



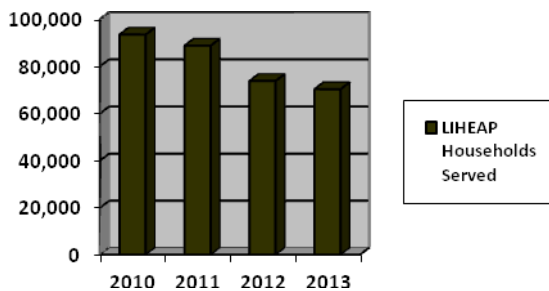
Community Action Partnership of Oregon 2013 Energy Snapshot:

We promote self-sufficiency and support individuals and families striving to become economically secure while investing in our local communities.

community
Action[®]
PARTNERSHIP
OF OREGON
Helping People. Changing Lives.

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Community Action Partnership of Oregon strives to help those in poverty obtain self-sufficiency by relieving substantial energy burdens; Community Action Agencies support Oregonians ability to provide basic needs, including a healthy environment, for their family. Many families face tough choices, like whether to heat the home or feed the family. Community Action Agencies find ways to assist families in alleviating the “heat or eat” dilemma. Across the state, local agencies served more than 70,000 homes in need of assistance with federal LIHEAP program. Unfortunately, LIHEAP funds have been reduced year-to-year, limiting agencies ability to reach those in need. The total amount of homes has decreased each year since 2010.



The social determinants of health are environmental conditions in which people are born, live, learn, work, and play that influence many health, function, and quality of life outcomes.

The lack of affordable housing affects families’ abilities to meet other important expenses, which causes constant financial stress. High housing-related costs place a burden on low-income families, forcing them to choose between food, heating, and other basic needs. Community Action Agencies address many of these issues including serving low-income households in need of assistance with their home energy bills This is so important in people’s lives that there are now more than

23 hospital clinics or health centers in which doctors regularly “prescribe” a wide range of basic resources — like food assistance, housing improvements, or **heating fuel subsidies!**

Oregonians living in poverty can spend more than thirty-six percent of their income on home energy costs. Homes of people with low income are more likely to be too warm or too cool because they are less well insulated and often have relatively expensive forms of heating such as electric baseboards. It is now well known that properly heated homes demonstrate significant reduction in dampness and mold in children's bedrooms significantly reducing the instances of asthma among other chronic conditions. Many of these inadequately heated homes are considered “vulnerable households,” made up of young children, veterans, and elderly or disabled.

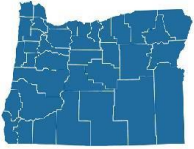
Fortunately for Oregon, agencies leverage funds from several partnerships to provide program services that reduce the energy burden. These services include: financial assistance toward a household’s energy bill, emergency assistance if a household’s home energy is disconnected or about to be disconnected, and a range of other energy-related services such as weatherization improvements, utility equipment repair and replacement, and budget counseling.

Success begins by removing the energy burden and providing healthy homes so that Oregonians can have a chance to thrive. In all, Community Action Agencies served over 110,000 households using federal, state, and local funding sources – moving Oregonians one step closer to success.



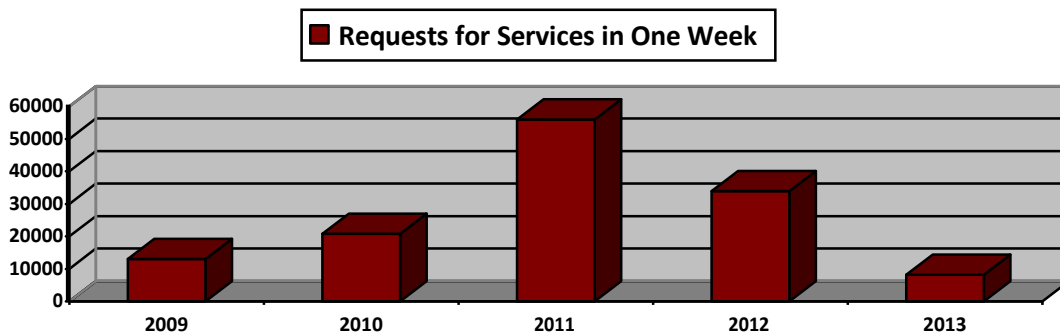
CAPO : Energy Snapshot

One-week Summary



In only one week, Community Action Agencies across Oregon received over 30,000 requests for energy assistance. During the week of December 16-20, 2013, agencies recorded the number of requests for services that were made to the Oregon network. Many of these requests come from families that have been disconnected or are facing immediate disconnection. Agencies used assistance funds to serve over 4,000 Oregonians, preventing disconnections and turning on the heat in over 350 homes.

Community Action works hard to support healthy and warm homes in Oregon. We provide local control in solving large issues. Energy coordinators work with families in need to relieve the burden created by high energy bills, to address some of the social determinations of health starting with the place people spend the most time, in their homes.



¹ Fisher/Sheehan and Colton www.homeenergyaffordabilitygap.com

Energy Service Requests December 16 – 20, 2013

Services Provided December 16-20, 2013

| <u>Service</u> | <u>Number of Calls</u> |
|----------------------------------|------------------------|
| Electric/Gas Already Shut Off | 461 |
| Furnace Not Working | 67 |
| No-Heat Emergencies | 383 |
| Medical Emergencies | 200 |
| Other Energy Assistance Requests | 7,064 |
| TOTAL CALLS | 8,175 |

| <u>Program</u> | <u>Households Served</u> |
|----------------------------------|--------------------------|
| LIHEAP | 3,269 |
| OEAP | 606 |
| Oregon Heat | 40 |
| Other Partnerships and Donations | 338 |
| TOTAL SERVED | 4,253 |

For information about services offered by Community Action Agencies in Oregon or more information about this report, please contact:

Keith Kueny, Oregon Energy Partnership Coordinator
 Community Action Partnership of Oregon
 503.316.3951 ext 612 keith@caporegon.org

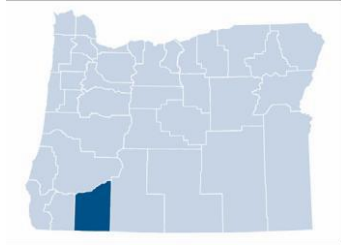
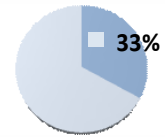


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ACCESS



Households in Area that Qualify for Assistance



ACCESS

P.O. Box 4666, 3630 Aviation Way, Medford, OR 97501
 541-774-4338 www.accesshelps.org
 Jackson County

Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Many energy assistance recipients have medical bills and other significant expenses, leaving them vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, ACCESS was able to provide support to more than 5,000 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. ACCESS was only able to serve a small percentage of the nearly 27,000 households in Jackson County that needed energy assistance to help them stay healthy and warm during the Oregon winter. Community Action's energy assistance programs move low-income families towards greater self-sufficiency. *

A family of four arrived for energy assistance in early December. One parent is disabled and completely bedbound. The other parent awaits resolution regarding his Social Security Disability application. Additionally, the couple is caring for a child whose own parents struggle with homelessness. In all, the household income is comprised of Social Security Supplemental Income and inconsistent child support.

The situation had become overwhelming for this family. They had a \$1500 power bill and needed \$789 to keep their services from being disconnected within the next five days. Their bill became overwhelming because there was a large deposit to initiate service when they moved in and the home is not well insulated. The couple has made consistent payments, the last of which was for \$300 a couple days prior to the appointment, but have been unable to catch up. ACCESS Energy Assistance was able to help them with \$914 to insure connection of their main heat source and bring them closer to a more manageable balance. During the intake process, they were also able to apply for the ACCESS weatherization program and to receive emergency food boxes at a local food pantry.

Energy Service Requests: December 16-20, 2013

| <u>Service</u> | <u>Number of Calls</u> |
|----------------------------------|------------------------|
| Electric/Gas Already Shut Off | 7 |
| Furnace Not Working | 22 |
| No-Heat Emergencies | 7 |
| Medical Emergencies | 0 |
| Other Energy Assistance Requests | 539 |
| <u>TOTAL CALLS</u> | 575 |

Services Provided: December 16-20, 2013

| <u>Program</u> | <u>Households Served</u> |
|----------------------------------|--------------------------|
| LIHEAP | 193 |
| OEAP | 4 |
| Oregon Heat | 1 |
| Other Partnerships and Donations | 13 |
| <u>TOTAL SERVED</u> | 201 |

*Please see the 2011 OHCS Poverty Report for further information on poverty in Oregon
www.caporegon.org/resources/capo-publications



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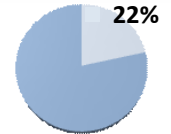
Clackamas County Social Services



Clackamas County Social Services

PO Box 2950, 2051 Kaen Road, Oregon City, OR 97045
 (503) 655-8640 www.clackamas.us/socialservices
 Clackamas County

Households in Area that Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Many energy assistance recipients have medical bills and other significant expenses, leaving them more vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, Clackamas County Social Services (CCSS) was able to provide support to more than 8,000 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. CCSS was only able to serve a small percentage of the nearly 38,000 households in Clackamas County that needed energy assistance to help them stay healthy and warm during the Oregon winter. Community Action's energy assistance programs move low-income families towards greater self-sufficiency.*

A middle-aged woman with a teenage daughter was in need because she could not afford her utility bill. She works in the service industry and her hours had been reduced in recent months. Because of her reduction in work hours, she was limited in her ability to stay current with her bills. The electricity was due to be disconnected; but fortunately for the client, the energy assistance worker was able to determine that a LIHEAP standard payment would prevent her disconnection and pay off her past-due amount.

The client expressed her gratitude for the availability of the Energy Assistance Program. She said that it was very difficult to make ends meet, and that it was a great relief to her to know that assistance was available. The agency was thankful because she had arrived well prepared, bringing all the required documentation. She reported that she had attended the Energy Education Workshop the previous year, and that by applying what she had learned she had been able to lower her bill by a "noticeable amount."

Energy Service Requests: December 16-20, 2013

| Service | Number of Calls |
|----------------------------------|-----------------|
| Electric/Gas Already Shut Off | 144 |
| Furnace Not Working | 2 |
| No-Heat Emergencies | 31 |
| Medical Emergencies | 46 |
| Other Energy Assistance Requests | 410 |
| TOTAL CALLS | 633 |

Services Provided: December 16-20, 2013

| Program | Households Served |
|----------------------------------|-------------------|
| LIHEAP | 207 |
| OEAP | 96 |
| Oregon Heat | 10 |
| Other Partnerships and Donations | 12 |
| TOTAL SERVED | 325 |

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www.caporegon.org/resources/capo-publications



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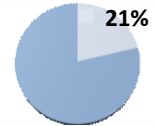
Community Action Organization



Community Action Organization

1001 SW Baseline Street, Hillsboro, OR 97123
 (503) 648-6646 www.CommunityAction4u.org
 Washington County

Households in Area that Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, Community Action Organization (CAO) was able to provide support to more than 9,000 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. CAO was only able to serve a small percentage of the nearly 50,000 households in Washington County that needed energy assistance to help them stay healthy and warm during the Oregon winter. Community Action's energy assistance programs move low-income families towards greater self-sufficiency. *

CAO's Energy Assistance Program collaborates with the Case Managers in the Housing and Homeless Services Program that help low-income families stabilize their housing situation. In December, CAO assisted 11 families who were either moving into new housing or facing evictions and/or disconnections. Many of these families owed past due bills and are unable to begin new service without assistance from CAO. One family was paying their utility bills by taking out payday loans. This family had 7 different loans out at one time. By reducing their electric bill using Energy Assistance, they were able to pay off their loans and get out of debt. Now, the family has a savings account of over \$400.

Another Client sent a thank you:

"Thank you for your help. Each year I feel so fortunate that I have someone to help [me]. I do not use air conditioning in the summer (to avoid high energy costs). I know how cold it gets in the winter. Your help makes my winter so much better, because I am not afraid to keep the house a little warm."

Energy Service Requests: December 16-20, 2013

| <u>Service</u> | <u>Number of Calls</u> |
|----------------------------------|------------------------|
| Electric/Gas Already Shut Off | 28 |
| Furnace Not Working | 1 |
| No-Heat Emergencies | 3 |
| Medical Emergencies | 6 |
| Other Energy Assistance Requests | 222 |
| <u>TOTAL CALLS</u> | 260 |

Services Provided: December 16-20, 2013

| <u>Program</u> | <u>Households Served</u> |
|----------------------------------|--------------------------|
| LIHEAP | 267 |
| OEAP | 25 |
| Oregon Heat | 2 |
| Other Partnerships and Donations | 22 |
| <u>TOTAL SERVED</u> | 316 |

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www.caporegon.org/resources/capo-publications



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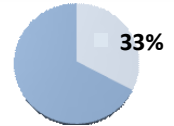
Community Action Program of East Central Oregon



Community Action Program of East Central Oregon

721 SE 3rd Street Ste. D, Pendleton, OR 97801
 (800) 752-1139 www.capeco-works.org
 Wheeler, Umatilla, Morrow, and Gilliam
 Counties

Households in Area that Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, Community Action Program of East Central Oregon (CAPECO) was able to provide support to more than 4,000 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. CAPECO was only able to serve a small percentage of the nearly 13,000 households in Gilliam, Morrow, Umatilla, and Wheeler Counties that needed energy assistance to help them stay healthy and warm during the Oregon winter. Community Action's energy assistance programs move low-income families towards greater self-sufficiency. *

A young couple with five children recently moved to a remote location in Wheeler County. The couple had not been informed that they were required to read their own electric meter each month and self-report to the electric company. By the time they discovered this and the meter was read, the two had accumulated a very large utility bill. At that point, the bill was unmanageable and the power company wanted to be paid. CAPECO placed multiple phone calls to Columbia Power Coop and to the family. Through hard work and diligence, the bill was paid by providing both LIHEAP funds and funds donated by Columbia Power Coop. Without the funds, the family would have been left in the cold during a historic cold spell with temperatures averaging in the teens.

Energy Service Requests: December 16-20, 2013

| <u>Service</u> | <u>Number of Calls</u> |
|----------------------------------|------------------------|
| Electric/Gas Already Shut Off | 13 |
| Furnace Not Working | 1 |
| No-Heat Emergencies | 2 |
| Medical Emergencies | 0 |
| Other Energy Assistance Requests | 475 |
| <u>TOTAL CALLS</u> | 490 |

Services Provided: December 16-20, 2013

| <u>Program</u> | <u>Households Served</u> |
|----------------------------------|--------------------------|
| LIHEAP | 156 |
| OEAP | 26 |
| Oregon Heat | 0 |
| Other Partnerships and Donations | 20 |
| <u>TOTAL SERVED</u> | 220 |

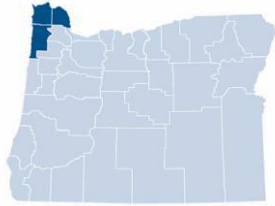
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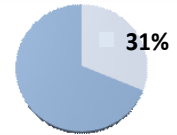
Community Action Team



Community Action Team

125 N. 17th St., St. Helens, OR 97051
 (503) 397-3511 www.cat-team.org
 Clatsop, Tillamook, and Columbia Counties

Households in Area that Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, Community Action Team (CAT) was able to provide support to more than 4,000 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. CAT was only able to serve a small percentage of the nearly 16,000 households in Clatsop, Columbia, and Tillamook Counties that needed energy assistance to help them stay healthy and warm during the Oregon winter. Community Action's energy assistance programs move low-income families towards greater self-sufficiency. *

CAT serves a diverse set of clients who have varied needs:

The agency was contacted by a representative of a senior citizen in Clatsop that been living with no power for eight months because of his limited income. The Client owned the home and the property was not in a position to be sold. He was stuck and unable to afford heat for his home. Drawing from LIHEAP funds, CAT was able to restore power, allowing him to get through two major cold spells that could have caused major health concerns.

*In another dire situation, a senior in Vernonia developed serious health issues. She was already on a budget stretched thin to breaking. Now, this was going to be too much. She was going to have to choose between heat or healthcare costs. The agency was able to **alleviate** her energy bill using LIHEAP funds. By doing this, she was able to concentrate her funds on her medical needs allowing her to remain in good health.*

Energy Service Requests: December 16-20, 2013

| Service | Number of Calls |
|----------------------------------|-----------------|
| Electric/Gas Already Shut Off | 6 |
| Furnace Not Working | 2 |
| No-Heat Emergencies | 10 |
| Medical Emergencies | 0 |
| Other Energy Assistance Requests | 362 |
| <u>TOTAL CALLS</u> | 380 |

Services Provided: December 16-20, 2013

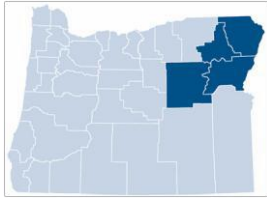
| Program | Households Served |
|----------------------------------|-------------------|
| LIHEAP | 96 |
| OEAP | 18 |
| Oregon Heat | 6 |
| Other Partnerships and Donations | 24 |
| <u>TOTAL SERVED</u> | 144 |

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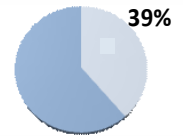
Community Connection of Northeast Oregon



Community Connection of Northeast Oregon

2802 Adams Avenue, LaGrande, OR 97850
 (541) 963- 3186 www.ccno.org
 Baker, Grant, Union, and Wallowa Counties

Households in Area that Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, Community Connection of Northeast Oregon (CCNO) was able to provide support to more than 2,000 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. CCNO was only able to serve a small percentage of the nearly 10,000 households in Baker, Grant, Union, and Wallowa Counties that needed energy assistance to help them stay healthy and warm during the Oregon winter. Community Action's energy assistance programs move low- income families towards greater self-sufficiency. *

CCNO had a client that was due for shut off because she was having difficulties paying the gas bill after suffering a medical crisis. She was in the hospital for a few weeks. Additionally, she had to travel out of town for follow up appointments. Due to the increased medical costs in her household, she was unable to keep up with her winter heating bills. When she came into see CCNO, the woman was in desperate need of help. The agency was able to pay off her outstanding balance using LIHEAP and LIRAP. By combining these funds, she was able to avoid shut off, and maintain her account on her own.

A client and his wife entered CCNO seeking energy assistance. They were due for shut off with two separate utility companies. A stroke rendered the client from working. Since he was a truck driver his CDL was suspended, which caused a temporary lay-off until a doctor could release him to return to work. After two months without employment coupled with low temperatures, the client and his wife were unable to keep up with their energy bills. CCNO were able to utilize LIHEAP and LIRAP to get their energy bills back down to a zero balance. Moving forward, the couple was able to better manage their utility bills.

Energy Service Requests: December 16-20, 2013

| <u>Service</u> | <u>Number of Calls</u> |
|----------------------------------|------------------------|
| Electric/Gas Already Shut Off | 4 |
| Furnace Not Working | 0 |
| No-Heat Emergencies | 9 |
| Medical Emergencies | 2 |
| Other Energy Assistance Requests | 68 |
| <u>TOTAL CALLS</u> | 83 |

Services Provided: December 16-20, 2013

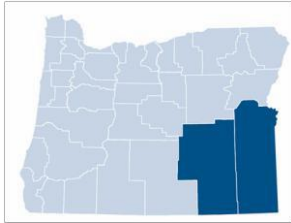
| <u>Program</u> | <u>Households Served</u> |
|----------------------------------|--------------------------|
| LIHEAP | 208 |
| OEAP | 1 |
| Oregon Heat | 0 |
| Other Partnerships and Donations | 7 |
| <u>TOTAL SERVED</u> | 216 |

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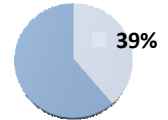
Community In Action



Community In Action

49 NW 1st Street, Suite #6A, Ontario, OR 97914
 (541) 889-1060 ww.communityinaction.info
 Harney and Malheur Counties

Households in Area that Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, Community in Action (CinA) was able to provide support to more than 1,800 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. CinA was only able to serve a small percentage of the nearly 12,000 households in Harney and Malheur Counties that needed energy assistance to help them stay healthy and warm during the Oregon winter. Community Action's energy assistance programs move low-income families towards greater self-sufficiency. *

Working as a team for homeowners is a priority of CinA. The support can make a huge difference in someone's life. A client entered CinA seeking rental assistance, since the weather was beginning to get cold and he couldn't continue to live outside his house in a tent.

Previously, a fire had destroyed the upper level of his home, and his disability income did not allow for homeowner's insurance. Because he didn't have the means to improve the house, the client was referred to the Residential Rehabilitation Program. With the Residential Rehabilitation loan, this client was able to repair the roof, fix electrical issues, restore walls and ceiling, add sheet rock, and trim was placed on the exterior around the windows. Additionally, a Cadet heating system was installed, replacing the broken pellet stove as the only source of heat. By leveraging weatherization funding, the client also received insulation in the ceiling, walls and floor, pipe insulation, vapor barrier, an exhaust fan, windows and exterior doors.

The homeowner was overcome with emotion, freely giving hugs to all those who would take them. Without Community in Action programs, he would not have been able to upgrade his home to the restored condition.

Energy Service Requests: December 16-20, 2013

| Service | Number of Calls |
|----------------------------------|-----------------|
| Electric/Gas Already Shut Off | 4 |
| Furnace Not Working | 0 |
| No-Heat Emergencies | 9 |
| Medical Emergencies | 2 |
| Other Energy Assistance Requests | 350 |
| <u>TOTAL CALLS</u> | 365 |

Services Provided: December 16-20, 2013

| Program | Households Served |
|----------------------------------|-------------------|
| LIHEAP | 169 |
| OEAP | 0 |
| Oregon Heat | 0 |
| Other Partnerships and Donations | 7 |
| <u>TOTAL SERVED</u> | 172 |

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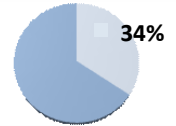
Community Services Consortium



Community Services Consortium

250 SW Broadalbin Street Suite 2A,
Albany, OR97231
(541) 928-6335 www.csc.gen.or.us
Benton, Lincoln, and Linn Counties

Households in Area that
Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that caused increased energy bills.

Through the use of federal and state energy assistance funding, Community Services Consortium (CSC) was able to provide support to more than 8,400 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. CSC was only able to serve a small percentage of the nearly 43,000 households in Benton, Lincoln, and Linn Counties that needed energy assistance to help them stay healthy and warm during the Oregon winter. Community Action's energy assistance programs move low-income families towards greater self-sufficiency. *

CSC's Weatherization Program, in collaboration with Energy Assistance and Rehab Loan Programs, made a huge difference to a household consisting of a mom and her young-adult son. She was on disability, and he worked part-time at a minimum wage job. In total, they were living on less than \$14,000 a year.

She owned the home; it was older and fallen into disrepair. There were major leaks in the living room, where plastic sheeting was stapled to the ceiling to funnel rainwater into plastic tubs. The furnace was old and no longer worked and there was no insulation, so utility bills were high. Using grant funding from low-income weatherization sources, our Weatherization Program was able to repair and insulate the roof, install a new furnace, and install a hot water heater. Insulation was also added to the walls and under the floor. These improvements dramatically increased energy efficiency and reduced monthly utility expenses, also increasing the overall comfort habitability of the home.

Energy Assistance was able to alleviate the utility arrearage. Improvements through the Rehab Loan Program included a new well pump and pressure tank, electrical upgrades, dry rot repair, and window replacement. With the help of CSC's Weatherization, Energy Assistance, and Rehab Loan Programs, a family was able to start using their time and energy on living life and not struggling to exist.

Energy Service Requests: December 16-20, 2013

| Service | Number of Calls |
|----------------------------------|-----------------|
| Electric/Gas Already Shut Off | 72 |
| Furnace Not Working | 0 |
| No-Heat Emergencies | 0 |
| Medical Emergencies | 10 |
| Other Energy Assistance Requests | 662 |
| TOTAL CALLS | 744 |

Services Provided: December 16-20, 2013

| Program | Households Served |
|----------------------------------|-------------------|
| LIHEAP | 402 |
| OEAP | 3 |
| Oregon Heat | 2 |
| Other Partnerships and Donations | 19 |
| TOTAL SERVED | 426 |

*Please see the 2011 OHCS Poverty Report for further information of poverty in Oregon
www.caporegon.org/resources/capo-publications



Community Action Partnership of Oregon — Helping People, Changing Lives

www.caporegon.org



CAPO : Energy Snapshot

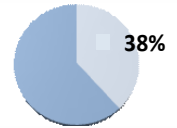
Klamath and Lake Community Action Services



Klamath and Lake Community Action Services

1803 Main Street, Klamath Falls, OR 97601
 (541) 882-3500 www.klcas.org
 Klamath and Lake Counties

Households in Area that Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are most vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, Klamath and Lake Community Action Services (KLCAS) was able to provide support to more than 4,500 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources.

KLCAS was only able to serve a small percentage of the nearly 12,000 households in Klamath and Lake Counties that needed energy assistance to help them stay healthy and warm during the Oregon winter. By using all available resources to keep families warm, Community Action agencies move low-income families towards greater self-sufficiency.*

A mother of two was barely making ends meet and living in subsidized housing. After finally finding living-wage employment, she was informed that she no longer qualified for housing benefits. This forced her to find a new home. She was happy, though, because she was self-sufficient. Unfortunately after moving, this mother of two was involved in a car accident. The accident led to her losing her job and her ability to pay rent, rendering the family homeless. She sought help through TANF but was in fear of losing her children. KLCAS pooled resources from different programs to ensure her stability. When rental assistance funding came in for the new year, it allowed her to begin a search for a home.

During the process of finding a new home, she discovered her old landlord had an opening. Unfortunately, while navigating the application process, she discovered a previously unpaid electric bill. Additionally, the complex was unable to verify 5 past years of rental history. The intake worker for KLCAS' Homeless Prevention section worked in tandem with the energy assistance department to provide payment for the unpaid bill. The workers also cleared the rental history requirement with the landlord, clearing the way for her to be housed warm and safe at her old complex. This complex is a partner of KLCAS' Family Support and Connection to provide self-sufficiency and parenting classes. Using the combined tools of the Community Action Agency Network, she is in stable housing. Subsequently, she is very happy and the children have their old friends back and are stable.

Energy Service Requests: December 16-20, 2013

| <u>Service</u> | <u>Number of Calls</u> |
|----------------------------------|------------------------|
| Electric/Gas Already Shut Off | 43 |
| Furnace Not Working | 22 |
| No-Heat Emergencies | 17 |
| Medical Emergencies | 2 |
| Other Energy Assistance Requests | 371 |
| <u>TOTAL CALLS</u> | 455 |

Services Provided: December 16-20, 2013

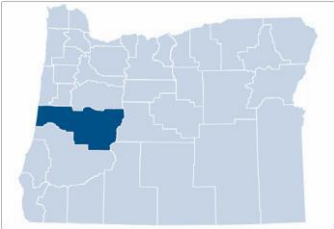
| <u>Program</u> | <u>Households Served</u> |
|----------------------------------|--------------------------|
| LIHEAP | 158 |
| OEAP | 50 |
| Oregon Heat | 0 |
| Other Partnerships and Donations | 3 |
| <u>TOTAL SERVED</u> | 211 |

*Please see the 2011 OHCS Poverty Report for further information of poverty in Oregon
www.caporegon.org/resources/capo-publications



CAPO : Energy Snapshot

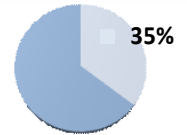
Lane County Human Services Commission



Lane County Human Services Commission

125 E 8th Avenue, Eugene, OR 97401
 (541) 682-3798 www.lanecounty.org/hsc
 Lane County

Households in Area that Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, Lane County Human Services Commissions (LCHSC) was able to provide support to more than 5,000 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. LCHSC was only able to serve a small percentage of the nearly 27,000 households in Jackson County that needed energy assistance to help them stay healthy and warm during the Oregon winter. By using all available resources to keep families warm, Community Action agencies move low-income families towards greater self-sufficiency. *

Housing and Community Services of Lane County received a thank you call from a couple that had received a new furnace. The woman is in her 50's and her husband is disabled. Their electric furnace had quit working, so they contacted Housing and Community Services Agency of Lane County, also known as HACSA. HACSA operates the Lane County Weatherization Program and the LIHEAP emergency heat system repair/replacement program. HACSA screened the household for eligibility then requested that the LIHEAP energy assistance office in their community conduct a LIHEAP intake. Once completed, an Energy Auditor at HACSA made a referral to a local HVAC contractor. The HVAC contractor replaced their old, dysfunctional furnace with a new one. Lane County paid for the work with LIHEAP funding.

The client sent a heart-warming response:

"I want to thank you so much for helping us... We have HEAT in our home! I think this is the actual first time since we've lived here. I don't think our heat ever did really work properly, [sic] because we're feeling down at the little vents and it is efficient, [and] it is warm and it is strong. All ours did before was make a lot of noise and it was always kind of cool... But I wanted to thank you very much for our heat, and we've also talked with [the auditor] and thanked him."

Energy Service Requests: December 16-20, 2013

| <u>Service</u> | <u>Number of Calls</u> |
|----------------------------------|------------------------|
| Electric/Gas Already Shut Off | 1 |
| Furnace Not Working | 3 |
| No-Heat Emergencies | 3 |
| Medical Emergencies | 4 |
| Other Energy Assistance Requests | 300 |
| <u>TOTAL CALLS</u> | 311 |

Services Provided: December 16-20, 2013

| <u>Program</u> | <u>Households Served</u> |
|----------------------------------|--------------------------|
| LIHEAP | 427 |
| OEAP | 3 |
| Oregon Heat | N/A |
| Other Partnerships and Donations | 118 |
| <u>TOTAL SERVED</u> | 550 |

*Please see the 2011 OHCS Poverty Report for further information of poverty in Oregon
www.caporegon.org/resources/capo-publications



Community Action Partnership of Oregon — Helping People, Changing Lives

www.caporegon.org

CAPO : Energy Snapshot

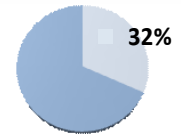
Mid-Columbia Community Action Council



Mid-Columbia Community Action Council

P.O.Box 1969, 312 E 4th St, The Dalles, OR 97058
 (541) 298-5131 www.mccac.com
 Hood River, Wasco and Sherman Counties

Households in Area that Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, Mid-Columbia Community Action Council (MCCAC) was able to provide support to more than 1,000 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. MCCAC was only able to serve a small percentage of the nearly 7,000 households in Hood River, Sherman, and Wasco Counties that needed energy assistance to help them stay healthy and warm during the Oregon winter. By using all available resources to keep families warm, Community Action agencies move low-income families towards greater self-sufficiency. *

A single, young mother with four children between the ages of 2-12 years entered Mid-Columbia Community Action Council. Recently, during the holidays, her house was destroyed in a fire, including all her clothes, furniture, and food. This would be a devastating loss to anyone; more so for someone living on a limited income.

With the help of Red Cross and MCCAC's housing program, she and her children moved into a home. Her existing electric account balance, \$178.00, and the reconnection deposit of \$250.00 were paid in full by the agency. Using funds distributed from state and local sources, MCCAC paid the past due amount and the deposit to restore service.

This mother was able to move forward and towards self-determination. Additionally, the agency identified food programs that provided support during the holiday season. Through MCCAC, she was also able to partner up with Salvation Army's free gift program, since her gifts were destroyed in the fire. It was through partnership and collaboration that this mother could find a warm and healthy home for the holidays.

Energy Service Requests: December 16-20, 2013

| Service | Number of Calls |
|----------------------------------|-----------------|
| Electric/Gas Already Shut Off | 4 |
| Furnace Not Working | 1 |
| No-Heat Emergencies | 6 |
| Medical Emergencies | 0 |
| Other Energy Assistance Requests | 44 |
| TOTAL CALLS | 109 |

Services Provided: December 16-20, 2013

| Program | Households Served |
|----------------------------------|-------------------|
| LIHEAP | 73 |
| OEAP | 18 |
| Oregon Heat | 1 |
| Other Partnerships and Donations | 11 |
| TOTAL SERVED | 202 |

*Please see the 2011 OHCS Poverty Report for further information of poverty in Oregon
www.caporegon.org/resources/capo-publications





CAPO : Energy Snapshot

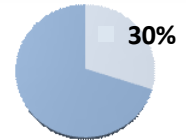
Mid-Willamette Valley Community Action Agency



Mid-Willamette Valley Community Action Agency

2475 Center Street NE, Salem, OR 97301
(503) 585-6232 www.mwvcaa.org
Marion and Polk Counties

Households in Area that
Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, Mid-Willamette Valley Community Action Agency (MWVCAA) was able to provide support to more than 6,500 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. MWVCAA was only able to serve a small percentage of the nearly 66,000 households in Marion and Polk Counties that needed energy assistance to help them stay healthy and warm during the Oregon winter. By using all available resources to keep families warm, Community Action agencies move low-income families towards greater self-sufficiency.*

An elderly woman entered Mid-Willamette Valley Community Action Agency's offices to schedule an energy assistance appointment. At the time, she was subject to a pending shut-off notice. While MWVCAA was verifying her information, the client explained that she only received Social Security and food stamps (SNAP) as her income. Her monthly bills exceeded the amount of benefits she was receiving. The client lived without "extra" amenities like phone service, cable, and entertainment. Her situation was such that she would turn her heat off at night, and never turn the heat over fifty-eight degrees during the day. The situation was so bad that she had to sell her stove. Her meals currently consist of pizza pockets and other microwavable meals. Her appointment with MWVCAA energy services prevented disconnection. Additionally, she attended an Energy Education workshop and gained valuable information on how to conserve energy and reduce her energy burden. A workshop kit was given to her that included over \$50 of energy saving items including: compact fluorescent bulbs, water saving kit, temperature gauges, and more.

Energy Service Requests: December 16-20, 2013

| Service | Number of Calls |
|----------------------------------|-----------------|
| Electric/Gas Already Shut Off | 18 |
| Furnace Not Working | 1 |
| No-Heat Emergencies | 1 |
| Medical Emergencies | 0 |
| Other Energy Assistance Requests | 919 |
| <u>TOTAL CALLS</u> | 939 |

Services Provided: December 16-20, 2013

| Program | Households Served |
|----------------------------------|-------------------|
| LIHEAP | 202 |
| OEAP | 74 |
| Oregon Heat | N/A |
| Other Partnerships and Donations | 30 |
| <u>TOTAL SERVED</u> | 276 |

*Please see the 2011 OHCS Poverty Report for further information of poverty in Oregon
www.caporegon.org/resources/capo-publications



Community Action Partnership of Oregon — Helping People, Changing Lives

www.caporegon.org

CAPO : Energy Snapshot

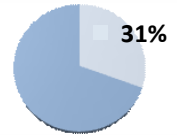
Multnomah County Dept. of
County Human Services



Multnomah County Dept. of County Human Services

421 SW Oak St. Ste. 200, Portland, OR 97204
(503) 988-6295 www.co.multnomah.or.us/dchs

Households in Area that
Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, Multnomah County Dept. of County Human (MCDCHS) Services was able to provide support to more than 10,000 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. MCDCHS was only able to serve a small percentage of the nearly 130,000 households in Multnomah County that needed energy assistance to help them stay healthy and warm during the Oregon winter. By using all available resources to keep families warm, Community Action agencies move low- income families towards greater self-sufficiency. *

During one of the coldest spells of the 2013 heating season, a couple with four small children sought assistance with their Pacific Power and Lights (PPL bill). The couple had previously been homeless, and now they were anxiously waiting for approval to move into an apartment. The only thing preventing the couple from moving in was an outstanding electricity debt.

Advocates were able to speak on behalf the family to open a current account with PPL apply old debt to the new account. After the new account was opened, the agency used Oregon Energy Assistance Program (OEAP) funds to pay off the outstanding debt. By doing this, the family was able to move forward without utility debt, alleviating the heat or eat dilemma.

Energy Service Requests: December 16-20, 2013

| <u>Service</u> | <u>Number of Calls</u> |
|----------------------------------|------------------------|
| Electric/Gas Already Shut Off | 11 |
| Furnace Not Working | 1 |
| No-Heat Emergencies | 9 |
| Medical Emergencies | 1 |
| Other Energy Assistance Requests | 930 |
| <u>TOTAL CALLS</u> | 2465 |

Services Provided: December 16-20, 2013

| <u>Program</u> | <u>Households Served</u> |
|----------------------------------|--------------------------|
| LIHEAP | 396 |
| OEAP | 119 |
| Oregon Heat | 17 |
| Other Partnerships and Donations | 47 |
| <u>TOTAL SERVED</u> | 579 |

*Please see the 2011 OHCS Poverty Report for further information of poverty in Oregon
www.caporegon.org/resources/capo-publications



Community Action Partnership of Oregon — Helping People, Changing Lives

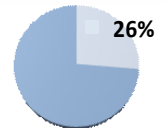
www.caporegon.org

CAPO : Energy Snapshot

NeighborImpact



Households in Area that Qualify for Assistance



NeighborImpact

2303 SW First Street, Redmond, OR 97756
 (541) 548-2380 www.neighborimpact.org
 Crook, Deschutes, and Jefferson Counties

Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes.

Through the use of federal and state energy assistance funding, NeighborImpact was able to provide support to more than 5,000 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. NeighborImpact was only able to serve a small percentage of the nearly 30,000 households in Crook, Deschutes, and Jefferson Counties that needed energy assistance to help them stay healthy and warm during the Oregon winter. By using all available resources to keep families warm, Community Action agencies move low-income families towards greater self-sufficiency. *

Last July, we were able to match an Oregon Energy Assistance Program payment with housing stabilization funds to provide rental assistance to a family of six. This family was receiving Temporary Assistance for Needy Families, but the mother had just begun a new job and had not yet received a paycheck. The father suffered from Tourette's Syndrome. His condition was severe; nearly cut off three of his fingers trying to make dinner two nights before coming in for the appointment. He was waiting on his third appeal to obtain Social Security Disability Insurance. The family was able to stabilize their situation by utilizing both our rent and energy assistance programs.

In October, a single mother of two children was involved in a domestic violence situation and had to have her boyfriend removed from her home. He had access to her bank account and emptied it. She was unable to pay her rent because of the theft. She was employed approximately 30 hours a week and was self-sufficient until this incident. The rent and energy payments we provided allowed her time to get caught up and stabilize financially.

Energy Service Requests: December 16-20, 2013

| <u>Service</u> | <u>Number of Calls</u> |
|----------------------------------|------------------------|
| Electric/Gas Already Shut Off | 17 |
| Furnace Not Working | 2 |
| No-Heat Emergencies | 48 |
| Medical Emergencies | 1 |
| Other Energy Assistance Requests | 492 |
| <u>TOTAL CALLS</u> | 560 |

Services Provided: December 16-20, 2013

| <u>Program</u> | <u>Households Served</u> |
|----------------------------------|--------------------------|
| LIHEAP | 112 |
| OEAP | 86 |
| Oregon Heat | 0 |
| Other Partnerships and Donations | 0 |
| <u>TOTAL SERVED</u> | 198 |

*Please see the 2011 OHCS Poverty Report for further information of poverty in Oregon
www.caporegon.org/resources/capo-publications



CAPO : Energy Snapshot

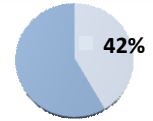
Oregon Coast Community Action



Oregon Coast Community Action (ORCAA)

2110 Newmark Avenue, Coos Bay, OR 97420-2957
 (541) 888-1574 www.orcca.us
 Coos and Curry Counties

Households in Area that Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that cause increases energy bills.

Through the use of federal and state energy assistance funding, Oregon Coast Community Action (OCCA) was able to provide support to more than 2,700 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. ORCAA was only able to serve a small percentage of the nearly 15,000 households in Coos and Curry Counties that needed energy assistance to help them stay healthy and warm during the Oregon winter. By using all available resources to keep families warm, Community Action agencies move low-income families towards greater self-sufficiency. *

ORCCA recently had a forty-five year old man enter the agency seeking assistance. The client was struggling with several ailments and needed medical care. Unfortunately, the appointments were in another town, limiting his ability to pay for basic services and travel-related costs. He was trying to make it to River Bend for an appointment with a specialist.

Moreover, the man had no health insurance. He had lost his job because of the health complications. ORCCA was able to find several funding and assistance sources to find transportation and provide a suite of services to get the client healthy and working towards self-sustainability. Finally, he was referred to other programs such as energy assistance, weatherization, and housing and food programs.

Energy Service Requests: December 16-20, 2013

| <u>Service</u> | <u>Number of Calls</u> |
|----------------------------------|------------------------|
| Electric/Gas Already Shut Off | 5 |
| Furnace Not Working | 3 |
| No-Heat Emergencies | 8 |
| Medical Emergencies | 14 |
| Other Energy Assistance Requests | 43 |
| <u>TOTAL CALLS</u> | 73 |

Services Provided: December 16-20, 2013

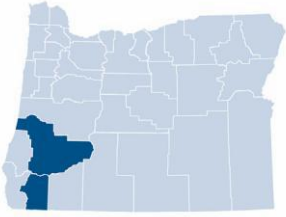
| <u>Program</u> | <u>Households Served</u> |
|----------------------------------|--------------------------|
| LIHEAP | 53 |
| OEAP | 17 |
| Oregon Heat | 1 |
| Other Partnerships and Donations | 0 |
| <u>TOTAL SERVED</u> | 71 |

*Please see the 2011 OHCS Poverty Report for further information of poverty in Oregon
www.caporegon.org/resources/capo-publications



CAPO : Energy Snapshot

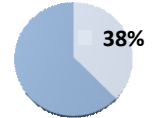
United Community Action Network



United Community Action Network/UCAN

280 Kenneth Ford Dr., Roseburg, OR 97470
 (541) 672-3421 (Roseburg Office)
 201 NE 8th St, Grants Pass, OR 97426
 (541) 956-4050 (Grants Pass Office)
www.ucanap.org Douglas and Josephine Counties

Households in Area that Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Since many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, United Community Action Network (UCAN) was able to provide support to more than 6,000 households in their community that were at risk of having their heat or electricity disconnected during the 2013 heating season. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep members of their community in their homes. Unfortunately, the need for assistance exceeds the available resources. UCAN was only able to serve a small percentage of the nearly 35,000 households in Douglas and Josephine Counties that needed energy assistance to help them stay healthy and warm during the Oregon winter. By using all available resources to keep families warm,

Community Action agencies move low-income families towards greater self-sufficiency. *

A 30-year old gentleman entered the UCAN office. He was holding a newborn child and had two other boys, both under the age of four. This dad was doing his best by carrying a diaper bag, holding the hand of one of the children, and handling a car seat carrier in another arm. Recently, he had lost his wife while she was giving birth to their third son. The father had become a single parent overnight and was always the one that had worked hard to provide for his family.

The utility was working very hard to keep this gentleman's power on by extending the power shut off date until he came into our office and was able to obtain help from UCAN for his electric bill. He was very grateful to UCAN for the energy assistance after which he was able to maintain electricity service for him and his children.

Energy Service Requests: December 16-20, 2013

| Service | Number of Calls |
|----------------------------------|-----------------|
| Electric/Gas Already Shut Off | 78 |
| Furnace Not Working | 5 |
| No-Heat Emergencies | 183 |
| Medical Emergencies | 5 |
| Other Energy Assistance Requests | 750 |
| TOTAL CALLS | 1021 |

Services Provided: December 16-20, 2013

| Program | Households Served |
|----------------------------------|-------------------|
| LIHEAP | 246 |
| OEAP | 40 |
| Oregon Heat | 0 |
| Other Partnerships and Donations | 0 |
| TOTAL SERVED | 186 |

*Please see the 2011 OHCS Poverty Report for further information of poverty in Oregon
www.caporegon.org/resources/capo-publications





CAPO : Energy Snapshot

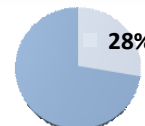
Yamhill Community Action Partnership



Yamhill Community Action Partnership (YCAP)

1317 Dustin Court, McMinnville, OR 97128
 (503) 472-0457 www.ycap.info
 Yamhill County

Households in Area that Qualify for Assistance



Rising energy costs leave a growing proportion of Oregon households in the cold. Because of the rising costs, struggling families must choose between heat and other basic needs. Because many energy assistance recipients have medical bills and other significant expenses, they are more vulnerable to temperature extremes that cause increased energy bills.

Through the use of federal and state energy assistance funding, Yamhill Community Action Partnership (YCAP) provided support to more than 2,000 households in their community that were at risk of having their heat or electricity disconnected. The energy assistance team was able to leverage resources and partnerships to serve more households with this vital service that helps to keep people in their homes. Unfortunately, the need for assistance exceeds the available resources.

YCAP was only able to serve a small percentage of the nearly 13,000 households in Yamhill County that needed energy assistance to help them stay healthy and warm during the Oregon winter. By using all available resources to keep families warm, Community Action agencies move low-income families toward greater self-sufficiency. *

YCAP received a call in early December inquiring about the weatherization program and related services. Over the course of the interview, the individual mentioned that their furnace had not been working since the previous heating season. The department moved forward immediately with “No Heat” procedures in order to dispatch YCAP’s technician for project evaluation. At the time of the site-visit, YCAP’s energy services technician noticed the furnace was aged beyond the cost-effective repair stage. Additionally, the Technician found that the occupants were experiencing electrical problems as well.

The electrical contractor identified the issue. A panel had been over-heating, which had melted wires and presented an unsafe situation because it was unable to handle the load of the new furnace. LIHEAP resources were combined to provide services that included bill assistance, furnace replacement, and installation of a new electrical panel to correct the immediate health and safety concerns. In addition, the health of the client’s asthmatic child has greatly improved. This child previously experienced several visits to the emergency room for respiratory problems prior to this repair work.

Energy Service Requests: December 16-20, 2013

| <u>Service</u> | <u>Number of Calls</u> |
|----------------------------------|------------------------|
| Electric/Gas Already Shut Off | 6 |
| Furnace Not Working | 1 |
| No-Heat Emergencies | 1 |
| Medical Emergencies | 0 |
| Other Energy Assistance Requests | 147 |
| <u>TOTAL CALLS</u> | 155 |

Services Provided: December 16-20, 2013

| <u>Program</u> | <u>Households Served</u> |
|----------------------------------|--------------------------|
| LIHEAP | 44 |
| OEAP | 10 |
| Oregon Heat | 0 |
| Other Partnerships and Donations | 5 |
| <u>TOTAL SERVED</u> | 59 |

*Please see the 2011 OHCS Poverty Report for further information of poverty in Oregon
www.caporegon.org/resources/capo-publications

