

2023-24

Klamath and Lake Energy Resource Guide

Bill Assistance

Home Energy Improvements

Rebates, Incentives, Tax Credits

Educational Resources

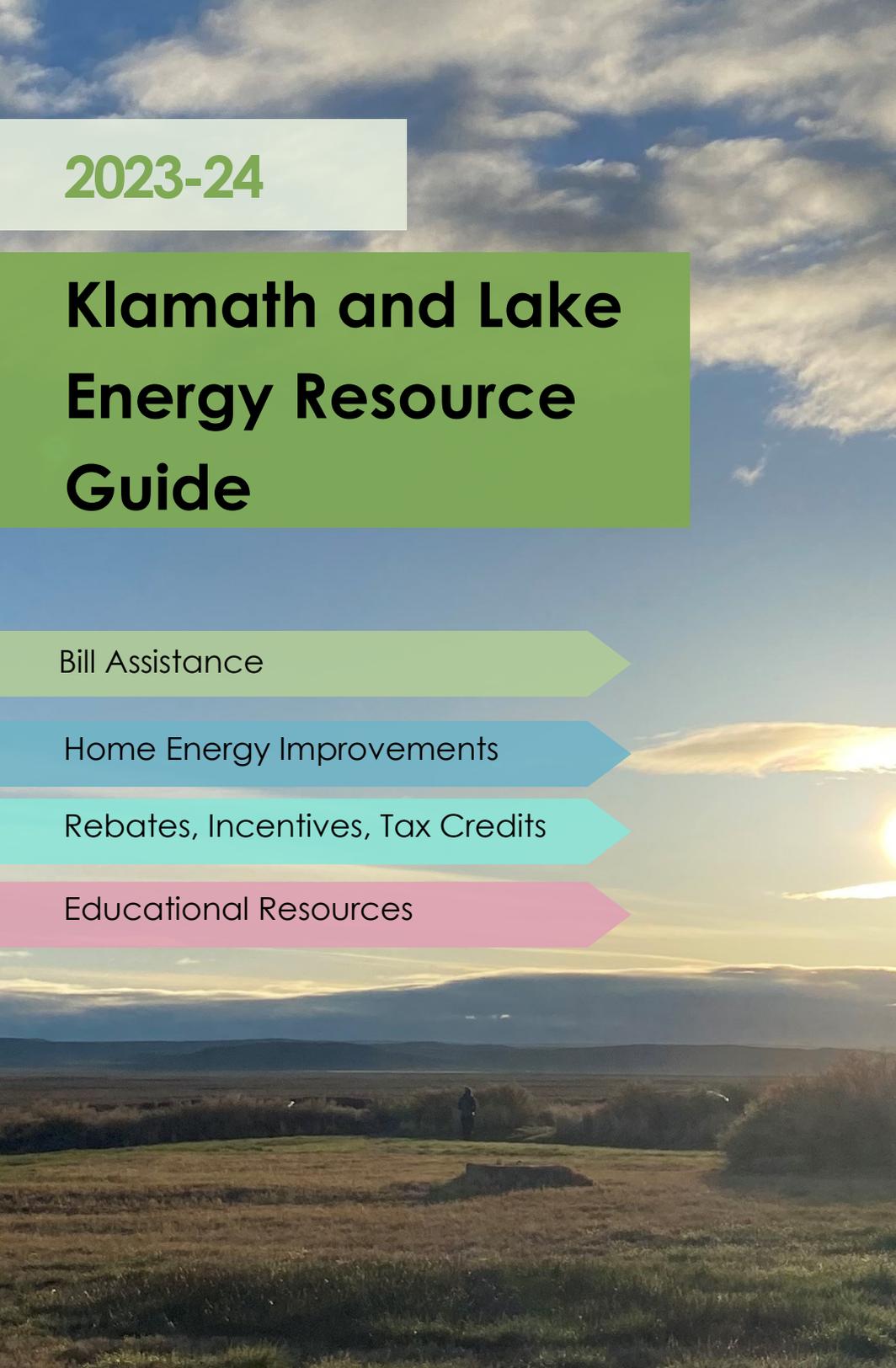


Table of Contents

Introduction (How to Use this Guide).....	1
Low Income Services	
Bill Assistance.....	2
Energy Assistance (KLCAS)	2
Emergency Assistance (The Salvation Army)	3
Emergency Assistance (United Christian Ministries)	3
Low to Moderate Income Services	
Home Energy (Efficiency) Improvements.....	4
Weatherization Assistance (OHDC).....	4
Flexible Funds (OHP)	5
State Home Oil Weatherization Program (OHCS).....	6
Woodstove Changeout Program.....	7
Rebates, Incentives, Tax Credits	
Solar + Storage Rebate Program (ODOE).....	8
Energy Efficient Wildfire Rebuilding Incentive (ODOE).....	9
Federal Programs - Clean Energy Tax Credits	10-11
Energy Trust of Oregon.....	12
Free Energy Audit (LCRI).....	12
Savings Within Reach (ETO).....	13
Manufactured Homes Heat Pumps Special Offer (ETO)	13
Incentive and Rebates (ETO).....	14-16
Extra Help page	17
Utility/Population Specific Services	18
Tribal Services.....	18-19
Avista Programs	20-21
Pacific Power	22-23
Cascade Natural Gas.....	24-25
Midstate Electric Cooperative.....	26-27
Oregon Veterans Emergency Financial Assistance.....	28
Educational Resources.....	29-32

Introduction

The Klamath and Lake Energy Resource Guide was created to spread awareness of energy-related services in Klamath and Lake Counties in the State of Oregon. This is a one-stop-shop of the available resources for everyday residential energy consumers. 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 book.

How to Use this Guide

Refer to the Table of Contents to see the different sections of this guide book. The colored tabs on the edge show what section you are in. Many programs could fall under multiple categories.



Each page lays out who is eligible for the program in the rounded eligibility box.



The pin symbol shows what the service area of the program is.



Each page has contact information in a square box or beside a phone/email icon.



You can go to the website of the program by scanning the QR code, clicking on the link, or typing in the link on your device.

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.

Low-Income Services

Energy Assistance Program Klamath and Lake Community Action Services (KLCAS)



Klamath Co. &
Lake Co.

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

What: 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.

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

Timeline: Winter: Oct 1st for those 60 and older or disabled, Nov 1st for the community at large. Summer: June 1st for those 60 or older or disabled, July 1st for the community at large. You may apply once a 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.
- Apply online or email, fax, mail or drop off your application.

 **For More Information;**

<https://klcas.org/energy/>

Contact Information:

energy@klcas.org

(541) 882-3500

2316 South Sixth Street
Suite C, Klamath Falls,
Oregon, 97601



KLCAS is a non-profit. Other programs include, Homelessness Prevention, Family Support and Connection, Supportive Services for Veterans Families, and Rep-Payee Services.

Info@klcas.org

*Tribal persons can only apply for either Tribal energy assistance or KLCAS energy assistance.

Emergency Utility Assistance, The Salvation Army

 Klamath Co.

Eligibility: 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 months 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.



cascade.salvationarmy.org



541-892-27623 (cell)

541-882-5280 (office)

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

Debi.leighton@usw.salvationarmy.org

Emergency Utility Assistance, United Christian Ministries

 Klamath Co.

Eligibility: You must have a shut-off notice.

What: 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.

To apply: 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.



Thrive Church
485-232-7685

235 S Laguna St, Klamath Falls, OR 97601

Low-Moderate Income

Weatherization Assistance



Oregon Human Development Corporation

Eligibility: 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.

Benefit: Payment to vendors for installation of weatherization services in full.

Timeline: 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,
- ID,
- Social Security cards,
- and account numbers.



For More Information;

<https://www.ohdc.org/weatherization-service.html>

Contact Information:

(541)883-7186

francisco.venegas@ohdc.org

306 S 6th St,

Klamath Falls, OR, 97601



OHDC

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

Flexible Funds (Air conditioning) Oregon Oregon Health Plan

Eligibility: 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.

Timeline: 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.

To apply:

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:



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@eooco.com

Low to Moderate Income

State Home Oil Weatherization

Oregon Housing & Community Services  Oregon

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.*

Description: 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.

Tier 2 Benefit: 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 per

region); and/or

- \$1,000 for windows and doors measures.

Timeline: Applications must be submitted by one year from the date of the installation.

To apply:

- Complete 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 W-9 form.



For More Information;

<https://www.oregon.gov/ohcs/energy-weatherization/Pages/show.aspx>

Contact Info:
Joy Aldrich, SHOW
Program Analyst
Salem: (503) 986-
0973 Email:
Joy.Aldrich@oregon.gov



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



Woodstove Changeout Program



Eligibility: Priority will be given to low to moderate income homeowners.

Description: Smoke from residential wood stoves can cause poor indoor and outdoor air quality and harmful health effects. This program replaces inefficient woodstoves and fireplaces with more efficient gas and electric options (including a free standing gas stove, gas fireplace insert, gas furnace, or electric heat pump).

Timeline: Accepting applications year-round.

To apply:

Fill out an application with:

- The homeowners information,
- and existing appliance information.



Benefit: Grant funds up to \$6,000 per approved Woodstove Changeout. Up to \$2,500 per Home Weatherization.

The application can be emailed or dropped off.

 **For More Information;**

www.scoedd.org/woodstove-change-out



Contact Information:

scoedd@scoedd.org

803 Main Street, Suite 202, Klamath Falls (2nd floor WaFd Bank Building).

541-884-5593

SCOEDD serves as the primary conduit for regional economic resources for Klamath and Lake Counties Oregon.



“Our vision for the future of Klamath and Lake Counties is a thriving economy, rooted in our local renewable resources, the resourcefulness of our people, and our willingness to work together for the mutual benefit of all of our citizens.”

*Only homes in the “non-attainment zone” qualify, for more information, visit, <https://www.klamathcounty.org/DocumentCenter/View/1019/Map-of-the-Air-Quality-Zone-PDF>

Low to Moderate Income

Oregon Solar + Storage Rebate

Program Oregon Department of Energy

Oregon

Eligibility: 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.

Timeline: 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. The systems must follow electric utility-specific rules and regulations.



Contact Information:

503-378-4040

800-221-8035

ODOE.solarRebates@oregon.gov

 **For More Information;**

www.oregon.gov/energy/incentives/Pages/OSSRP-For-Homeowners.aspx



Energy Efficient Wildfire Rebuilding Incentive

Oregon Department of Energy



Eligibility: Structure owners that 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.

Description: 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.**

Timeline: 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.

Federal Programs

Clean Energy Tax Credits



Equipment Type	Updated Tax Credit Available for 2023-2032 Tax Years
Home Clean Electricity Products Solar, Fuel Cells, Wind Turbine, Battery Storage	30% of cost
Heating, Cooling, and Water Heating Heat pumps, Heat Pump Water Heaters, Biomass stoves	30% of cost, up to \$2,000 per year
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 for doors (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	

Rebates + Incentives

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.

IRSHomeRebates@hq.doe.gov
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/articles/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: www.irs.gov/newsroom/irs-releases-frequently-asked-questions-about-energy-efficient-home-improvements-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. The [Office of State and Community Energy Programs](#) (SCEP) is working to distribute these funds soon. **

**see more information in the Educational Resources section

Energy Trust Of Oregon

Energy Efficiency Incentives and



Rebates



Oregon

EnergyTrust
of Oregon

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/



Rebates + Incentives

Free Energy Audits Klamath Co. & Lake Co.



LCRI
LAKE COUNTY
RESOURCES INITIATIVE

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

What: LCRI can conduct an energy audit at 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.

Timeline: Timing of audit depends on the when the auditor is available.

To apply: Contact LCRI to schedule your energy audit.

Contact information:

541-947-5461

Jonathan.VanRoekel@lcri.org

Alaina.kuhlman@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 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/incentives/savings-within-reach



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.
Multifamily: 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 goes through December 31, 2023. 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-and-ductless-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-your-home/



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



www.energytrust.org/residential/incentives/fireplace



1-866-368-7878

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, Electric Heat Pump, and more.



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/kitchen-appliances



1-866-368-7878

Low-Mod Income

Important Links



Find a Contractor Tool:

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



Online Home Assessment: energytrust.clearresult.com/explore_app/



Income-qualified Services:

www.energytrust.org/residential/income-qualified-services/



Energy-saving help for renters:

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



*Find more resources in the educational resources section

Rebates + Incentives

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.



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



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 20-21 Pacific Power customers see pages 22-23.



www.energytrust.org/residential/residentialfinancing/

Extra Help

211

Dial 2-1-2 to find available resources for Klamath or Lake County or visit

www.211.info.or



Healthy Klamath Connects

Healthyklamathconnect.com



Sprague River Bridges Connection

Limited burning fire wood. 541-891-1232

St. Pius Church (St. Vincent DePaul)

4880 Bristol Avenue, Klamath Falls, Oregon, 97603. 541-884-4242. Office@piusxkf.com. Piusxkf.com.



Inner Court Family Center

Application help: 541-943-3551. M-F 8:00 am—3:00pm. 723 Chewaucan, Paisley

Lake Co. Senior Citizen's Association

541-947-4966

Klamath Christian Center

541-882-4646. 6100 Church Hill Dr. Klamath Falls. OR 97603. Tu, W, Th 9:00 am—1:00pm.

www.klamathchristiancenter.org



If you are a veteran there are services that could help with your energy bill, contact the veterans organizations you are affiliated with. Also see page 28.

Disabled American Vets

2809 Avalon Street, Klamath Falls, 97603, 541-884-9125, davkf.ch12@gmail.com.

Supportive Services For Veterans Families—KLCAS

<https://www.klcas.org/veterans>



SSVF is a program that helps Veterans and their Families who are homeless or at risk of becoming homeless.

Tribal Services

Energy Assistance Program

Klamath Tribal Administration



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.

To Apply:

- Complete application and intake appointment. (Call to schedule).
- Social Security card(s) 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.



For More Information;

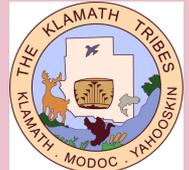
<https://klamathtribes.org/community-services/>



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

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.

The Elders Heating Program

Eligibility: No income limits. Must be 60 years or older. Tribal Members of any Tribe strongly preferred.

What: This program helps Tribal Elders that are within the Tribal service area with energy costs.

Benefit: Up to \$350 per year.

Timeline: Only offered in winter, applications will be mailed to Klamath Tribal Elder Households in September. Funds are limited.

To Apply: Turn in a completed application, and a copy of your utility bill (if applicable).



[https://klamathtribes.org/
community-services/](https://klamathtribes.org/community-services/)



541-783-2219 ext 199

Wanita.brown@klamathtribes.com

Home Weatherization

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

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

Benefit: Payment of up to \$3,500 over 5 years.

Timeline: You will be placed on a waitlist.

To apply: A complete application will have

- household member info,
- type of home
- type of weatherization service, and
- verification of ownership and or length of residence.



[https://klamathtribes.org/
community-services/](https://klamathtribes.org/community-services/)



541-783-2219 ext 199

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. For example, a severe change of income, past due on payment. No income limit.

Application

You may apply through Avista or KLCAS (pg 2).

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. With a PSCCU loan you can pay back your loan on your monthly bill.

Eligibility

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

Application

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



Klamath Falls and surrounding areas

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/MyEnergyRate>



***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.



<https://www.myavista.com/about-us/our-communityassistanceprograms>



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

Timeline

You can stop at any time.



<https://www.myavista.com/your-account/comfort-level-billing>



Timeline

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



<https://www.pscu.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

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	Eligibility	Application
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.	Gross annual household income at or below 60% State Median Income. (see website). Power bill must be in your name.	You may self-certify for the program. You must provide your income and household size. Apply through the Pacific Power Website, or call to apply by phone/ask for a paper copy.

Time of Use Rates

Description	Eligibility	Application
With this 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.	It generally only makes financial sense for customers who can consistently and reliably shift their load to off-peak hours	Apply by signing up at any time by phone.

Craft 3 Loans

Description	Eligibility	Application
On-bill repayment loans for energy upgrades for your home. Up to \$30,000. Different loan terms apply if you are enrolled in Energy Trust of Oregon's Savings Within Reach Program.	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 details.	Apply online. You must provide property information and utility information.



Klamath Co. & Lake Co. & other OR areas.

Eligibility: You must be an PAC 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.



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



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-



HomeEnergy@Craft3.org
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	Eligibility	Application
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. —>	Income must be at least 60% below SMI or 150 FPL (see website). The natural gas bill must be in your name.	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	Eligibility	Application
You may be able to get between 80% - 90% of your past due balance paid with this grant program.	See above for eligible income levels. Customers who have been turned off can apply to get amount needed to reconnect.	See above. Applicants calling to reconnect to service should apply by calling Customer Service.

Budget Payment

Description	Eligibility	Application
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 when you use more natural gas.	Call to find out if you are eligible.	To enroll, log into your account online or call Customer Service.



www.cngc.com/customer-service/payment-options/budget-pay-plan





Klamath Co. Locations Served: Gilchrist, Crescent, Chemult, La Pine.

Eligibility: You must be a CNG 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/customer-service/low-income-assistance-programs/#oregon



Timeline

This grant is available 1 time per program year.

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%
T3	51-100% FPL, 31-41% SMI	83%	45%
T4	101-150% FPL, 46-60% SMI	80%	15%

Timeline

Your Budget Payment amount will be reviewed and 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/](http://www.cngc.com/contact-us/)



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.



<https://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.



<https://midstateelectric.coop/nest>

 **Parts of Klamath Co. & Lake Co.**

Eligibility: You must be an Midstate customer for these resources. See programs for further eligibility requirements.

Timeline

Apply at any time.

Application

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

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

Contact Information:

 <https://www.midstateelectric.coop/>



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

marketing@midstateelectric.com

Timeline

Apply at any time.

Surprise Valley Electric Coop

 **Some areas in Lake Co.**

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

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



(503) 222-3511

djsvec@frontier.com



<https://suprisevallelectric.org/contact-us>

Veterans

Oregon Veterans Emergency Financial Assistance

Oregon Department of Veterans' Affairs



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.

Timeline: Applications are due by the 10th of every month. You can only get this grant once.

 **For More Information;**

www.oregon.gov/odva/Benefits/Pages/Emergency-Assistance.aspx



To Apply:

- Cover letter.
- Proof of current 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



Lake County VSO:

541-947-6043

Jen Antle



janntle@co.lake.or.us

Klamath County VSO:

Kathy Pierce

541-883-4274.



kpierce@co.klamath.or.us

Educational Resources

Energy in Oregon

2022 Biennial Energy Report, ODOE, September 2022

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



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.

The Oregon Energy History Timeline, ODOE, September 2022

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



Key Points: 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.

Educational Resources

Webinars and Workshops Continued

Solar Oregon

solaroregon.org

Online events about going solar.



Terminology Resources

Understanding Energy FAQ

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

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

oregon.cub.org/news/blog/understanding-your-pacific-power-bill/2389/

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



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/

Click-able sample bill with explanations.



Energy Efficiency Tips

Low-Cost and No-Cost Tips to Save Energy and Money, Energy Trust of Oregon

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



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

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



Energy Saver Guide

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



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 the Department of Energy is working to make them more affordable and accessible.

Disaster Preparedness

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

catalog.extension.oregonstate.edu/em9278



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

Your Savings Calculator, How much money will you get with the Inflation Reduction Act?

www.rewiringamerica.org/all/ira-calculator



Estimates based on your location, homeowner status, income, tax filing, etc.

Educational Resources

Policy Continued

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-upgrades— incentives-programs-inflation-reduction-act-and-other/

Inflation Reduction Act Summary

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

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

Energy Jobs

KCC—Electrical Apprenticeship

www.klamathcc.edu/en-US/academics/academic-programs/transport-industry-engineering-agricultureapprenticeship-related-training/apprenticeship-student.html



OIT-Renewable Energy Engineering

www.oit.edu/academics/degrees/renewable-energy-engineering



Energy Jobs Network

energyjobsnetwork.com



Workforce Development Resource Map

www.energy.gov/diversity/workforce-development-resource-map

Other

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

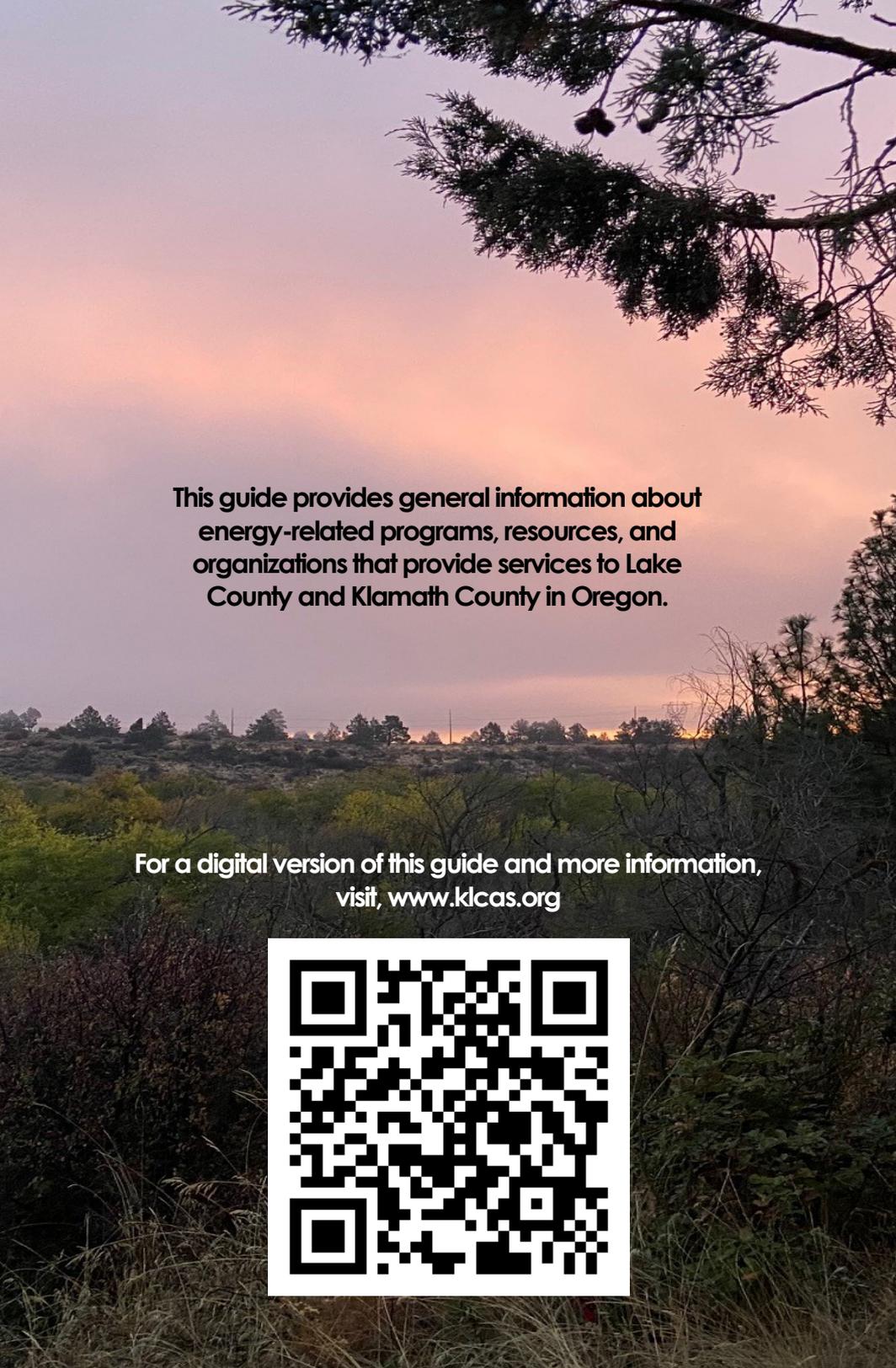
www.canarymedia.com/articles/heat-pumps/10-questions-to-ask-if-you-want-to-get-a-a-heat-pump



Resources-Office of Energy Efficiency & Renewable Energy

www.canarymedia.com/articles/heat-pumps/10-questions-to-ask-if-you-want-to-get-a-a-heat-pump





This guide provides general information about energy-related programs, resources, and organizations that provide services to Lake County and Klamath County in Oregon.

For a digital version of this guide and more information, visit, www.klccas.org

