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

Table of Contents

Bill Assistance 6

Energy Assistance (KLCAS) 6

Emergency Assistance (The Salvation Army) 7

Emergency Assistance (United Christian Ministries) 7

Home Improvements 8

Weatherization Assistance (OHDC) 8

Flexible Funds (OHP) 9

State Home Oil Weatherization Program (OHCS) 10

Rebates, Incentives, Tax Credits 11

Solar + Storage Rebate Program (ODOE) 11

Federal Programs - Clean Energy Tax Credits 12-13

Energy Trust of Oregon 14

Free Home Energy Assessment (LCRI) 14

Savings Within Reach (ETO) 15

Manufactured Homes Heat Pumps Special Offer (ETO) 15

Incentive and Rebates (ETO) 16-17

Important Links 18-19

Utility/Population Specific Services 20

Tribal Services 20-21

Avista Programs 22-23

Pacific Power 24-25

Cascade Natural Gas 26-27

Midstate Electric Cooperative 28-29

Surprise Valley Electric Corporative 29

Table of Contents

Oregon Veterans Emergency Financial Assistance..... 30

Educational Resources..... 31-35

Community Resources 36

Benefits and Other Assistance..... 36

Clothing and Household Resources..... 37

Counseling and Mental Health..... 38

Crisis..... 39

Emergency Services..... 40

Employment..... 40

Families, Children, and Youth..... 41

Food Resources 42-43

Meals and Food Boxes..... 43

Housing Resources..... 44

Medical/Health..... 44-45

Rental Assistance 45

Shelters..... 46

Transportation..... 47

Utility/Weatherization 48

Child Care Resources..... 49

Klamath Providers..... 49-50

Bonanza Providers..... 51

Chiloquin Providers..... 51

Merrill Providers..... 51

Lake County Providers..... 51

Notes..... 52-54



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.



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 clicking on the link, or typing in the link on your device.

Bill Assistance

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 the 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: Nov. 1st for those 60 and older or disabled, Dec. 1st for rest of the rest of the public. Summer: 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.

For More Information
www.klcas.org/energy/

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

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 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.

cascade.salvationarmy.org
Southern Oregon Service Extension 3240 Maywood Dr, Klamath Falls, Or 97603

541-892-27623 (cell)
541-882-5280 (office)
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

Weatherization Assistance

Oregon Human Development Corporation

Klamath & Lake

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

For More Information

www.ohdc.org/weatherization-service.html

Contact Information:

(541)883-7186

info@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 and utility assistance and other resources.

Home Improvements

Flexible Funds (Air conditioning)

Oregon Health Plan

Oregon

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:

Cascade Health Alliance

Klamath Falls, OR 97601
541-883-2947
Info@cascadecomp.com

Pacific Source
888-997-9299
CS@PacificSource.com

Lake County:

eocco

Eastern Oregon Coordinated Care Org.
888-788-9821
EOCCOmedical@eocco.com

Home Improvements

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.*

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.

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** for windows and doors measures.

Timeline: 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.

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

Contact:

SHOW.Program@hcs.oregon.gov

Fax: (503) 986-2020

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 **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 t0 $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.

OREGON DEPARTMENT OF ENERGY

For More Information

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

Contact Information:
503-378-4040
800-221-8035

Rebates & Incentives

Clean Energy Tax Credits

USA

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 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	

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.

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

For More Information:

Clean Energy Tax Credits: https://cctaxlaw.com/2024/01/25/new-energy-efficient-home-improvement-credit-up-to-1200-available-in-2023/
IRS IRA Credits and Reductions page: https://www.irs.gov/credits-and-deductions-under-the-inflation-reduction-act-of-2022
5695 Form: https://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/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

Rebates & Incentives

Energy Efficiency Incentives and Rebates

Oregon

Energy Trust 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; https://www.energytrust.org/residential/

Energy Assessments

Klamath Co. & Lake Co.

LCRI LAKE COUNTY RESOURCES INITATIVE

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

What: 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.

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

To apply: 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.

Rebates & Incentives

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-and-ductless-heat-pumps

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

Rebates & Incentives

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.

https://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.

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

https://www.energytrust.org/incentives/residential-fireplaces/

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

Rebates & Incentives

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.

https://www.energytrust.org/incentives/residential-heating-solutions/

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.

https://www.energytrust.org/incentives/residential-windows/

1-866-368-7878

Rebates & Incentives

Important Links

Find a Contractor Tool:

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

Income-qualified Services:

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

Washer and Dryer Savings:

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

Air Purifiers

www.energytrust.org/residential/incentives/air-purifiers

DIY Tips & Resources

www.energytrust.org/residential/diy/



*Find more resources in the educational resources section

Rebates & Incentives

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.



Tribal Services

Energy Assistance Program

Klamath Tribal Administration

Klamath 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.

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.

For More Information

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

Contact Information:
541-783-2219 ext 119
Office:
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.

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.

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

Timeline: 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/your-account/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.

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.

phttps://www.pacificpower.net/my-account/payments/bill-payment-assistance/oregon-low-income-discount-program.html

1-888-221-7070

Timeline

You must commit for 12 months.

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

1-888-221-7070

Timeline

Loan lasts 5 to10 years depending on which program you enroll in.

https://www.craft3.org/homeowner-loans/home-energy

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/customer-service//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.

https://www.cngc.com/customer-service/income-qualified_assistance_programs/#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%
T3	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 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.

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.

MIDSTATE ELECTRIC COOPERATIVE, INC.

A Touchstone Energy® Cooperative

Midstate Electric Co-op Customers

Eligibility: You must be a 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.

Timeline

Apply at any time.

Contact Information:

www.midstateelectric.coop/residential

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

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

Midstate Electric

Surprise Valley Electric Co-op

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://surprisevalleyelectric.org/contact-us

Oregon Veterans Emergency Financial Assistance

Oregon

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.

Lake County VSO:
James Pereyra
541-947-6043
jpereyra@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.

Educational Resources

Energy in Oregon

2022 Biennial Energy Report, ODOE, September 2022

Https://energyinfo.oregon.gov/ber-2022

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

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/

Educational Resources

Webinars and Workshops

Community Energy Project

https://www.communityenergyproject.org/online-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

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

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

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

Educational Resources

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

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

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

https://www.energy.gov/sites/default/files/2022-08/energy-saver-guide-2022.pdf

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 .

Educational Resources

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

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

https://www.aceee.org/resource/home-energy-upgrade-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 Inflation Reduction Act.

Educational Resources

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

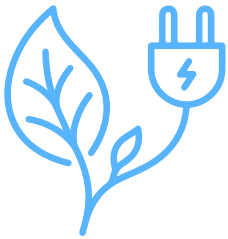
Energy Jobs Network

Https://energyjobsnetwork.com

Other

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

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



Community Resources

Benefits & Other Assistance

Klamath County:

Aging & People w/ Disabilities/Adult Protective Services.....(541) 205-5400

Klamath & Lake Co. Council on Aging..... ..... (541) 205-5400

DHS Adult & Family Services.....(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

Lake County:

Aging & People w/ Disabilities.....(541) 947-3172

Area Agency on Aging

DHS Self-Sufficiency

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

Lake County:

The Center.....(541) 947-4966



Community Resources

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 SUICIDE & CRISIS LIFELINE

Community Resources

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) 882-6311

Veteran's Crisis Center .....(800) 273-8255

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)273-6955

Employment

Klamath County:

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

https://www.oregon.gov/employ/pages/default.aspx

Community Resources

Families/Children/Youth

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) 882-3198

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 homeless 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 👇

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 .....(541) 219-0161

(Court Appointed Special Advocate)

Lake Co. Youth Mentor Program .....(541) 947-4880

Community Resources

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 Every 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 (closed Dec. 8 - 29)
Bible Baptist Church 4849 S 6th St, Klamath Falls
1:00 pm - 4:00 pm 3rd Fri. of the month

Community Resources

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
Lake County Food Share .....(541) 219-6044
Every Thursday 10:30 am - 12:30 pm; and Last Thursday 4:00 pm to 6:00 pm 247 North N St. in Lakeview
Paisley Food Share.....(541) 943-3551
1st Monday 4:00pm to 5:00 pm 1109 Cottonwood in Paisley



Community Resources

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) 783-2292

Klamath Falls Clinic.....(541) 882-1487

Merrill Clinic.....(541) 798-5074

Sky Lakes Medical Center.....(541) 882-6311

Veterans Clinic .....(541) 273-6206

Community Resources

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
Family Resource Home Care.....(541) 500-6182

Lake County:

Inner Court Family Center.....(541) 943-3551
Paisley nurse's station, call for information
Lake Co. District Hospital .....(541) 947-2114
Lake Co. Public Health.....(541) 947-6045
Accepts Oregon Health Plan
North Lake Health Clinic .....(541) 576-2343

Rental Assistance

Klamath County:

Klamath Tribes .....(541) 783-2219
Toll Free .....(800) 524-9787
Rental Assistance ext 163
Salvation Army .....(541) 882-5280
Rental Assistance
United Christian Ministries .....No Phone Calls
Intake on the 2nd Wednesday of the month from
9:00 am – 11::00 am (first come, first served)
235 S Laguna St. Klamath Falls, OR 97601

Community Resources

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 1

Shelters

Klamath County:

IYS - Exodus House.....(541) 884-2319
Emergency shelter for ages 10-17

Klamath Falls Gospel Mission.....(541) 882-4895

Klamath Advocacy Center .....(541) 884-0390

Shelter for women and children fleeing domestic violence and rape crisis

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.org

Community Resources

Transportation

Klamath County:

Basin Transit Service (BTS).....(541) 883-2877
www.basintransit.com

DAV Transports (White City) .....(541) 826-2111

Dial-A-Ride.....(541) 883-2877
www.basintransit.com/basin-lift
Transportation service for seniors and disabled; application required.

Klamath Basin Senior Citizen's Rides.....(541) 883-7315
ONLY for seniors and disabled

Klamath Tribes.....(541) 783-2219 ext 174 or 175

Translink-Medical Transports.....(800) 518-8160
Oregon Plus Packages

Community Resources

Utility/Weatherization

Klamath County:

Klamath Christian Center……..(541) 882-4646

Klamath Tribes.....(541) 783-2219

Toll Free .....(800) 524-9787

Utility/Weatherization Pacific Power.....(888) 221-7070

Salvation Army .....(541) 882-5280

Utility Assistance

Thrive Church .....No Phone Calls

Utility help—must bring in shut-off notice Intake on the 2nd Wednesday of the month from 9:00 am – 11:00 am (first come, first served)

Klamath/Lake County:

Oregon Human Development Corporation

Weatherization..... (541) 883-7186 option 2

Emergency Utility.....(541) 883-7186 option1

Prescription Drug Program.....www.opdp.org

Lake County:

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

Cadence Academy Preschool .....(541) 205-9955

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

Doodah Day (Ages 1 month - 12 years)……..(541) 591-6171

Gosia's Daycare (Ages 1 month - 10 years)……..(541) 810-3671

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

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) 891-2427

Little Angels (Ages 6 months - 13 years)……..(541) 273-5764

Little Swans Child Care (Ages 1.2 -13 years)……..(541) 892-3335

Lorenza Bautista (Ages 1 month - 12 years)……..(541) 539-7630

Me-Me's Daycare (Ages 1 month -12 years)……..(541) 891-6063

Naomi Sparks (Ages 6 months - 11 years)……..(425) 281-2088

OCDC-Klamath County (Ages 3 - 6 years)……..(541) 884-8812

Pelican Babies Child
Development Center (Ages 1 month - 3 years) ……..(541) 885-4274

Pelican Gathering Preschool (Ages 3.5 - 5 years)…….(206) 679-7132

Sup to Way Christian
Preschool (Ages 2 months – 6 years).....(541) 883-4085

Little Stars Daycare (Ages 1 month - 13 years)……..(541) 882-7371

Tiny Hopefuls Daycare (Ages 2.5 - 6 years)……..(541) 884-0398

YMCA Fairview Site (Ages 5 - 13 years)……..(541) 887-2512

Klamath Falls Head Start
Klamath Site (Ages 3-5 years).....(541) 884-2803



Childcare Resources

Bonanza Providers

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

Klamath Family Head Start
Bonanza EHS Site (Ages 0-3 years) .....(541) 545-6020

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



Notes

Notes

Notes

Notes

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

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

