy Assistance through Community Help

REACH is funded through contributions from local residents through tax-deductible donations
included with their utility payments and donations from utility employees and stockholders. The
American Red Cross administers the program and distributes the funds. Eligibility: low income
and age 65 or older or disabled.

All of Utah 1-800-328-9272

Salt Lake City 801-323-7000

Ogden 801-627-0000

Provo 435-373-8580

Logan 801-752-1125

St. George 801-674-4440

www.questargas.com/ServicesRes/BillingPayments/

Catholic Community Services

Crisis Funds for Salt Lake County

Applications are available April to January for help once per heating season. Eligibility: must be
approved for HEAT program first, based on 125 percent of poverty guidelines.

801-977-9119

www.questargas.com/ServicesRes/BillingPayments/

Provo City Power

- **HELP**

Voluntary donations are sent each month to Community Action Services to distribute.
801-373-8200

- The city also has a program to help military families, with 50 percent of the utility bill
written off for up to six months.

801-852-6000

Rocky Mountain Power (PacifiCorp)

Lend a Hand

An organization formed to help families and seniors in need pay their winter heating bills.
Customer donations are matched dollar-for-dollar by Utah Power, funds are administered by the
American Red Cross.

1-800-328-9272 or 801-323-7000

www.rockymtnpower.net/Navigation/Navigation1358.html

Page Last Updated: July 16, 2008

Washington

FY 2008 Low-Income Energy Programs

Federal | State | Utility | Charitable

Federal

LIHEAP Contact

Website: www.liheapwa.org

Local LIHEAP Administering Agency Contacts

www.liheapwa.org/Page.aspx?nid=60

LIHEAP FY 2008 Funding

\$40,449,571

LIHEAP Income Eligibility Level

125 % Federal Poverty Level

LIHEAP FY 2007 Benefit

Heating: \$25 minimum, \$750 maximum

LIHEAP Households Served (Estimate for FY 2007 Heating)

64,000

LIHEAP Program Dates

Heating and Crisis: October 1 - June 30

State

Low-Income Energy Efficiency

State general funds go to "Energy Matchmaker" program and are matched by local, utility and other funds. The funds were used to weatherize 1,291 low-income homes in FY 2002.

Measures included attic, wall and floor insulation, weatherstripping and furnace modifications.

Contact: local community action agency.

Utility

Search By Utility

Low-Income Rate Assistance

All of the utilities and Public Utility Districts listed below provide rate discounts for low-income, seniors or disabled customers. Discounts range from 5% to 40% of a customer's utility bill.

Tacoma Public Utilities

Special discount rates for all City of Tacoma utilities are available to qualified, low-income customers who are, 62 years or older or disabled: 25% discount from Tacoma Power, Tacoma Water and Sewer Utility; 35% discount from Solid Waste Utility; and; discount on Click! Network cable television services.

Metropolitan Development Council, 253-572-5557 (City of Tacoma Residents)
Pierce County Community Services, 1-800-348-7144 (outside the city)
www.ci.tacoma.wa.us/power/ResidentialServices/

Seattle City Light

www.cityofseattle.net/humanservices/utilityassist.htm

- Utility Assistance for Seniors and Disabled - Rate 26

The Utility Credit Program provides substantial savings for low-income seniors and people with disabilities who receive City of Seattle utility services. Savings are on combined utilities (water-wastewater-solid waste) and City Light electric bills. Download a [Senior Application](#) or a [Persons with Disabilities Application](#) or call 206-684-0500.

- Special Utility Rate 27

This program provides a reduced utility rate for income eligible households. Qualified applicants receive a 50% discount on their Seattle City Light Bill and possibly on their Combined Utility Bill. Download an [application](#).
206-684-0268

- Emergency Low Income Assistance

Seattle City Light customers may receive assistance of up to 50% or \$200 of their electric bill if they have received a final notice. Household income must be at or below 125% of federal poverty, and customers must have already received help from the Energy Assistance Program. Payment arrangements to cover any balance are required. This assistance is limited to once a year.
206-684-3000

www.cityofseattle.net/humanservices/seniorsdisabled/mosc/utilassistance.htm

AVISTA Utilities

- Senior Energy Outreach

Provides assistance for both heating and cooling expenses. Eligible household must be a person age 60 or over, with the account in the senior's name and must be between 126% and 150% of poverty. If the household is over these guidelines, non-reimbursed medical expenses can be considered

Contact SNAP

http://snapwa.org/services_energy_senior_senior.php

- LIRAP

A low-income rate assistance program funded by Avista customers. To find out if you qualify, please call your local [community action agency](#).

www.avistautilities.com/community/assistance/pages/energy.aspx

Benton Co. PUD
 Kennewick Office, 509-582-2175
 Prosser Office, 509-786-1841
[www.bentonpud.org/products and services/low income.html](http://www.bentonpud.org/products_and_services/low_income.html)

- Low-Income Senior Discount

Customers 62 years of age with an annual household income of \$21,000 or less are eligible for a discount of \$10.65 per month or 15% of the electric bill whichever is greater. Applications are renewed annually in January.

- Low-Income Disabled Discount

Disabled customers whose annual household income is less than 125% of the federally established poverty level may qualify for a discount of \$10.65 per month or 15% of the electric bill whichever is greater. Applications are renewed annually in January.

Chelan County PUD

Rate Discount

Low-income senior citizens and disabled customers may be eligible for a discount on their electric bills.

Wenatchee (PUD Headquarters) 509-663-8121
 Chelan 509-682-2581
 Leavenworth 509-548 -7761

City of Port Angeles

360-457-0411 or e-mail: utilities@cityofpa.us
www.cityofpa.us/utilitypymtchoices.htm

- Senior Energy Credit Program

Seniors 62 years of age or older may qualify for a 5-30% discount on their utility bill. Eligibility: income \$21,000 or less; must apply for all available State and/or Federal energy related programs; must not live in subsidized housing and; must participate in available conservation programs.

- Low-Income Disabled Citizen Discount

Individually determined percentage of utility bill, based on income and number in household, is discounted. Eligibility: income at or below 125% of established poverty level; verification of disability and income; must apply for all available State and/or Federal energy related programs; must not live in subsidized housing and; must agree to renew application yearly.

City of Richland

Low-Income Rate Discounts

Low-income seniors (age 62) and low-income disabled customers receive a variety of utility services at discounted rates. Eligibility: household income is less than 125% of the poverty level.

509-942-7390
www.ci.richland.wa.us/

Clallam County PUD

Contact any PUD office for an application or call 1-800-542-7859
www.clallampud.net/customer/programs_senior_discount.html

- Senior Citizen Discount

The PUD offers a discount on electric and water bills to customers who are 62 years or older and have a total household income less than \$18,000.

- Disabled Discount

The PUD offers a discount on electric and water bills to disabled customers whose total combined household income is at or below 125 percent of the federally established poverty level.

Clark Co. PUD

360-992-3000 or e-mail us

www.clarkpublicutilities.com/Account/AssistancePrograms

- Guarantee of Service Plan

Customers pay a maximum monthly amount based on income rather than electricity use. Security deposits and late charges are waived.

- Rate Credits

A senior 62 years or older who has an annual income less than \$24,000 qualifies for a 50% credit. The credit is based on the customer's highest four winter month bills.

Columbia Rural Electric Association

Senior Citizen Discount

Seniors 65 or older with income less than or equal to 150% of federal poverty guidelines may be eligible for a rate discount.

509-382-2578 Dayton, 509-526-3666 Walla Walla, 1-800-642-1231

www.columbiarea.com/cust_service/billingoptions.php

Cowlitz County PUD

Senior Discount Rate

A reduced electric rate for qualified seniors aged 65 or older, with a gross annual household income under \$18,000. Application for 2007 starts September 1, 2006. To apply, contact Columbia Community Action Council at 360-425-3430 and request an appointment.

www.cowlitzpud.org/low_income.html

Ferry County PUD

Low-Income Senior Discount

To qualify for a discount on your electric utility bill for your primary residence, you must be 62 years or older and meet income level requirements. For an application, Marilee

Schertenleib at msfcupud@rcabletv.com.

509-775-3325

www.fcupud.com/customer_service.htm#Low Income Senior Discount

Franklin PUD

- Senior Discounts

Seniors 62 years of age or older with a total annual income up to \$11,225 receive a 30% discount; or 15% discount for income from \$11,225 to \$18,000. An application is available on the website.

1-800-638-7701 or 509-547-5591

www.franklinpud.com/html/senior_discounts.html

- Disabled Discounts

A 30% discount is available for those customers that qualify for special parking privileges, blind, disabled, or handicapped with an annual income at or below the 125% federal poverty level. An application is available on the website.

1-800-638-7701 or 509-547-5591

www.franklinpud.com/html/lid_discounts.html

Grays Harbor PUD

360-532-4220 or 1-800-562-7726

www.ghpud.org/

- Senior Discount Program

Seniors 62 years or older with an annual income of less than \$18,000 may be eligible for a discount. A completed application, identification, proof of age, social security card, and one of your P.U.D. electric bills will be required upon application.

- Disabled Discount Program

You may be eligible for a discount on your electric bill if you have a disability covered by Washington State Laws and have an annual income of less than \$18,000. A completed application, including a health professionals statement and one P.U.D. electric bill will be required upon application.

Klickitat PUD

www.klickpud.com/custserv/default.asp

- Low Income Winter Discount

The PUD provides 10 percent winter discounts to low income customers, as long as they are current on their PUD bills. To qualify for the discount, a household's income must be below 125 percent of the federal poverty level. Households must be certified by Klickitat Skamania Development Council.

Contact Loretta Lindsey at KSDC, 493-2662 or 1-800-755-1192.

- Low Income Elderly Discount

The PUD offers 10 to 40 percent discounts to low income seniors from December through April. To qualify for the senior discount, customers must be at least 62 years old and have annual household incomes below \$15,000. Contact the county Senior Services office, 773-3757, or 1-800-447-7858 for application. For more information, contact the PUD Customer Services Department at 773-5891 or 800-548-8357.

Pacific Co. PUD

Low Income Senior and Disabled Discount

Seniors (62 and over) and disabled customers who fall within the federal poverty guidelines may qualify for a discount of up to 40% of the electric bill. Applications must be renewed annually and are available at P.U.D. offices.

Long Beach office 360-642-3191

Raymond office 360-942-2411

Naselle 360-484-7454

www.pacificpud.org/cs_disc.html

Puget Sound

HELP

Provides additional bill-payment assistance (beyond the federal LIHEAP program) to qualified PSE customers. Eligible customers can receive up to \$750 per year in credits to lower their electricity or natural-gas bills. Depending on the county in which you live, the maximum household income for eligibility ranges between 125 percent and 150 percent of the federal poverty guidelines.

1-866-223-5425 ; TTY 1-800-962-9498

www.pse.com/solutions/foryourhome/Pages/home_assistancePrograms.aspx

**Peninsula Light Company
Senior and Disabled Discount**

Discounts of 25% are available to income eligible seniors, 62 or older, and disabled customers. Applications are on the website.

253-857-1510 or 1-888-809-8021

www.penlight.org/paydiscounts.aspx

Snohomish Co. PUD

Senior and Low-Income Discounts

Year-round discounts of 20 percent, 40 percent, or 60 percent off electric bills, depending on income level. Low-income customers at or below 125% federal poverty level and seniors, 62 or older, with income less than \$21,000. Applications are available online or at any PUD office, most senior citizen centers, or by calling the utility's customer service department.

425-783-1000 or 1-877-783-1000

www.snopud.com/?p=1798#

Low-Income Energy Efficiency

Avista Utilities

Refrigerator Replacement Program

[Print an application](#)

[Contact SNAP](#)

Pacific Power

Yakima Valley Opportunities Industrialization Center

Provides needs assessment and case management counseling services, including the development of a family budget and energy education. Participants receive do-it-yourself maintenance and upkeep on appliances. Referrals to programs such as food banks, medical services and weatherization programs are available, in addition to employment and training opportunities.

1-888-221-7070

1-888-225-2611 for Spanish-speaking representative

1-800-822-2878 for TDD users

www.pacificpower.net/Navigation/Navigation1356.html

Seattle Office of Housing

HomeWise Weatherization

Weatherization grants can insulate single family homes with low-income households as well as

apartment buildings that qualify. After an energy analysis of your home is performed, an energy conservation package, which includes insulation, venting, weatherstripping, and more,

will be installed. Call 206-684-0244 for more information or application.
www.seattle.gov/housing/HomeWise/default.htm

Tacoma Power

Residential weatherization

Financial assistance is available to help weatherize the homes of customers who meet certain income guidelines.

Energy Services Office, 253-502-8363

www.ci.tacoma.wa.us/power/ResidentialServices/low_income_assistance.htm

Chelan County PUD

Through a combination of state and District funds, the Chelan-Douglas Community Action Council weatherizes low-income homes.

509-662-6156

Wenatchee (PUD Headquarters) 509-663-8121

Chelan 509-682-2581

Leavenworth 509-548 -7761

Cowlitz County Public Utility District

Residential Weatherization Conservation

Cowlitz PUD's residential energy conservation program is being revised and will be available again to qualified customers later this summer. Once the program is up-and-running, the website will be updated with the pertinent information. If you have any specific questions, please contact our Energy Conservation Department at (360) 577-7514 or (800) 631-1131.

www.cowlitzpud.org/res_conservation.html

Douglas PUD

Douglas PUD has participated in the Washington State Department of Community Development's Energy Matchmaker Low Income Weatherization Program through the Chelan-Douglas Community Action Council since 1988. The program utilizes matching funds to weatherize houses for low-income residents of Douglas County.

509-884-7191 or 1-800-503-7990

Grays Harbor PUD

The low-income weatherization program provides grants to low-income homeowners for insulation, weather-stripping, and window replacement.

360-538-6383

www.ghpud.org/

Puget Sound Energy

Services may include installing insulation, draft sealing, repairs, heating and water heating equipment repairs. Local low-income agencies can provide information on the free services available and qualification requirements for participants.

Contact local low-income agencies

1-800-562-1482; TTY 1-800-962-9498

www.pse.com/solutions/foryourhome/Pages/weatherizationFunding.aspx

Emergency Charitable Assistance

Please note these charitable funds are last resort emergency funds with limited resources and limited times of operation.

Avista
Project Share

A community program supported by shareholders, customers and employees. The funds are forwarded to community action agencies, which work with each family. Grants are available to those in need without regard to their heating source. Contact your local community action agency.

www.avistautilities.com/community/assistance/pages/share.aspx

Pacific Power
Project HELP

Pacific Power matches customer donations dollar-for-dollar to Project HELP.

Yakima, 509-453-3139

Walla Walla, 509-529-9470

Sunnyside/Toppenish, 509-865-4151

www.pacific-power.com/Navigation/Navigation4217.html

Tacoma Power
Family Need

An assistance program for low-income households with children under 18 in the household.

Tacoma Power customers who qualify are eligible for a once-a-year assistance payment applied to their account. Households who heat with electricity receive a \$150 payment.

Metropolitan Development Council, 253-572-5557 (City of Tacoma Residents)

Pierce County Community Services, 1-800-348-7144 (outside the city)

www.ci.tacoma.wa.us/power/ResidentialServices/low_income_assistance.htm

Seattle City Light
Project SHARE

A program for customers who have received an urgent notice and have taken advantage of all the other assistance programs. Funded by customer donations, it will pay up to \$500 of your electric bill. Customers must be referred by Seattle City Light Customer Service. For more information call 206-684-3000.

www.cityofseattle.net/light/accounts/assistance/

Cascade Natural Gas
Winter Help

This fund is administered by Washington's Community Action Agencies. CNG will match each dollar donated by customers and employees.

Winter Help Agencies

www.cngc.com/customer/lowincome.asp

Chelan PUD
Helping Hands

The Chelan/Douglas Community Action selects qualified families for the program, 509-662-6156.

Wenatchee (PUD Headquarters) 509-663-8121

Chelan 509-682-2581

Leavenworth 509-548 -7761

City of Port Angeles

Pass the Buck

Funded by voluntary donations and assists low-income city residents with their utility bills. The Olympic Community Action Council determines eligibility and assist recipients through a screening process.

Olympic Community Action Council 360-452-4726

www.cityofpa.us/utilitypymtchoices.htm

City of Richland

Helping Hands

Customer donations to help other customers in a time of need. A one-time payment of up to \$100 helps another customer pay his/her utility bill when they do not have other means to pay.

509-942-1104

www.ci.richland.wa.us/

Clallam County PUD

Neighborly Assistance Program

Customer donations provide funds to qualified low-income residential customers to assist them in paying their electricity bills. Contributions are administered by the local Community Action Council. Contact your PUD office.

Clark County PUD

Operation Warm Heart

Fuel assistance program that helps pay home heating bills for the elderly, the ill... for all who face financial hardships from unemployment or family crisis. It pays for any heating source: oil, gas, kerosene, wood, and electricity.

360-992-3000

www.clarkpublicutilities.com/Account/AssistancePrograms/operationWarmHeart

Cowlitz County PUD

Warm Neighbor Program

Customer donations assist qualified low-income families with their electric bills. Electric customers seeking assistance can contact the Lower Columbia Community Action Council at 425-3430.

www.cowlitzpud.org/warm_neighbor.html

Elmhurst Mutual Power & Light

Shine a Light

Customer donations provide emergency financial assistance to qualified, low-income customers struggling to pay their electric bills. Administered by the Salvation Army.

253-531-4646

www.elmhurstmutual.org/shine.htm

Ferry County PUD

Project Share

A heating assistance program. Contact Jayne at jjfcpub@rcabletv.com for agency names and numbers or for more details.

www.fcpud.com/

**Franklin PUD
Helping Hands**

The Helping Hands program is designed to assist Franklin PUD customers in need. Customer donations fund the program which is administered by the Community Action Committee.

1-800-638-7701 or 509-547-5591

www.franklinpud.com/html/helping_hands.html

**Grant Co. PUD
Share the Warmth
509-754-0500**

**Grays Harbor PUD
Project Help**

Customer contributions help pay for heating bills of families in need. This fuel-blind program will pay for all sources of heat - gas, oil, electric, wood, etc. The funds also assist low-income families with the deposit required for new PUD electric service. Coastal Community Action Program administers the program.

360-533-5100 or 1-800-828-4883

www.ghpud.org/

**Klickitat PUD
Operation Warm Heart**

An emergency energy assistance program funded by gifts from PUD customers. Klickitat-Skamania Development Council screens applicants to ensure they meet income and other criteria.

Goldendale, Wendy, 509-773-5891

White Salmon, Wanita, 509-493-2255

www.klickitapud.com/custserv/warmheart.asp

**Lewis County PUD
Project Share**

Customer donations help low-income customers who are struggling to pay their electric bill. The PUD contracts with the Community Action Council for administration and distribution of the funds to qualified low-income residential customers.

Chehalis Office: 360-748-9261 or 1-800-562-5612

Morton Office: 360-496-6100

www.lcpud.org/projectshare.php

**Mason County PUD 3
Project Share**

An assistance program that is a joint effort of PUD 3, the Community Action Council (CAC), churches, interested citizens, and PUD 3 customers. Its purpose is to assist needy customers with their electric bills.

Shelton: 360-426-8255

Elma to Shelton toll free: 360-482-4998

Belfair to Shelton toll free: 360-275-6518

Belfair PUD 3 office: 360-275-2833

www.masonpud3.org/Customer/Projectshare.asp

Modern Electric Water Company
Project Share

Project Share is a community program funded by customer donations that provides emergency home heating for local needy families. By granting a one-time support, Project Share helps those in trouble long enough to get them back on their feet.

509-928-4540

Okanogan Co. PUD
Project HELP

Community Action administers Project Help, a program to provide District customers the opportunity to voluntarily donate funds to assist needy families and individuals who are unable to pay their electric utility bills and cannot obtain help elsewhere. Project Help also provides funds to help secure utility deposits.

Okanogan 509-422-3310

Oroville 509-476-2928

Brewster 509-689-2502

Tonasket 509-486-2131

Orcas Power & Light Cooperative
Project PAL

Funded through member contributions, Project Pal helps members pay their winter heating bills. Fifty% of the funds are designated for low-income seniors, 60 years or over, and disabled persons. The remaining 50% will be available to members who meet the established guidelines of the program. Recipients are asked to either reimburse the program once they are out of financial difficulty or to join Project PAL.

Contact: Eastsound and Friday Harbor offices, 360-376-3500; Lopez Office, 360-376-3546 and Senior Centers

www.opalco.com/prodsvcs/pal.htm

Pacific County PUD
Warm Heart

Customer donations help needy customers pay their electric bills. This program helps customers who cannot get help elsewhere. The program is administered by The Ministerial Association in the north county area, and by FISH in the south county.

Ministerial Association 360-942-3157

FISH 360-642-4987

www.pacificpud.org/cs_asst.html

Pend Oreille Public Utility District
Neighbors in Need

Funded by customer donations, recipients are usually families who have fallen on difficult times due to medical emergencies, unemployment or other reasons.

509-447-3137, TDD 1-800-833-6388

www.popud.com/customer.htm

Peninsula Light Company
Project Help

Members donations provide assistance program for low-income families on the Gig Harbor and Key peninsula. The light company matches these donations dollar for dollar. Project Help is available to low-income families from November through April to help with high winter heating bills. Key Peninsula Community Services administers the program.
253-857-1510 or 1-888-809-8021

Puget Sound Energy
Warm Home Fund

Emergency utility-bill assistance which consists of voluntary contributions from PSE employees, customers, and shareholders. Qualified low-income families who face a possible loss of electric or natural gas service may receive assistance. Contact your local the Salvation Army.

www.pse.com/solutions/foryourhome/Pages/home_assistancePrograms.aspx

Snohomish Co. PUD
Project Pride

An energy assistance program administered by the local Chapter of the American Red Cross in cooperation with Snohomish County PUD. Funded solely by local donations, Project PRIDE gives electric bill grants to low-income families.
425-252-4103 x 21

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Wyoming

FY 2008 Low-Income Energy Programs

Federal | State | Utility | Charitable

Federal

LIHEAP Contact

Public Inquiries: 1-800-246-4221

Website: pathways.state.wy.us/html/LIHEAP_main.html

LIHEAP Administering Agency Contact

1-800-246-4221

Application: pathways.state.wy.us/html/LIHEAP_main.html

LIHEAP FY 2008 Funding (includes emergency contingency funds)

\$7,414,805

LIHEAP Income Eligibility Level

60% State Median Income

LIHEAP FY 2007 Benefit

Heating: \$65 minimum; \$1,120 maximum

LIHEAP Households Served (Estimate for FY 2007 Heating)

12,077

LIHEAP Program Dates

October 1 - May 31

State

Senior Tax Rebate

Provides a tax rebate in the form of a check made out to the client for up to \$500 or \$600 depending on program guidelines. You must be 65 years of age or older, or over age 18 and 100% disabled, and a Wyoming resident for one full year at the time of application. An applicant must be income qualified. Applications available through your local senior center.

<http://dfsweb.state.wy.us/fieldop/Energy%20Assistance%20Information.htm>

Utility

Low-Income Rate Assistance and Energy Efficiency

Pacific Power

Pacific Power partners with Wyoming Energy Council, Inc. to replace inefficient appliances such as refrigerators and air-conditioners with Energy Star-certified models.

1-800-222-4335

www.pacific-power.com/Navigation/Navigation1356.html

Cheyenne Light Fuel and Power

Will provide a \$30 benefit per household to LIEAP eligible customers.

Emergency Charitable Assistance

Please note these charitable funds are last resort emergency funds with limited resources and limited times of operation.

Energy Share of Wyoming

Energy assistance for those who do not qualify for LIEAP and are experiencing a situation such as a medical or family crisis, which makes it difficult to pay their energy bills. Funded by utility companies, customers, local businesses and private donation. Applications are taken through the local Salvation Army or the Sundance, Gillette or Sheridan Powder River Energy offices.

Lower Valley Energy

The Operation Roundup

The program, which is administered by an independent board of directors, provides assistance with energy, fuel, housing and food expenses for local families and individuals needing assistance. Applications are available at either office.

Jackson Office, 307-733-2446

Afton Office, 307-885-3175

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