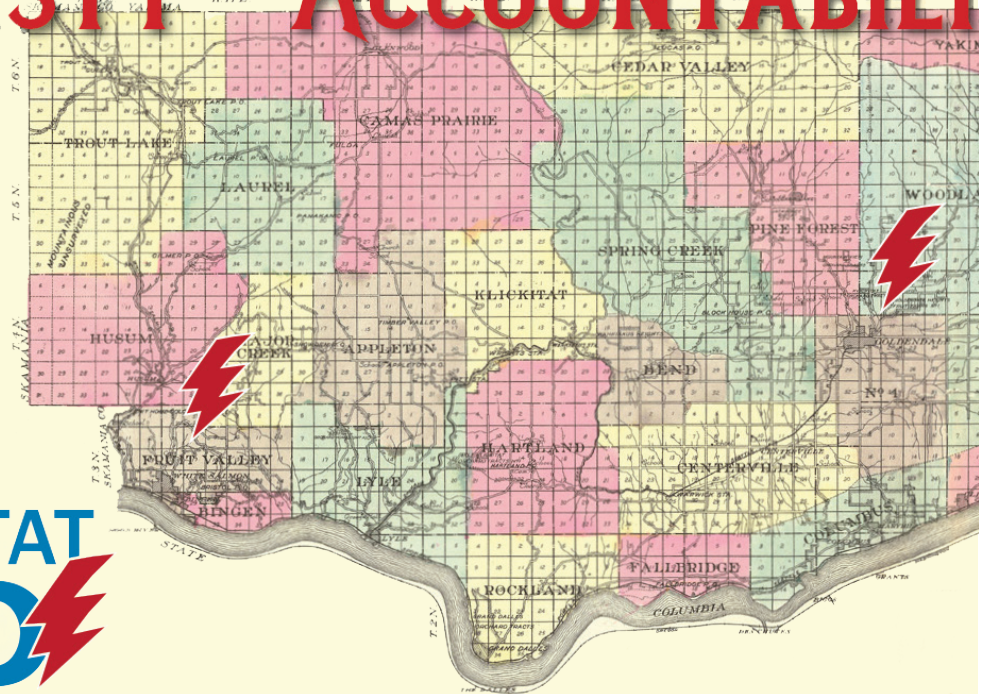


HONESTY ACCOUNTABILITY



KPUD's Core Value of Customer Focus Drives Assistance Programs

More than 900 customers benefit from Klickitat PUD assistance programs

Klickitat PUD staff jumped to meet the needs of the community last year when it pursued a partnership with Klickitat County to provide external resources for customer assistance funding.

Unfortunately, the county Coronavirus Emergency Supplemental Funds were spoken for, so customer assistance needed to be found

elsewhere. Klickitat County Commissioner David Sauter provided a lead to a specific statewide funding opportunity that was applicable.

The customer-focused assistance proposal submitted by Klickitat PUD in early 2021 was for \$245,000 for emergency supplemental funds to help its customers prevent, prepare for and recover from the coronavirus.

It was one of 72 applications and one of six projects funded.

Klickitat PUD developed, promoted and administered programs to help customers impacted by coronavirus through utility discounts and one-time energy assistance grants, all without affecting utility rates.

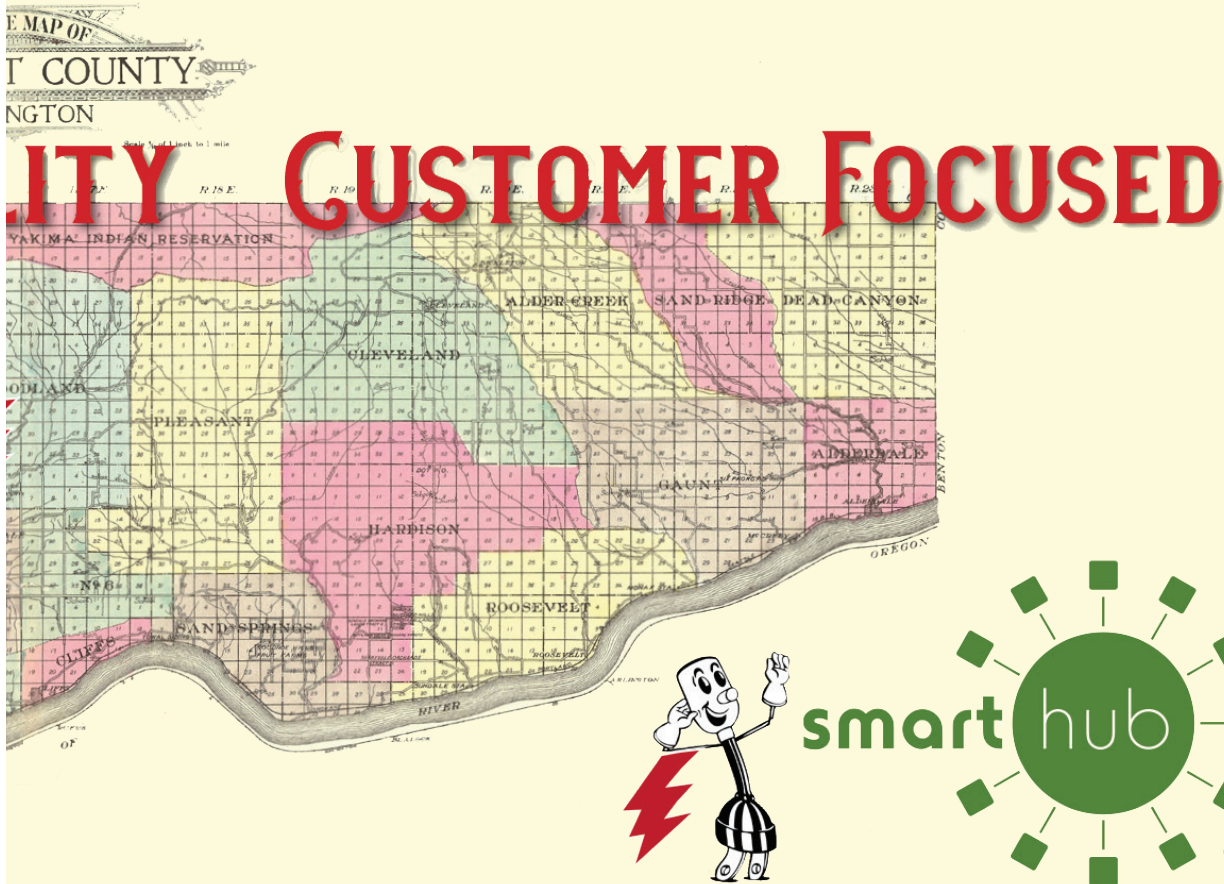
Klickitat PUD was one of two public utilities districts in the state to receive funding.

Between three customer assistance programs running from June through December

2021, Klickitat PUD provided more than 900 customers relief of approximately \$255,000—100 more customers than originally projected.

Commissioners approved covering the \$10,000 of customer assistance beyond the project award.

Klickitat PUD realizes the community continues to navigate the impacts of COVID-19, and finding assistance can be frustrating. On the KPUD website under COVID-19 Resources you will



find options, including:

- Klickitat PUD has a low-income elderly discount for eligible seniors to receive discounted winter electric bills. For more information, contact Klickitat County Senior Services at 509-773-3757 or 509-493-3068.

- Low Income Energy Assistance Programs for 2022. Contact Washington Gorge Action Programs at 509-773-6831 or 509-493-2662 and leave a message and your contact number so staff can respond to your request.

Customer service staff is happy to help you apply for Operation Warm Heart—a program funded by generous

KPUD customers to help families throughout Klickitat County who struggle to pay utility bills because of unexpected hardship. KPUD coordinates with Goldendale Ministerial Association to qualify and approve customers for assistance, often with a matching component.

Total debt forgiveness is not an option, but the KPUD staff is ready, willing and usually able to work out longer-than-normal repayment terms for customers prior to disconnect for nonpayment. Payment arrangements for the entire balance are a great way to avoid fees, penalties and disconnect for nonpayment. ■

KPUD Assistance Programs Totaled More Than \$255,000

COVID-19 Residential Customer Assistance Program

Assisted 487 customers, including 314 in Goldendale and 173 in White Salmon, with \$158,200 in COVID residential energy relief.

COVID-19 Low Income Elderly Discount Program

Provided 389 low-income customers one-time COVID warm weather discounts of \$63,300. A special thanks to Klickitat County Senior Services for their assistance with this program, which closed in November.

COVID-19 Small Business Customer Assistance Program

Assisted 32 local small businesses with a total of \$33,600 to improve their ability to recover from the impacts of COVID.