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WA-18

## Enroll in SmartHub Today

Did you know meter reads, payment arrangements and Operation Warm Heart donations can be submitted through Klickitat PUD's SmartHub app?

This customer tool continues to evolve, providing more valuable functions.

Recently, KPUD added the ability to report outages on the app. This allows customers to report an outage within SmartHub, immediately sending the information to our outage management system. Eventually, we will be able to update enrolled customers on relevant outages through the app and their preferred messaging platform. Please contact us if you have any SmartHub questions.

### Financial Assistance Programs

Klickitat PUD realizes that navigating available financial assistance can be frustrating, so we have added information about options to our website under COVID-19 resources. Below is an overview of options.

- Klickitat PUD has a low-income elderly discount for eligible seniors to receive discounted electric bills during winter months. Last year, this program provided assistance to 266 of our most vulnerable customers. In response to increased need, KPUD expanded qualifying criteria to reach more low-income elderly customers. For more information, please contact Klickitat County Senior Services at 509-773-3757 or 509-493-3068.

- Low Income Energy Assistance Programs have received additional federal funding for 2021. There is a component specific to COVID-19, so if you have been impacted, you may qualify. Contact Washington Gorge Action Programs at 509-773-6831 or 509-493-2662 and leave a message with a good contact number so WAGAP can respond to your request.

KPUD customer service staff can help you apply for and enroll in the following programs:

- Klickitat PUD is proud of our "neighbors helping neighbors" program called Operation Warm Heart. KPUD customers contribute to the Operation Warm Heart program to help families throughout Klickitat County who have unexpected hardship and struggle to pay their utility bills. KPUD coordinates with the Goldendale Ministerial Association to qualify and approve customers for assistance, often with a match component.

- For customers who have fallen a bit behind and are looking for stability, KPUD offers a budget plan. We are happy to spread your bills out evenly over the year with predictable monthly payments.

Although our offices are closed to the public, we are available to assist you by phone at 509-773-5891 or 509-493-2255.

In response to COVID-19 and the needs of our communities, KPUD is extending generous repayment terms to customers. We urge impacted customers to reach out and make a repayment plan. We are happy to work through this crisis with you, but total debt forgiveness is not an option.

Between now and the end of this COVID-19 crisis and recovery, Klickitat PUD will pursue partners to support customer assistance and small business programs. We are currently working with Klickitat County and pursuing federal grant opportunities for customer assistance that is not ratepayer funded.

**Brandy Myers**  
**Customer Service Supervisor**