

# Generosity Shines in Operation Warm Heart

During the cold winter months, higher electricity use for home heating can burden families struggling to pay their monthly bills. Add to this issues created by the coronavirus pandemic and the burden becomes ever greater.

Since 1989, caring Klickitat PUD customers have given generously to the Operation Warm Heart fund. Their donations help other KPUD customers who have problems paying their power bills. “Neighbor helping neighbor” is a proud Klickitat County tradition.

“Sometimes, people who are normally able to pay their utility bills have life events happen and need a little help through the tough spots,” says Customer Service Supervisor Brandy Myers.

“Operation Warm Heart is funded

by our customers to help their fellow neighbor.”

## What is Operation Warm Heart?

Operation Warm Heart is an emergency energy assistance program funded by

contributions from PUD customers.

During the past five years, the program has given more than \$100,000 to help hundreds of families in financial crisis, often because of a health emergency, change in employment or other extenuating issue.

## Who Gets Help?

All of the funds raised by Operation Warm Heart stay in Klickitat County to help local families experiencing temporary financial hardships.



KPUD takes applications and works with the Goldendale Ministerial Association to screen for eligibility.

## How Can I Contribute?

You can be part of Operation Warm Heart with a tax-deductible contribution of any amount. There are three easy ways to give:

- Have a small amount added to your monthly KPUD bill. Most people give just \$1 or \$2 a month.
- Make a contribution of any amount at any time. All gifts are welcome.
- Place your bill on Operation Round Up, which rounds up utility bills to the nearest dollar and places the difference into the Operation Warm Heart fund to help families in need.

No matter which option you choose, your gift is tax deductible and is a great way to show you care.

To participate, log into SmartHub to enroll, or contact KPUD customer service representatives at 800-548-8357, 509-773-5891 or 509-493-2255. ■

## Our Meter Readers Need Your Help

No one likes to receive an incorrect bill. To make sure Klickitat PUD meter readers can obtain accurate readings of your electric and/or water meters for billing purposes, we need your help to keep access to meters unobstructed and debris free.

Here are some simple tips to help maintain access to your meters:

- Ensure your gate is accessible and functional. If it's locked, we need a key.
  - Keep the area around the meters—as well as the pathway to the meter—trimmed or mowed.
  - If it snows, shovel a pathway to the meter and around the meter.
  - Keep pets away from the meter area and pathway.
  - Do not park vehicles on top of your water meter or store materials around your water or electric meter.
  - Make sure your address is visible for easy location of your home.
- Remember, if you can't get to your meters, neither can we!

If you are a rural self-read customer, make sure to submit monthly meter reads to avoid big surprises.

For more information on how you can help KPUD meter readers, call the Goldendale office at 509-773-5891 or 800-548-8357, or the White Salmon office at 509-493-2255 or 800-548-8358.

