

Little Change Makes a Big Difference

Heating a home can be expensive, especially during the winter months. This essential household expense can strain a monthly budget already stretched thin. Since 1989, caring customers of Klickitat PUD have consistently donated to the Operation Warm Heart fund to help customers struggling to make ends meet. This neighbors helping neighbors program is a cherished tradition within the utility.

What is Operation Warm Heart?

It is an emergency energy relief program funded by KPUD customer donations. Over the last three years, more than \$28,000 has been disbursed to help Klickitat PUD families that struggled to pay bills. During that time, this program helped 62 customers avoid service disconnection. Help may be needed for a variety of reasons but is commonly due to a medical emergency, change in employment or other unavoidable circumstances.

Who qualifies for help?

Local KPUD customers going through short-term financial hardship qualify for funds. There are no income requirements tied to the program. OWH is a one-time assistance program that often requires customers to match payments in order to receive benefits.

KPUD accepts applications and coordinates with the Goldendale Ministerial Association for anonymous application approval based on eligibility requirements. KPUD is grateful for the years of partnership with GMA and its support and understanding of the program. Because of this partnership, the program has no administrative fees, and 100% of the money donated stays entirely within Klickitat County.

“Operation Warm Heart is a great example of the general character of the people who call Klickitat County home,” says Pastor Kevin Gerchak, a representative of GMA. “The program is a direct act of people helping people.”

Contact KPUD customer service to lend a hand and contribute to Operation Warm Heart by rounding up, or log into SmartHub and enroll. We are also available for those who need a hand completing an application for OWH. Customer service can be reached at 509-773-5891 or 509-493-2255 to assist you with either request. ■





“No one is required to give to this local assistance program on top of their regular utility bill. Yet, through the generosity of so many individuals, the program has funding to help county residents who find themselves in emergency situations.”

—PASTOR KEVIN GERCHAK,
A REPRESENTATIVE OF GOLDENDALE MINISTERIAL ASSOCIATION



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