Klamath and Lake Community Action Services Resource Guide

Bill Assistance

Home Energy Improvements

Rebates, Incentives, Tax Credits

Utility/Population Specific Services

Educational Resources

Community Resources

Child Care Resources

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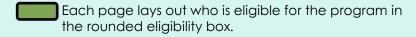
We address individual and family needs and make connections to promote communities that thrive.

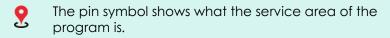
Introduction

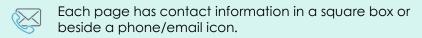
The Klamath and Lake Community Action Services
Resource Guide was created to spread awareness of
community supports in Klamath and Lake Counties in
the State of Oregon. This is a one-stop shop of the
available resources in Klamath and Lake Counties. This
project was created with help from energy service
providers and community organizations who serve
Klamath and Lake Counties.

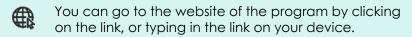
Many thanks to all those who played a part in the creation and maintenance of this guide.

Information is always changing. The best source of information is the organization that is running the program. If you have more questions, contact that organization.









Bill Assistance

Energy Assistance Program

Klamath and Lake Community Action Services (KLCAS)

Sklamath Co. & Lake Co.

Eligibility: Your income must be less than 60% of the State Median Income. Refer to the link below for an income chart. *

<u>What:</u> Energy assistance is a supplemental payment to help people stay warm in the winter and cool in the summer. The funds can be used for electricity, natural gas, propane, oil, wood, and wood pellets.

<u>Benefit:</u> Payments are calculated based on income, # of people in the home, and energy source.

<u>Timeline</u>: <u>Winter</u>: Nov 1st for those 60 and older or disabled, Dec. 1st for rest of the rest of the public. <u>Summer</u>: June 1st for those 60 and older or disabled, July 1st for the rest of the public. You may apply once per season.

To apply you will need:

- A complete, signed, and dated application.
- A copy of photo ID for all household members over 18.
- Social security numbers for all family members.
- 60 days of income documentation.
- A copy of your energy bill or account number.



Contact Information: energy@klcas.org

(541) 882-3500

2316 South Sixth Street Suite B Klamath Falls, Oregon, 97601 *Tribal persons can only apply for either Tribal energy assistance or KLCAS energy assistance.

Bill Assistance

Emergency Utility Assistance, The Salvation Army

<u>Eligibility</u>: Your income must be less than 60% of the State Median Income. Refer to the link on the last page for an income chart.

What: Utility bill assistance in emergencies.

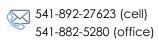
Benefit: Depending on the program, funds can cover 1 month's bill, or up to \$399.

Timeline: You can apply once per year.

To apply: The name on the bill has to match the person living in the

house. To apply, come into the Salvation Army office.

Southern Oregon Service _ Extension 3240 Maywood Dr, Klamath Falls, Or 97603



<u>Debi.leighton@usw.salvationarmy.org</u>

Emergency Utility Assistance, United Christian Ministries

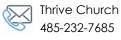


<u>Eligibility</u>: You must have a shut-off notice.

<u>What</u>: The United Christian Ministries has a small fund that can be used to help you pay your energy bill.

Benefit: Small dollar amounts are usually around \$250. Payments are made directly to the utility company.

<u>To apply</u>: Call to set up an interview. Most appointments are made on the second Wednesday of every month. Walk-ins are also accepted. Exceptions made for some emergency situations.



235 S Laguna St, Klamath Falls, OR 97601

Home Improvements

Weatherization Assistance



Oregon Human Development Corporation

<u>Eligibility</u>: Your income must be at or below 200% of the federal poverty level. View the chart here:

https://www.oregon.gov/ohcs/energy-

weatherization/Pages/weatherization-services.aspx.

Both renters and homeowners are eligible.

What: This program helps low-income households with home weatherization services. This includes insulation, repairs, and more. These services help you save on your energy bill and make your home more comfortable and healthy.

<u>Benefit</u>: Payment to vendors for installation of weatherization services in full.

<u>Timeline</u>: Begin with a brief telephone interview. Then, you will be put on the waitlist. When it is your turn, an energy audit inspection will be done and a contractor will contact you to set a date for installation.

To apply:

Call or fill out interest form online to begin.

You must have:

- Income verification,
- Identification,
- Social Security Card,
- Account numbers.



For More Information

https://www.ohdc.org/blank-4-1-1

Contact Information:

(541)883-7186

info@ohdc.org

306 S 6th St,

Klamath Falls, OR, 97601



OHDC is a farmworker serving non-profit and the state's only culturally specific community action agency. OHDC provides job training, housing and utility assistance and other resources.

Home Improvements

Flexible Funds (Air conditioning)

Oregon Health Plan



<u>Eligibility</u>: You must have Oregon Health Plan and be enrolled with a Coordinated Care Organization (CCO). See below.

What: Flex funds pay for items and services that can help you stay healthy. This can include air conditioning and filtration devices. Your CCO will buy the item you request. Contact your local CCO (below) for more information.

<u>Timeline</u>: After making a request, it can take up to two weeks to make a decision. You will hear from your CCO of their decision. If approved, you may pick up your item from the CCO or have it delivered to your address.

<u>To apply</u>: Your health care provider needs to submit the request for you. They must submit a completed Flex Fund Request Form to the CCO. Tell your provider:

- What kind of AC unit you need (window or portable).
- Relative size of the space you plan on cooling.
- Your delivery address.



For More Information

www.oregon.gov/OHA/HSD/OHP/Pages/CCO-Plans.aspx

Klamath County:



Cascade Health Alliance

Klamath Falls, OR 97601 541-883-9858

Info@cascadecomp.com

Pacific Source 888-997-9299



CS@PacificSource.com

Lake County:



Eastern Oregon Coordinated Care Org.

888-788-9821

EOCCOmedical@eocco.com

Home Improvements

State Home Oil Weatherization

Oregon Housing & Community Services



Eligibility: Homeowners and contractors are eligible to apply for the program for installation of energy conservation items and measures on eligible buildings. Eligible buildings must get their primary heating fuel from a fuel oil dealer.*

What: The State Home Oil Weatherization (SHOW) Program gives cash payments to eligible homeowners and contractors (both for-profit and non-profit) for reimbursement of energy-efficient heating equipment and home weatherization improvements.

<u>Tier 2 Benefit</u>: The program awards Tier 2 cash payments to applicants who are not low-income. All measure costs may be counted towards to the following lifetime maximum cash payments:

- \$2,000 for heating equipment measures;
- \$600 for duct sealing and insulation measures;
- \$3,000 for dwelling insulation measures
- \$1,000 for windows and doors measures.

Contact:

<u>SHOW.Program@hcs.oregon.gov</u>

Fax: (503) 986-2020

<u>Timeline</u>: Applications must be submitted by one year from the date of the installation.

To apply:

- Complete an application.
- Include proof of purchase or delivery of heating fuel obtained from fuel oil dealer.
- Include receipts or itemized billing statements of all claimed measures.
- Complete a W-9 form.

www.oregon.gov/ohcs/energyweatherization/Pages/show.aspx

> OHCS administers many programs related to reducing poverty and increasing access to housing.



*Ed Staub and Sons in Klamath County

Oregon Solar + Storage Rebate Program

Oregon Department of Energy



<u>Eligibility</u>: Installation must be done by an approved contractor. The contractor must submit a reservation application **before starting construction or installation**. Lower income applicants are eligible for higher rebates, determined by eligibility for OHCS, ODHS, OHA programs or tax documents.

What: Oregon homeowners can get rebates for solar electric systems and energy storage systems. Rebates are paid to the ODOE-approved contractor and will be passed on as savings for you.

Benefit: Low or Moderate income: \$1.80 per watt (DC) of installed capacity, up to 60% of net cost or \$5,000.

Homeowners not considered low-to-moderate income: \$0.20 to \$0.50 per watt of installed capacity, up to 40% of the net cost or \$5,000.

<u>Timeline</u>: Accepting applications year-round.

To apply: Start by reaching out to an approved contractor. They must submit an application before starting the construction or installation. If you want a paired solar and storage system, they must be purchased together by the same approved contractor.





www.oregon.gov/energy/ incentives/Pages/OSSRP-For- Homeowners.aspx Contact Information: 503-378-4040

800-221-8035

Energy Efficient Wildfire Rebuilding Incentive

Oregon Department of Energy



Eligibility: Structure owners who have or are rebuilding structures damaged in the wildfires between August 1 and September 30, 2020. You must complete a jurisdiction permit process. See below for eligible structure types.

What: This program helps to rebuild residential and commercial structures that were destroyed by fire. You must incorporate energy efficiency improvements. They must have been destroyed by 2020 Labor Day wildfires. In Klamath and Lake Counties, fires included the *242 fire and the Brattain fire.

Eligible structures include: Site-built residential homes, Manufactured Homes, Multi-Family Buildings, and Public Buildings.

Benefit: Incentives depend on the type of home being rebuilt/ replaced and income. \$3,000 to \$18,000.

<u>Timeline</u>: You can apply at any time before funds run out.

To apply:

- 1. Confirm eligibility.
- 2. Complete application.
- 3. ODOE will review, verify, and send you a confirmation.
- 4. Complete your project.
- 5. Submit completion form.
- 6. ODOE will review and verify your completion form, and then send you your funds.

See website for more information on what you will need to give to ODOE depending on your structure type.



For More Information

www.oregon.gov/energy/incentives/pages/EEWR.aspx

Contact Information:

Wildfire.Recovery@energy.oregon.gov

Clean Energy Tax Credits



Equipment Type	Updated Tax Credit Available for 2023-2032 Tax Years
Home Clean Electricity Products	30% of cost
Solar, Fuel Cells, Wind Turbine, Battery Storage	
Heating, Cooling, and Water Heating	30% of cost, up to \$2,000 per year.
Heat pumps, Heat Pump Water Heaters, Biomass stoves	
Geothermal heat pumps, Solar (water heating)	30% of cost
Efficient air conditioners*, Efficient heating equipment, Efficient water heating equipment*	30% of cost, up to \$600
Other Energy Efficiency Upgrades Electric panel or circuit upgrades for new electric equipment*, Insulation materials*, Windows*, including skylights*	30% of cost, up to \$600
Exterior doors*	30% of cost, up to \$500 por puertas (up to \$250 each)
Home Energy Audits*	30% of cost, up to \$150
Home Electric Vehicle Charger	30% of cost, up to \$1,000*
Clean Vehicles	Depends on vehicle type, see IRS website on next pg.
*Subject to Cap of \$1200/year	

Eligibility: Homeowners, including renters for certain expenditures, who purchase energy efficient appliances and products.

What: A tax credit brings down the amount of income tax you would owe otherwise. For example, claiming a \$1000 federal tax credit brings down your federal income taxes due by \$1,000. The federal tax credit is sometimes referred to as an Investment Tax Credit.

Timeline: Some credits have an annual limit. A taxpayer can not claim the credits until the year the equipment is installed. Rules about carrying forward unused credits vary by credit.

To Apply: Fill out IRS Form 5695 with IRS instructions. Add it when you file your tax return. Add any relevant product receipts.

Internal Revenue Service (IRS), 1111 Constitution Avenue, N.W., Washington, D.C. 20224, (800) 829-1040



For More Information:

Clean Energy Tax Credits: www.energy.gov/policy/aritcles/making-our- homes-more-efficient-clean-energy-tax-credits-consumers

IRS IRA Credits and Reductions page: www.irs.gov/credits-and- deductions-under-the-inflation-reduction-act-of-2022.

5695 Form: www/irs.gov/forms-pubs/about-form-5695

About the Home Energy Rebate Programs:

www.energy.gov/scep/slsc/home-energy-rebate-programs

FAQ about energy efficiency home improvements and residential clean: energy property tax credits: https://www.irs.gov/newsroom/irsreleases-frequently-asked-questions-about-energy-efficient-homeimprovements-and-residential-clean-energy-property-credits

To look forward to: The Inflation Reduction Act, signed by President Joseph R Biden on August 16, 2022. This law includes \$391 billion to support clean energy and address climate change. This includes \$8.8 billion in rebates for home energy efficiency and electrification projects to help Americans save on energy bills, upgrade their homes, and improve energy efficiency and air pollution.

^{**}see more information in the Educational Resources section

Energy Efficiency Incentives and Rebates Energy T





Energy Trust of Oregon is dedicated to helping 2 million utility customers in Oregon save energy and benefit from renewable power. Energy Trust of Oregon works with utilities, nonprofits, and government agencies to get clean energy benefits to Oregonians. Energy Trust of Oregon can give you information, cash incentives, and contractor connections. Utilities that work with ETO in Klamath and Lake Counties include, Pacific Power, Avista, and Cascade Natural Gas.

To view residential programs online, visit; www/energytrust.org/residential/

Energy Assessments





Energy Trust Community Partner Organization: Lake County Resources Initiative (LCRI)

<u>What</u>: LCRI can conduct a home energy assessment of your home to see if you are eligible for Energy Trust of Oregon programs.

Benefit: Learn your home's energy efficiency status and what incentives you qualify for.

<u>Timeline</u>: Timing of assessment depends on the when the auditor is available.

<u>To apply</u>: Contact LCRI to schedule your home energy assessment.

Contact Information:

541-947-5461

Residential:

eric.genge@lcri.org

Commercial:

Amanda.tacke@lcri.org

LCRI also works on energy efficiency solutions with the agricultural sector and with forest issues.

Savings Within Reach

Eligibility: Your utility must be one of those listed on the previous page. See the link for income requirements.

What: This program makes home energy upgrades more affordable for income qualified households. With bigger incentives, you can spend less on energy saving projects and enjoy a more comfortable home.



For More Information

www.energytrust.org/

To apply:

- 1. Make sure you are eligible.
- 2. Contact an Energy Trust of Oregon trade ally contractor (see next page).
- 3. Before you start, you will sign an Income Verification Form.

Single family: 1-866-368-7878 Multi-family: 1-877-510-2130

Manufactured Homes Heat Pump **Special Offer**

Eligibility: Your utility must be one of those listed on the last page. You must work with one of the selected trade allies. See link for further home requirements.

What: \$3,500-\$4,000 cash incentive for manufactured homes. This offer is a higher incentive for professionally installed ducted or for a special ductless heat pump. This is available through December 31, 2024. Incentives will be paid to your contractor, who will subtract the incentive amount from your bill.

To apply:

- 1. Make sure you are eligible.
- 2. Have a trade ally apply for the incentive and put in the heat pump.



For More Information

www.energytrust.org/incentives/limited -time-promotion-for-ducted-andductless-heat-pumps

To receive a list of trade allies in your area: 1-866-311-1822

Incentives and Rebates



This section explains what kind of incentives may be available through Energy Trust of Oregon. You must ALWAYS get in contact with a trade ally contractor and explain you want incentives first. Your primary home energy source is a factor in your eligibility for many incentives. Incentive amounts are based on the type and utility services for your home and are subject to change.

Solar

Energy Trust incentives,
 Oregon rebates, and
 federal tax credits could
 offset up to 50% of solar
 system costs. To get started,
 connect with a qualified
 solar trade ally contractor.



www.energytrust.org/ incentives/solar-for-yourhome/



1-877-777-4018 solar@energytrust.org

Cooling Solutions

- Save on a cooling solution that improves comfort and helps lower energy costs during the hottest months of the year.
- Central Air Conditioner, Heat Pump, Ductless Heat Pump.



www.energytrust.org/ residential/incentives/ cooling-solutions



1-866-368-7878

Fireplace

 Installing an energyefficient fireplace in the most-used area of your home can save money on your heating bills.
 \$150-250 incentive.



www.energytrust.org/ residential/ incenitves/fireplace



1-886-368-7878

Water Heater

 Water heating accounts for 20% of the average homes energy use. Save \$100-\$700.



www.energytrust.org/ residential/incentives/ water-heater



1-866-368-7878

Heating Solutions

- Efficient heating and cooling will help you save on your home's biggest energy expense.
- Special Offers: Gas Furnaces, New Heat Pump for Manufactured homes.



www.energytrust.org/ residential/incentives/ furnace-and-heat-pump



1-866-368-7878

Insulation

 The better the insulation, the less your heating and cooling system has to work to maintain comfortable temperatures. Save \$0.50—\$1.50 per square foot.



www.energytrust.org/ residential/incentives/ insulation



1-866-368-7878

LED Grow Lights

 Installing LED grow lights in place of HID lights will help you save on monthly bills. They last 7-15 years.



www.energytrust.org/ residential/incentives/ led-grow-lights



1-866-368-7878

Thermostat

 Save up to \$80 on a Google Nest or ecobee Thermostat. Save energy and money, control from anywhere, and track your energy use.



www.energytrust.org/ residential/incentives/ thermostat



1-866-368-7878

Windows

 Windows can help you save on your biggest home energy expense: heating and cooling. Save \$1-1,50 per square foot.



www.energytrust.org/ residential/incentives/ windows



1-866-368-7878

Important Links



www.energytrust.org/find-a-contractor/



Income-qualified Services:

<u>www.energytrust.org/residential/incomequalified-services/</u>

Energy-saving help for renters:

www.energytrust.org/residential/residential-renters/



Washer and Dryer Savings:

https://www.energytrust.org/residential/ incentives/washer-dryer

Air Purifiers

<u>www.energytrust.org/residential/incentives/</u> <u>air-purifiers</u>

DIY Tips & Resources

www.energytrust.org/residential/diy/



*Find more resources in the educational resources section

Financing Options

On-Bill Repayment: Lower upfront project costs and start saving energy sooner with incentives and affordable financing repaid on your energy bill. Avista customers see pages 24-25, Pacific Power customers see pages 26-27.



www.energytrust.org/residential/residential-financing/

Are you a renter or landlord?

There are increased incentives for rental properties. Improvements for rental properties include; Ductless heat pumps, ducted heat pumps, heat pump controls, extended capacity heat pumps, gas furnaces, smart thermostats, attic insulation, wall insulation, and floor insulation. See link for more information.



<u>www.energytrust.org/incentives/landlords-property-managers-single-family-homes/</u>



www.energytrust.org/residential/residential-renters/



Energy Trust of Oregon Multifamily Incentives



Tribal Services

Energy Assistance Program

Klamath Tribal Administration

Rlamath Co.

Eligibility: Strong preference for Tribal Members of any Tribe. Your income must be less than 60% of the State Median Income.

What: This program can pay for your energy costs such as electricity, natural gas, propane, firewood, etc. It is usually paid directly to vendor.

Benefit: Amount is based on income, how many people in the home, type of energy, etc. Usually \$250 to \$600.

Timeline: WINTER: Oct 1st. for Elders and disabled. Nov 2nd for all other households.

SUMMER: June 1st for Elders and disabled and July 1st for all other households.



For More Information

klamathtribes.org/ community-services/

Contact Information: 541-783-2219 ext 119 Office: 501 Chiloquin Blvd. Chiloquin, OR 97624 Mailina Address: P.O. Box 436 Chiloquin, OR 97624

To apply:

- Complete application and intake appointment. (Call to schedule).
- Social Security cards for all household members.
- Photo ID for all adults.
- Proof of Tribal enrollment in a federally recognized Tribe for at least one person.
- Annual income for all adults.
- Utility bills for chosen heat source.

The Klamath Tribe's Community Services Department provides services and supports to enhance the self-sufficiency and well being of Tribal Elders, families, and community members. They do Elder nutrition and caregiver support, commodities, emergency funds, and more.



*This funding is the same as the KLCAS funding. You may only apply to either the Tribal OR the KLCAS program.

Tribal Services

Home Weatherization

Eligibility: Strong preference for Tribal Members of any Tribe. Your income must be less than 60% of the State Median Income. Assistance is available to renters and homeowners.

What: Help with home weatherization. For example, replacement of windows, doors, floors, roof, insulation, appliances, stoves, and more.

<u>Benefit</u>: Payment of up to \$3,500 over 5 years.

<u>Timeline</u>: You will be placed on a waitlist.



klamathtribes.org/ community-services/

To apply:

A complete application will have

- Household member info.
- Type of home.
- Type of weatherization service.
- Verification of ownership and or length of residence.



541-783-2219



Avista Programs

Avista is a natural gas utility that brings energy to communities in Oregon, Idaho, and Washington. Avista customers are eligible for Energy Trust of Oregon rebates and incentives. See pages 12-16.

My Energy Rate

Description

Monthly discount on energy bills. Amount depends on your specific case.

Eligibility

Income must be 60% below State Median Income.

Application

You may apply through Avista's website, call for a paper application, or through applying for energy assistance with KLCAS (see page 2).

Project Share

Description

Emergency assistance grants paid directly to Avista.

Eligibility

You must have hardship or emergency status.

Application

You may apply through Avista.

Comfort Level Billing

Description

This program makes it so you can pay the same amount each month. The amount is based on your normal yearly energy use.

Eligibility

We recommend that you get 9 to 10 months of service at your home before starting the plan. Contact Avista to see if you are eligible.

Application

Call Avista to sign up.

PSCCU Loans

Description

The Puget Sound Community Credit Union (PSCCU) works with Energy Trust of Oregon and Avista to make it easy to pay for your energy project.

Eligibility

You must be participant of the Energy Trust of Oregon.
Saving Within Reach program (See page 13). Must be a PSCCU member.

Application

You may apply through the PSCCU website or Energy Trust of Oregon.





Avista Customers

Eligibility: You must be an Avista customer for these resources. See descriptions for further eligibility requirements.

Timeline

You may apply at any time.



https://www.myavista.com/youraccount/power-of-compassion/ oregonassistance/my-energy-discount-or

*Arrearage Management: In applying for the bill discount program, assistance may be available for your past-due balance.

Timeline

You may apply at any time as funds allow.



www.myavista.com/about-us/ourcommunityassistanceprograms

Project Share is funded by donations. You can donate at givetoprojectshare.org

Timeline

You can stop at any time.



www.myavista.com/ your-account/ comfort-level-billing

Timeline

Sign on at any time. Loan lasts up to 120 months depending on the loan amount.



www.psccu.org/ energysmart.aspx

Contact Information:



(800) 227-9187

Business Hours:

Mon-Fri: 7:00 am -7:00 pm, Sat: 9:00 am - 5:00 pm.

Avista Utilities Customer Service, MSC-43 P.O. Box 3727 Spokane, WA 99220

Pacific Power

Pacific Power is a local investor-owned utility. Also known as Pacificorp and PAC. Pacific Power customers are eligible for Energy Trust of Oregon rebates and incentives. See pages 12-16.

Bill Discount Program

Description

You may be able to get a discount on your monthly electric bill. It's applied before taxes.
The discount amount is based on your households' size and income.

Eligibility

Gross annual
household income at
or below 60% State
Median Income (see
website). Power bill
must be in your name.

Application

You may self-certify for the program. You must provide your income and household size. Apply though the Pacific Power website, or call to apply by phone/ask for a paper copy.

Time of Use Rates

Description

With this program, you are billed based on when you use electricity. You can save money by shifting energy use to hours when the demand for electricity is lower.

Eligibility

It generally only makes financial sense for customers who can consistently and reliably shift their load to off-peak hours.

Application

Apply by signing up at any time by phone.

Craft 3 Loans

Description

On-bill repayment loans for energy upgrades for your home. Up to \$30,000. Depending on loan terms.

Eligibility

You must be a customer of Pacific Power. For Savings Within Reach, your project must be done by a trade ally contractor. See website for more information.

Application

Apply online. You must provide property information and utility information.





Pacific Power Customers

Eligibility: You must be a customer for these resources. See descriptions for further eligibility requirements.

Timeline

You may apply at any time.



pacificpower.net/LID



1-888-221-7070

Timeline

You must commit for 12 months.



<u>pacificpower.net/savings- energy-choices/time-of- use.html</u>



1-888-221-7070

Timeline

Loan lasts 5 to 10 years depending on which program you enroll in.



www.craft3.org/homeowner-loans/ home-energy/pacific-power-oregon



HomeEnergy@Craft3.org

1-888-231-2170 ext 225

Cascade Natural Gas

Cascade Natural Gas (CNG) is a natural gas Utility that serves 95 communities in Washington and Oregon. Cascade Natural Gas customers are eligible for Energy Trust of Oregon rebates and incentives. See pages 12-16.

Bill Discount Program

Description

Low income
customers may
receive a
discount on their bill.
The amount depends
on your Federal
Poverty Levels (FPL)
and State Median
Income (SMI). See tiers
chart.—>

Eligibility

Income must be at least 60% below SMI or 150 FPL (see website). The natural gas bill must be in your name.

Application

You must provide income information.
Apply through your local Community Action Agency, the CNG website, or call customer service.

Oregon Low income Bill Assistance

Description

You may be able to get between 80% -90% of your past due balance paid with this grant program.

Eligibility

See above for eligible income levels.
Customers who have been turned off can apply to get amount needed to reconnect.

Application

See above.
Applicants calling to reconnected to service should apply by calling Customer Service.

Budget Payment

Description

This plan takes the guesswork out of budgeting. It makes it so you may the same amount every month on your energy expenses. That way you can pay an even amount through the year, instead of paying larger bills in the winter.

Eligibility

Call to find out if you are eligible.

Application

To enroll, log into your account online or call Customer Service.



www.cngc.com/customerservice//payment-options/ budget-pay-plan/





Cascade Natural Gas Customers

Eligibility: You must be a customer for these resources. See descriptions for further eligibility requirements.

Timeline

You may apply at any time. You will receive the bill discount for two years. You may apply again at that time.



www.cngc.com/customerservice/low-income-assistanceprograms/#oregon.

TIER	INCOME LEVEL	PAST DUE PAID	RATE DISCOUNT
T1	0-25% FPL, 0-15% SMI*	90%	95%
T2	26-50% FPL, 16-30% SMI	86%	70%
ТЗ	51-100% FPL, 31-41% SMI	83%	45%
T4	101-150% FPL, 46-60% SMI	80%	15%

Timeline

This grant is available 1 time per program year.

Timeline

Your Budget Payment amount will be reviewed and will be adjusted periodically. If at the end of the program year, if you have a debit balance; it will be included in the following year's payment amount.

Contact Information:

Customer Service 7:30 am - 6:30 pm M-F



Phone: 888-522-1130

Fax: 888-649-9912 Online chat is available M-F 8 am to 3 pm.

www.cngc.com/contact-us/

Midstate Electric

Midstate Electric Co-op

Midstate Electric Cooperative, Inc. (MEC) is a private, non-profit rural electric cooperative providing electrical power and related services to 17.233 members in parts of Deschutes, Klamath, Lake, and Lane Counties.

Free Energy Audits

Description

You will get a review of your home to learn how you could save energy and money. For instance, increasing insulation, high performance lighting, the quality of your windows and doors, proper ventilation, and more.

Application Contact the Marketing and Communications Department.

Residential Rebates

Description

Midstate offers rebates and tips for taking energy-saving measures to make your home more energy efficient. You can get lower-cost appliances, heat pumps, windows, duct sealing, and more.

Eligibility Different rebates have different eligibility rules. Some require an Energy Audit to be completed. (see above).

Billing Options

Description

With budget billing, your payment will stay at the same amount all year long. This helps to lessen the impact of winter bills.

Eligibility

You must be a member of Midstate for at least 12 months.

Budget Billing

Application Call to apply.



www.midstateelectric.coop/billing-options

Free Nest Thermostat

Description Midstate is offering the newest Google Nest Thermostat for FREE! The Smart Thermostat rebate is applied right away.

Eligibility

This offer is only available for residential members with electric forced-air furnaces or heat pumps. Before you order, please go through the Nest Compatibility Checker.



Application Order online.

Order here.





Midstate Electric Co-op Customers

Eliaibility: You must be a customer for these resources. See programs for further eligibility requirements.

Timeline

Apply at any time.

Contact Information:



www.midstateelectric.coop/residential



541-536-2126 Ext 5 or 800-722-7219

Application

Applications for each type of rebate are online. Call or email with questions.

Timeline

Apply at any time.

PowerPay

Description

PowerPay is a prepay program. This makes it easier for people to begin service at a new location or to switch a service into their name. You can pay as little or as much as you wish, whenever you want.

Application

A signed PowerPay Service Agreement is required.



Member Service Department: 541-536-2126 or 800-722-7219 option 3



Surprise Valley Electric Coop



Surprise Valley Electric Coop also offers incentives for its customers. Call for more information.



(503) 222-3511 disvec@frontier.com

- Window upgrades
- Ductless heat pumps
- Insulation
- Net metering

https://surprisevalleyelectric.org/

Veterans

Oregon Veterans Emergency Financial Assistance



Eligibility: Veterans (defined in ORS 408.255) discharged under honorable conditions, and their un-remarried surviving spouse, dependent child, or step-child who are Oregon residents.

What: This program is for veterans and their immediate family who are in need of emergency financial assistance. The money goes straight to who you owe. This money can go to emergency or temporary housing and related housing expenses, such as utilities, insurance, house repairs and more.

Benefit: One time assistance up to \$1000.

<u>Timeline:</u> Applications are due by the 10th of every month.

Lake County VSO:

James Pereyra 541-947-6043

ipereyra@co.lake.or.us

Klamath County VSO:

Kathy Pierce 541-883-4274 kpierce@co.klamath.or.us

To apply:

- · Cover letter.
- Proof of Oregon residence.
- Documentation or statement(s) that show emergency financial need.
- Creditor contact info.
- Proof of change in name if a veteran's' name has been legally changed since discharge. And copies of the marriage certificate and the death certificate (if spouse).
- Application can be submitted to ODVA through a county or tribal Veteran Services Office (VSO, see below), or through a Veteran Advocate, or you may mail them directly to the Oregon Department of Veterans' Affairs.



Energy in Oregon

2022 Biennial Energy Report, ODOE, September 2022

<u>www.oregon.gov/energy/Data-and-Reports/Pages/Biennial-Energy-Report.aspx</u>

Key Points: The Oregon Department of Energy's Biennial Energy Report is developed every even-numbered year to inform local, state, regional, and federal policy development, energy planning, and energy Investments.

<u>The Oregon Energy History Timeline, ODOE, September 2022</u> energyinfo.oregon.gov/timeline

Key Points: The timeline includes a number of events that unfolded over time and policy choices that Oregon's leaders and citizens have made in response to these events.

Community Solar

Oregon Community Solar Program

www.oregoncsp.org

Community solar is solar energy that is generated from a central location and shared by multiple owners or subscribers. That means you don't need your own rooftop panels to get it.

The Oregon Community Solar Program gives customers of Portland General Electric, Pacific Power, and Idaho Power the option to subscribe to a community solar project and receive credits back on their utility bill.

Community Solar, Energy Trust of Oregon

www.energytrust.org/community-solar/

Webinars and Workshops

Community Energy Project

www.communityenergyproject/our-services/education

Corvallis-based organization providing free workshops and presentations that equip you with accurate, relevant, and actionable information for your home. Topics include; DIY Winter Weatherization, DIY Summer Weatherization, Lead Poisoning Prevention, and solar.

Solar Oregon

solaroregon.org

Terminology Resources

Understanding Energy FAQ

<u>www.constellation.com/energy-101/energy-choice/common-energy-terms.html#top</u>

Constellation is a utility outside of Oregon, but this FAQ site has many simple definitions and answers for common energy related questions.

Energy Terms Defined & Renewable Energy Glossary

www.inspirecleanenergy.com/glossary

Terms mostly relating to clean energy.

Glossary of Terms, Department of Energy

www.inspirecleanenergy.com/glossary

A more exhaustive glossary from the State and Local Solution Center.

How to Read your Bill

Pacific Power

https://oregoncub.org/news/blog/understanding-your-pacific-power-bill/2389/_

How to view your Pacific Power Bill, Anatomy of a bill, etc.

How to Read your Bill

Understanding Your Avista Bill

www.myavista.com/your-account/understand-your-bill

Videos and explanations for how to read your bill reading your meter, and more.

Cascade Natural Gas

www.cngc.com/customer-service/understanding-your-bill

Clickable sample bill with explanations.

Energy Efficiency Tips

<u>Low-Cost and No-Cost Tips to Save Energy and Money,</u> <u>Energy Trust of Oregon</u>

<u>www.energytrust.org/residential/diy/no-cost-and-low-cost-tips</u>

Whether you rent or own, you can increase comfort and lower energy costs with just a few small changes.

10 Ways to Save on Your Electric Bill Right Now

<u>www.oregonenergyfund.org/10-ways-save-electric-bill-now</u>

Energy Saver Guide

<u>www.energy.gov/energy-saver-guide-tips-saving-money-and-energy-home</u>

The Energy saver guide offers tips for saving money and energy at home and on the road.

Energy Savings Hub

www.energy.gov/save

No matter who you are or where you live, clean energy and energy efficient consumer choices are available now and more affordable.

Disaster Preparedness

No Power? No Problem: Tips to Help You Thrive in the Face of Disaster

<u>catalog.extension.oregonstate.edu/em9278</u>

Provides tips that will help residents in the possible event of a Cascadia Earthquake disaster; including what could be months of no electricity, disruption of internet, and other modern conveniences.

Policy

Home Energy Upgrade Incentives: Programs in the Inflation Reduction Act and Other Recent Federal Laws—Policy Brief, ACEEE

www.aceee.org/policy-brief/2022/09/home-energy-upgradesincentives-programs-inflation-reduction-act-and-other/

<u>Inflation Reduction Act Summary</u>

<u>bipartisanpolicy.org/blog/inflation-reduction-act-summary-energy-climate-provisions</u>

High-level summary of what is contained in the recently passed Inflation Reduction Act.

Energy Jobs

KCC—Electrical Apprenticeship

www.klamathcc.edu/apprenticeship

Apprentices are trained by current industry professionals through strategic partnerships with local businesses.

OIT-Renewable Energy Engineering

https://www.oit.edu/ree

Energy Jobs Network

www.energyjobsnetwork.com

Other

10 questions to ask if you want to get a heat pump

<u>www.canarymedia.com/articles/heat-pumps/10-Whatstions-to-ask-if-you-want-to-get-a-a-heat-pump</u>



Benefits & Other Assistance

Klamath County:

Aging & People w/ Disabilities/Adult Protective Services(541) 883-5551
Klamath & Lake Co. Council on Aging(541) 205-5400
DHS Self-Sufficiency(541) 883-5511 Food Stamps, Oregon Health Plan applications
Disabled American Veterans(541) 884-9125
Klamath Learning Cntr. (GED Support)(541) 883-4719
Legal Aid Services of Oregon(541) 273-0533
Toll Free(800) 480-9160
www.oregonlawhelp.org 832 Klamath Ave, Klamath Falls
Migrant Education Program(541) 883-4747
OR Telephone Asst Prg (OTAP)(800) 848-4442
Representative Payee Services(541) 882-3500
Seventh-Day Adventist Church(541) 882-2466
Hygiene/cleaning supplies; 1735 Main St 1st Tuesday: 9:00 am,
(first come first serve)
Social Security (SSDI, SSI, SSB)(800) 772-1213
Spokes Unlimited(541) 883-7547 Resource center for people with disabilities

Aging & People w/ Disabilities	(541) 947-3172
Area Agency on Aging	(541) 205-5400
DHS Self-Sufficiency	(541) 947-3376

Community Resources

Clothing/Household Resources

Klamath County:

Goodwill Industries(541) 883-3546
Hospice Thrift Shop Treasures(541) 880-0596
Integral Youth Services(541) 885-4929
By appointment only; age 0-18
Klamath Falls Gospel Mission(541) 882-4895
Furniture and clothing
Bridge Connection(512)217-9907
23411 Sprague River Highway Wednesday: 10:00 am - 2:00 pm

The Center	(541)	947-4966
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Counseling/Mental Health

Klamath County:

Best Care Treatment Services

In-patient Treatment.....(541) 883-2795

KBBH.....(541) 205-9106

Counseling and Med Mgmt Accepts Oregon Health Plan/sliding scale

KBBH at Phoenix Place(541) 883-1030

Life Recovery Network.....(541) 891-0071

Drug and Alcohol Addiction, Anger Management, Parenting, and Life Skills

Transformations Wellness Center.....(541) 884-5244

Treatment and counseling for substance abuse

Residential Treatment Services

Outpatient Services

Recovery Housing

Peer Support Services

Various classes and counseling services Accepts Oregon Health Plan/sliding scale

Lutheran Community Services.....(541) 883-3471

Grace William Health Systems.....(541)-880-4921

Lake County:

Lake Co. Mental Health.....(541)-947-6021

Mental Health Related Crisis

988 LIFELINE

Crisis

Klamath County:	
Emergency Services	9-1-1
Child Welfare	(541) 883-5570
Report child/adult abuse	(855) 503-7233
Crisis Helpline	(541) 884-0390
Toll Free	(800) 452-3669
Crisis referral services for domestic violence and	other emergencies
KBBH 24/7 Mobile	(541) 883-1030
Mental health related crisis	
Klamath Tribes Healing Winds	(800) 524-9787
Salvation Army	(541) 882-5280
Sky Lake Medical Center ER	(541) 883-6175
Veteran's Crisis Center	(800) 273-8255
Victim Assistance	(541) 883-5147
Lake County:	
Child Welfare	(541)947-2273
Report child/adult abuse	(855) 503-7233
Dove Advocacy Center Crisis	(541) 947-2449
Toll Free	(800) 338-7590
Dove Advocacy Center Non-Crisis	(541) 947-2498
www.lakecountycrisiscenter.org	
New Beginnings Intervention Center	(541)-576-3009
Local Hotline	(541-) 576-3051
24-hour Hotline	(800) 850-4838

Community Resources

Emergency Services

Klamath County:	
Klamath Co. Fire District Admin	(541) 885-2056
Klamath Co. Sheriff's Office	(541) 883-5130
Klamath Falls City Police	(541) 883-5336
Disabled American Veterans Hall	(541) 884-9125
Klamath & Lake County:	
Emergency	9-1-1
State Police Dispatch	(541) 883-5711
Lake County:	
Lake County Dispatch	(541) 947-6027

Employment

Klamath County:

Goodwill Industries	(541) 883-3546
Express Personnel	(541) 273-5000
Klamath Tribes Education and Employment	(541) 783-2219
Labor Ready	(541) 850-3845
Elwood Staffing	(541) 884-1410
WorkSource Klamath/Employment Department	(541) 883-5630
www.workinginoregon.org	

COIC Career	Center	541) 947-	5702

Families/Children/Youth

1

rannics/ Cimarch/ 100m	
Klamath County:	
Assistance League®	(541) 883-1721
Operation School Bell: referred by schools only, school supplies, and clothes for low income children	
Citizens for Safe Schools	(541) 882-319
Early Childhood Intervention	(541) 883-4748
Family Support & Connections	(541) 882-3500
Friends of the Children	(541) 232-2022
Integral Youth Services	(541) 885-4929
Shelter, education, jobs, advocacy, services for homele	ess children
Klamath County CASA	(541) 885-6017
(Court Appointed Special Advocate) Klamath Co.	
Klamath Family Head Start	(541) 882-5988
Klamath County/Lake County:	
Assistance for Single Mothers	
https://singlemotherguide.com/state/oregon/	
Child Care Resource & Referral	(541) 882-2308
Toll Free(541) 492-6609
OR Child Development Coalition	(541) 884-8812
Lake County:	
Child Welfare	(541) 947-2273
Klamath Family Head Start	(541) 947-5335
Lake Co. CASA	(847)383-6260
(Court Appointed Special Advocate)	
Lake Co. Youth Mentor Program	(541) 947-4880

Klamath County Food Resources

Monday:

Grace William Health Systems 714 Main Street Ste #200 Klamath Falls 4:00 pm - 6:00 pm 1st Mon. of the month

Tuesday:

Salvation Army
3240 Maywood Dr, Klamath Falls
8:00 am - 10:00 am Every Tuesday
Ponderosa Christian Fellowship 356856 Main St, Crescent
10:00 am - 12:00 pm Every Tuesday
Klamath Interfaith Pantry 1175 Crescent Ave, Klamath Falls
5:30 pm - 7:00 pm Last 2 Tues. of month

Wednesday:

St. Vincent De Paul 4880 Bristol Ave, Klamath Falls
4:00 pm - 5:15 pm Every Wednesday
Bridge Connection 23411 Sprague River Hwy, Sprague River
10:00 am - 2:00 pm Every Wednesday
Refuge Church Malin/Merrill 225 N. Monroe St, Merrill
10:00 am - 12:00 pm 2nd & 4th Wed.
Standing Stone Church 19140 Elder St, Bly
8:30 am - 11:30 am 3rd Wed. of the month
Chiloquin Care Program 225 Hwy 422 S., Chiloquin
10:00 am - 12:00 pm 4th Wed. of the month

Thursday:

Salvation Army 3240 Maywood Dr, Klamath Falls 8:00 am - 11:00 am Every Thursday

Friday:

Salvation Army (PREMADE BOXES)
3240 Maywood Dr, Klamath Falls
10:00 am - 11:00 am Every Friday
Bible Baptist Church 4849 S 6th St, Klamath Falls
1:00 pm - 4:00 pm 3rd Fri. of the month

Lake County Food Resources

Bountiful Blessings	(541) 419-2826
2nd and 4th Wednesday 1:00pm to 4:00	pm 60506 Old Lake Rd. Christmas Valley
Lakeview Inner Court Family Center	(541) 943-3551
2nd Tue 5:00 pm - 6:00 pm; 723 Chewau	can, Paisley
Lake County Food Share	(541) 219-6044
Thursday 10:30 pm - 12:30 pm; and Last T	Thursday 5:00pm to 7:00 pm 247 North N St.
in Lakeview	
Paisley Food Share	(541) 943-3551
1st Monday 4:00pm to 5:00 pm 1109 Cot	tonwood in Paisley
The Center	(541) 947-6035
Meals on Wheels and meals on-site	



Housing Resources

Klamath County:

Fair Housing Council of Oregon(503)-223-8197 fhco.org

Housing Consumers info: renters, buyers, loan applicants, etc.

IYS-Transitional Living Program.....(541) 810-4331 Ages 16-21

Klamath Housing Authority.....(541) 884-0649

Warming Center.....(541) 883-2286

Medical/Health

Klamath County:

 Best Med Urgent Care
 (541) 883-2337

 Bonanza Clinic
 (541) 545-1820

 Cascade East Family Practice
 (541) 274-6733

 Chiloquin Open Door
 (541) 783-2292

 Klamath Co. Health Dept
 (541) 882-8846

 Klamath Family Open Door
 (541) 851-8110

 Accepts Oregon Health Plan/CAL-Med

Klamath Tribal Health & Family Services

Chiloquin Clinic	(541) 783-3293
Klamath Falls Clinic	(541) 882-1487
Merrill Clinic	(541) 798-5074
Sky Lakes Medical Center	(541) 882-6311
Veterans Clinic	(541) 273-6206

Medical/Health

Klamath/Lake County:

Lions Club-Vision (Hotline)......(800) 635-4667

Meet every 1st/3rd Tuesday 12:00

OR Prescription Drug Program.....(800) 913-4146

Lake County:

Rental Assistance

Klamath County:

Rental Assistance

Klamath/Lake County:

KLCAS	(541) 882-3500
Klamath Housing Authority	(541) 884-0649
HUD (Section 8) and Public Housing	
Oregon Human Development Corporation	
Emergency Assistance	(541) 883-7186 option

Shelters

IYS - Exodus House.....(541) 884-2319

Klamath County:

Emergency shelter for ages 7-17	
Klamath Falls Gospel Mission	(541) 882-4895
Klamath Advocacy Center	(541) 884-0390
Shelter for women and children fleeing domestic rape crisis	violence and
Veteran's Homeless Hotline	(877) 424-3838

211

Dial 2-1-1 to find available resources for Klamath or Lake County or visit www.211.info.or



Transportation

Klamath County:

Lake County:

Oregon Plus Packages

For Senior and Disabled clients only

Inner Court Family Center(541) 943-3551
723 Chewaucan, Paisley, OR

Community Resources

Utility/Weatherization

Klamath County:

Klamath Christian Center(541) 8	82-4646
Klamath Tribes(541) 7	783-2219
Toll Free(800) 5	524-9787
Utility/Weatherization Pacific Power(888) 2	21-7070
Salvation Army(541) 8	382-5280
Utility Assistance	
Thrive Church	ne Calls
Utility help—must bring in shut-off notice Intake on the 2nd Wed of the month from 9:00 am – 11:00 am (first come, first served)	dnesday

Klamath/Lake County:

Oregon	Human D	evelopment	Corporation	

Weatherization	(541) 883-/186 option 2
Emergency Utility	(541) 883-7186 option1
Prescription Drug Program	<u>www.opdp.org</u>

Inner Court Family Center	(541) 943-3551
Monday - Thursday: 8:00 am - 3:00 pm	
723 Chewaucan St., Paisley	
Lake Co. Senior Citizen's Assoc	(541) 947-4966

Childcare Resources

Klamath Falls Providers

Animal Crackers (Ages 2 months- 11 years)	(541) 591-3800
A Family Gathering Place (Ages 1.5 - 5 years)	(541) 883-3471
Angeles Alvarado (Ages 1 month- 12 years)	(541) 891-9179
Baby Llamas (Ages 1 month - 2 years)	(541) 880-4080
Beatriz Vargas (Ages 2 months - 11 years)	(541) 851-6000
Casa de Cuidado Maria Barajas (Ages 1 - 12 years)	(541) 539-8350
Carerra Childcare (Ages 1 month – 13 years)	(541) 539-9555
Courtney Janoes (Ages 1 month -10 years)	(503) 640-6696
Daniels Day Care (Ages 1 month - 13 years)	(541) 591-4822
Diane Rogers (Ages 2 - 12 years)	(541) 205-4933
Doodah Day (Ages 1 month - 12 years)	(541) 591-6171
Gosia's Daycare (Ages 1 month - 10 years)	(541) 810-3671
Great Expectations	
Preschool LLC (Ages 6 months—6 years)	(541) 331-7063
Jennifer Rivera (Ages 1 month - 12 years)	(541) 281-8183
Josephine Mendez (Ages 3 months - 4 years)	(541) 591-3542
Klamath Early Childhood	
Development Center KEDC (Ages 3 - 5 years)	(541) 885-4275
Klamath Family Head Start (Ages 2 - 5 years)	(541) 887-8244
Klamath KID Center Inc (Ages 2 months - 12 years)	(541) 883-8141

Childcare Resources

Klamath Falls Providers

Lil Hands Daycare (Ages 1 month - 13 years)(541) 8	391-2427	,
Little Angels (Ages 6 months - 13 years)(541) 2	273-5764	ļ
Little Swans Child Care (Ages 1.2-13 years)((541)	892-3335	5
Lorenza Bautista (Ages 1 month - 12 years)(541) 5	539-7630)
Me-Me's Daycare (Ages 1 month -12 years)(541) 8	391-6063	}
Naomi Sparks (Ages 6 months - 11 years)(425) 2	281-2088	,
OCDC-Klamath County (Ages 3 - 6 years)((971)	272-3523	3
Pelican Babies Child			
Development Center (Ages 1 month - 3 years)(541) 8	385-4274	1
Pelican Gathering Preschool (Ages 3.5 - 5 years)	(541)	892-5107	7
Sup to Way Christian			
Preschool (Ages 2 months – 6 years)	(541)	883-4085	5
Sillvya Cerdeneta Serrato (Ages 3 months -12 years)(541) (591-9930)
Starletta (Ages 1 month - 13 years)((541)	882-7371	
Tiny Hopefuls Daycare (Ages 2.5 - 6 years)((541)	884-0398	3
Weber Family Daycare (Ages 2 months - 8 years)(541) (363-2337	,
Whispering Pines Preschool & Daycare (Ages 2-6 years)((541)	643-0418	3
YMCA Fairview Site (Ages 5 - 13 years)((541)	887-2512	2



Childcare Resources

Bonanza Providers

Klamath Falls Head Start Bonanza site (Ages 3 - 5 years).....(541) 545-3218

Klamath Family Head Start Bonanza (Ages 1 month - 3 years).....(541) 892-5988

Chiloquin Providers

The Klamath Tribes Early Childhood Development Center (Ages 1 month - 13 years).....(541) 783-0804

Merrill Providers

Klamath Falls Head Start Merrill (Ages 2 - 5 years).....(541) 798-1043

Lake County Providers

Lakeview Head Start (Ages 3 - 5 years).....(541) 947-5335



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