

# OECA & CAPO

## Heating Season 2009 - 2010 Energy Snapshot

Oregon Energy Partnership Coordinator

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### Data provided by Oregon's 17 Community Action Agencies and Oregon Housing and Community Services:

ACCESS, Inc.	Lane County Human Services Commission
Clackamas County Social Services	Mid-Columbia Community Action Council
Community Action Team, Inc.	Mid-Willamette Valley Community Action Agency
Community Action Organization Serving Washington County	Multnomah County Department of County Human Services
Community Action Program of East Central Oregon	NeighborImpact
Community Connections of Northeast Oregon, Inc.	Oregon Coast Community Action
Community In Action Agency	United Community Action Network
Community Services Consortium	Yamhill Community Action Partnership
Klamath and Lake Community Action Services	

### *Collection of Snapshot Data*

*This document reports the status of **low-income bill payment assistance programs operated by local Community Action Agencies throughout Oregon for the week of January 11 - 15, 2010**. It is a survey of the need for energy assistance in Oregon and the efforts of Community Action Agencies to address it.*

If you have difficulty reading this report and need an alternate format, please contact CAPO.

You will also find this report posted on the web sites:

[www.caporegon.org](http://www.caporegon.org), [www.warmandsafenow.org](http://www.warmandsafenow.org) and [www.hcs.state.or.us](http://www.hcs.state.or.us)

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#### **History and mission.**

The Community Action Partnership of Oregon, CAPO, (formerly Community Action Directors of Oregon, CADO) is a private, non-profit association comprised of the Executive Directors of Oregon's Community Action Agencies, the Oregon Human Development Corporation and associate member agencies.

The mission of CAPO and member Community Action Agencies is to eradicate the causes and conditions of poverty that exist in Oregon. This anti-poverty work is done in collaboration with a variety of partners, representing local, state and federal governments, as well as community and advocacy groups, policy makers and low income leaders.

#### **Current projects and successes.**

Community Action Partnership of Oregon is involved in many projects that support local Community Action Agencies and working with organizations that are addressing the issue of poverty relief in the state of Oregon. CAPO has increased technical assistance to CAAs in order to help them improve their ability to be responsive. The CAPO website is being upgraded to include articles and websites of interest and organizational importance, i.e. the work being accomplished through Oregon Thrives, a coalition of poverty relief organizations of which CAPO is a member. CAPO strives to improve energy affordability for low-income Oregonians by partnering with OECA, Utilities, Oregon Housing and Community Services, and many other energy related associations.

#### **History and mission.**

Oregon Energy Coordinators Association (OECA) is a non-profit professional organization working to develop and provide better energy solutions for Oregon's low income households. OECA's membership includes representatives from Community Action organizations, state agencies, tribal organizations, public and private utilities and other non-profit organizations.

Working in collaboration, these groups provide weatherization services, energy assistance payments, and energy conservation education for income qualified households. As a leading organization in weatherization and energy conservation, OECA provides state-of-the-art training to energy auditors and installers from its member agencies. OECA is endorsed by OHCS to provide Oregon State Residential Energy Analyst Program (REAP) training and certification. This ensures that Oregon low-income families receive the highest quality services helping them reduce their heating and cooling costs, as well as maintain a safe, affordable, and comfortable home.

#### **Current projects and successes.**

OECA is presently adding a REAP Crew Leader Certificate and working on developing a REAP Contractor Certificate program. With existing programs, along with the addition of the new Weatherization Fundamentals course, OECA is responding to the needs of the weatherization and energy conservation community at large.

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## Executive Summary

In order to qualify for low-income energy assistance in Oregon a household must have an income equal to or less than 60 percent of statewide median income, or \$40,563 per year for a family of four. Approximately 436,500 Oregon Households were at or below 60 percent of Statewide Median Income in 2008, the most recent data collection period<sup>1</sup>.

This document reports the status of low-income bill payment assistance programs operated by local Community Action agencies throughout Oregon for the week of January 11 - 15, 2010. As of January 15, 2010, 62,004 households in Oregon had been served with either Low Income Home Energy Assistance Program (LIHEAP) or Oregon Energy Assistance Program (OEAP) funds since the 2009 - 2010 heating season began on October 1, 2009. Of these households, 56,825 had residents that were members of vulnerable populations meaning at least one member of each household was over the age of 60, had a disability or was a child five years old or younger.

Community Action agencies statewide continue to increase their delivery capacity in order to serve significantly more clients than in past years. Agencies report that even with increased funding, bill payment assistance still remains insufficient to meet the need and only a portion of those eligible receive help. During calendar year 2009 Oregon Community Action Agencies were able to serve 115,478 households with LIHEAP and OEAP funding or roughly 26 percent of the eligible population. Funding levels are expected to be similar for 2010, but with the struggling economy and continuing high unemployment rates the need may be greater.

Low-income Oregonians face high energy prices, disproportionate negative impacts from this historic economic slowdown, and increasingly unaffordable energy bills. Many are forced to make dramatic life choices as they struggle to pay their bills. During the week of the energy assistance snapshot, 655 households contacted agencies to report that they were either at risk of utility disconnection or had already had services cut off. Sixty-two households were already living without utility service, some without the ability to heat their home in the middle of January.

Agencies reported 20,779 phone calls requesting energy assistance during the week of January 11 - 15. One agency alone reported nearly 6,000 calls in a five day period. Multiple agencies report that despite upgrading phone systems they still have days where the phone systems literally shut down as a result of the volume of calls.

At the end of the week that energy snapshot data was collected there were a total of 16,996 clients on waiting lists for energy assistance in Oregon. Fortunately, the following week the Department of Health and Human Services released additional LIHEAP funding. Additional LIHEAP allocations are expected to be available to Oregon Community Action Agencies by the time this document is released.

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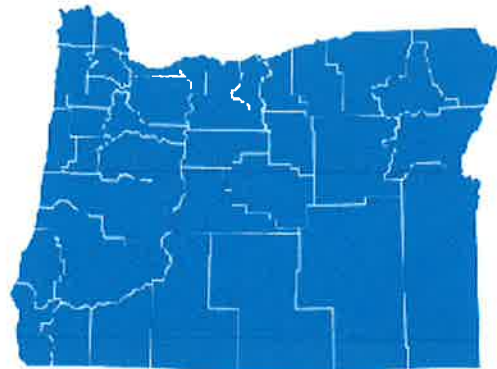
<sup>1</sup> "Oregon." American Community Survey. 10 Nov 2009. [U.S. Census Bureau](http://www.census.gov/acs/www/Products/index.html). 22 January 2010 < <http://www.census.gov/acs/www/Products/index.html>>

## Overview: Week Of January 11-15, 2010

To qualify for bill payment assistance in Oregon during the 2009 - 2010 heating season a household's total income level must be at, or below, 60 percent of Oregon state median income (adjusted for family size) and the household must have a documented energy burden.

60 Percent of Estimated State Median Income:

- 1-Person \$21,093
- 2-Person Family \$27,583
- 3-Person Family \$34,073
- 4-Person Family \$40,563
- 5-Person Family \$47,053
- 6-Person Family \$53,543



## Funding

Program	Households Served	Funds Available*
LIHEAP	3316	\$8,980,192
OEAP	1222	\$2,392,937
HEAT Programs	135	\$308,044
Other	603	\$223,484

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	485
Furnace Not Working	50
No-Heat Emergencies	200
Medical Emergencies	166
Non-Emergency Requests**	19,878
<b>TOTAL CALLS</b>	<b>20,779</b>

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$5.03 per bag average	none
Wood	\$200 - 210 per cord average	increase 10%
Heating Oil	Kerosene: \$2 - 3.19 per gallon	decrease 10%
	#2 Heating Oil: \$2.80 per gallon average	decrease 10%
Propane	\$2.90 per gallon	decrease 5%

\* Actual availability of funds may be less than reflected due to pending commitments

\*\* Non-Emergency Requests include all other requests for energy assistance, such as calls from households not at risk of shut off or loss of heat and households that do not income qualify for assistance under current guidelines.

## Energy Burden

Low-income households spend a disproportionate amount of their income on utilities. For the poorest families the cost to heat their home can exceed one third of total household income.

Oregon Households at Various Levels of the Federal Poverty Level and their Associated Home Energy Burdens<sup>1</sup>

Poverty Level	Home Energy Burden
Below 50 percent	44.2 percent
50 to 74 percent	17.7 percent
75 to 99 percent	12.7 percent
100 to 124 percent	9.9 percent
125 to 149 percent	8.1 percent

Families with unaffordable energy bills face difficult decisions with dangerous consequences:

Hunger and malnutrition increase when people are forced to choose heat over food.

Personal health suffers as people are not able to fill prescriptions, skip or reduce their medications, or go without needed medical or dental care.

The elderly, people with disabilities or medical conditions, and small children are put at risk of hypothermia.

Health and safety is endangered by people using alternate heat or light sources such as kerosene heaters, candles, lanterns, fireplaces or charcoal briquettes.

Evictions increase, more people become homeless and many never regain their housing.

Loss of utility service contributes to children going into foster care, as living without utility service is considered neglect.

People in subsidized housing risk losing their housing vouchers if their power is shut off.

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<sup>1</sup> Poverty Guidelines. "2009 Energy Assistance Programs Manual." [Oregon Housing & Community Services](#)

## Change in Need: This Year Many Clients Are New to Assistance Programs

As a result of tough economic times an increasing number of households qualify for energy services this season. Oregonians who have never before needed to turn to safety net programs are requesting assistance at agencies across the state.

The following stories are just a few of the experiences echoed by many energy assistance intake workers:

*A couple in their late 50's contacted ACCESS, Inc. for assistance with their electric bill. Up until recently they had run a successful small business and had never used our services before. They had maxed out their credit cards and are facing foreclosure on their home. We were able to help them with their electric bill and referred them to a housing counselor. They are now signed up to attend a default foreclosure prevention meeting this week.*

*At 2:30 in the afternoon a young man called Multnomah County seeking energy assistance. He had never been helped in the past, was paraplegic and his electricity had just been shut-off. Since it was close to the end of the day we called our E2C2\* case manager out of training and had her make a home visit. Pacific Power was able to turn his electricity back on that day. This young man had only been disabled for a year and was not aware of other services. The E2C2 case manager referred him to the local community college, among other things, to get aid for education.*

*A single woman had been in the hospital for several weeks and her power was shut off while she was there. She had never received an energy assistance payment before, but someone in the hospital told her about United Community Action Network. She called to schedule an appointment before she left the hospital and was very thankful for the assistance.*

*A single dad who lost his job recently and had no income applied for energy assistance. The intake worker was able to pay off his PGE and NW Natural account balances and even leave some credit on the accounts. This was the first time that the client had asked for help. He expected to have to pay back the energy assistance with interest. He was very happy and grateful for the assistance that he received.*

The Community Action Partnership of Oregon and its member agencies have built relationships with other safety net programs across the state. As a result, when a client meets with an intake worker the staff person is able to provide them with information about programs such as weatherization, water assistance, telephone assistance, food stamps and job training programs in addition to energy assistance. This partnership enables clients who have never before needed help with their utilities to access the tools they need in order to get on their feet again.

\*E2C2 (Energy Efficiency & Consumer Competency) is an energy education and case management program that provides six to twelve months of assessment, goal setting, action plans and connection to a wide range of services in an effort to reduce existing barriers to household self-sufficiency.

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## Outline of Agency Intake Process

The following outlines the process that agencies utilize when performing energy assistance intakes<sup>1</sup>.

### Confidentiality

First and foremost the confidentiality of client information is essential and must be assured and protected by the agency. Each agency must have in place policies and procedures to assure compliance with all relevant grant requirements regarding protecting client confidentiality.

### Eligibility Assessment

Gathering and informing prospective clients of information required to assure that the intake process is effective and proceeds as quickly and smoothly as possible. Sample questions include:

- Client's address
- Have they received assistance in the past
- Source of primary household heat
- Number of adults and children living in the residence
- Source and amount of income for all adults in the household
- Is the household in a crisis situation

An appointment is then scheduled with the client to continue the intake process. Clients need to bring the following sample information with them to the session.

- Income verification for all adults in the household
- A utility bill, statement or invoice
- Social Security numbers and birth dates for everyone in the household
- Receipts for bulk fuel purchases and a copy of lease (where applicable)
- Additional information may be needed such as; a landlord letter, a declaration of household income form or a self employment form

If the household is income-qualified for energy assistance, the agency determines the bill assistance source and amount by following specific program guidelines for payment type (regular, subsidized housing, roomer/boarder, crisis/furnace replacement, shutoff, and special situation). In addition, account status is noted (regular, past due, shutoff within 24 hours, shutoff within 1 – 5 days, and disconnected).

<sup>1</sup> Energy Assistance Programs (LIEAP and OEAP). Operations Manual, Program Year 2009. Oregon Housing and Community Services.



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## Sources of Energy Assistance Funding in Oregon

There are many sources of energy assistance funding available to serve low-income Oregonians. Each agency has a variety of sources they can call upon to serve clients depending upon which utility serves the client and the availability of funds.

**Low-Income Home Energy Assistance Program (LIHEAP)** – Federal energy assistance funds.

**Oregon Energy Assistance Program (OEAP)** – Energy assistance program for customers of Pacific Power and Portland General Electric.

**Oregon Low-Income Gas Assistance (OLGA)** – Utility energy assistance program for customers of Northwest Natural.

**Gas Assistance Program (GAP)** – Northwest Natural program offering assistance from voluntary customer and company contributions.

**Oregon HEAT** – Organization offering assistance from voluntary contributions through PacifiCorp and Portland General Electric (customer, employee, and corporate contributions), distribution of portions of various energy settlement funds, and independent fund raising.

**Low-Income Rate Assistance Program (LIRAP)** – Utility energy assistance program for customers of Avista Utilities.

**Project Share** – Avista Utilities program offering assistance from voluntary customer and company contributions.

**Winter Help** – Cascade Natural Gas program offering assistance from voluntary customer and company contributions.

**Oregon Low Income Bill Assistance (OLIBA)** – Utility energy assistance for customers of Cascade Natural Gas.

**Winter Help** – Low-income assistance funding is made available through a voluntary company-wide program to Idaho Power's Oregon customers. (Note: this program and the CNG voluntary contribution program go by the same name but are different programs).

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**Customer-Owned Utilities** – Each of Oregon’s 39 customer-owned utilities provides low-income assistance. The manner and source of funding of these programs differs by utility but typically falls into three categories: utility-funded programs, voluntary contribution programs, and utility-funded rate discount programs. Some utilities manage their own low-income programs and some contract with Community Action Agencies, or other social service agencies, to deliver programs to their customers.

For further information on customer-owned utility and charitable energy assistance programs please refer to the following web site:  
<http://liheap.ncat.org/profiles/Oregon.htm>

**Overview** ACCESS, Inc. has increased their capacity to serve clients by adding seasonal staff and focusing on serving clients in locations closer to their homes such as community centers that serve senior and disabled populations. They have also focused on providing energy intake training to case managers that are already providing services to clients. As a result ACCESS, Inc. has made the energy assistance program more accessible, especially to people in outlying areas.

ACCESS, Inc.  
P.O. Box 4666, 3630 Aviation Way,  
Medford OR 97501  
541-774-4322  
www.access-inc.org



## Funding

Program	Households Served	Funds Available**
LIHEAP	181	\$222,107
OEAP	189	\$70,854
HEAT Programs	0	\$25,259
Other	6	\$5,481

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	23
Furnace Not Working	5
No-Heat Emergencies	3
Medical Emergencies	0
Non-Emergency Requests	623
<b>TOTAL CALLS</b>	<b>654</b>

## Client Snapshot

*A single woman who has been homeless for a couple of years contacted the agency. We were able to help her move into an apartment and get the electricity turned on in her name with an energy assistance payment that covered an arrearage as well as providing a small credit on her account to supplement her heating costs.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$5.32 per bag	no change
Wood	\$140 - 200 per cord	10% decrease
Heating Oil	Kerosene: \$2.74 per gallon	no change
	#2 Heating Oil: \$2.57	slight decrease
Propane	\$2.66	slight increase

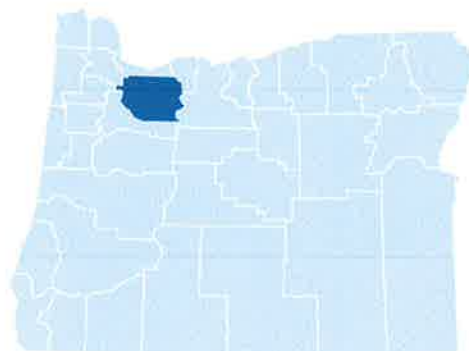
\*Please see pages 131-138 of the 2008 OHCS Poverty Report for further information on ACCESS, Inc.  
[www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

## Overview

Clackamas County Social Services has expanded their capacity to serve clients through additional staffing, upgraded technology, extended hours of operation and increased partnership with other social service agencies during the past year. The need for services, however, has outpaced their capacity to the point that their voice mail system shut down during the week of the snapshot due to an extremely high volume of calls.

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



## Funding

Program	Households Served	Funds Available**
LIHEAP	182	\$304,139
OEAP	70	\$271,373
HEAT Programs	23	\$100,881
Other	72	\$22,961

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	96
Furnace Not Working	1
No-Heat Emergencies	14
Medical Emergencies	146
Non-Emergency Requests	786
<b>TOTAL CALLS</b>	<b>1043</b>

**Client Snapshot** *A single young woman who had been struggling with life issues for some time had been getting along on food stamps and a very small direct support payment. She had just gotten a job, which would make it possible for her children to be returned to her, but was unable to take time off from work to come for an appointment and she was facing a no-heat emergency. The intake worker was able to work with her to do the application process by fax. Her power was restored. She had never received energy assistance before.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$4.35 per bag	no change
Wood	\$300 per cord	slight increase
Heating Oil	Kerosene: \$2.40 per gallon	decrease 30%
	#2 Heating Oil: \$2.62 per gallon	decrease 30%
Propane	\$3.50 per gallon	no change

\*Please see pages 35-42 of the 2008 OHCS Poverty Report for further information on Clackamas County Social Services. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

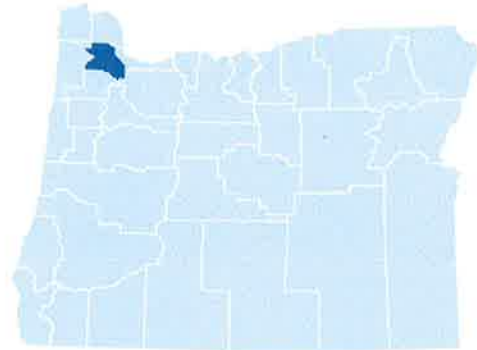
\*\* Actual availability of funds may be less than reflected due to pending commitments

# Community Action Organization Serving Washington County

## Overview

In Washington County the increase in demand for assistance services as a result of a poor economy has made it impossible for agencies to meet the need, despite many efforts to expand capacity and partner with other service providers. The agency is booked two months out with appointments that will use up their entire projected allocations for energy assistance. In addition, the agency has a wait list of over 1,100 people.

Community Action Organization  
 1001 SW Baseline Street  
 Hillsboro, OR 97123  
 (503) 648-6646  
[www.CommunityAction4u.org](http://www.CommunityAction4u.org)



## Funding

Program	Households Served	Funds Available**
LIHEAP	100	\$82,698
OEAP	261	\$0
HEAT Programs	9	\$40,697
Other	12	\$6,123

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	94
Furnace Not Working	2
No-Heat Emergencies	9
Medical Emergencies	4
Non-Emergency Requests	5,797
<b>TOTAL CALLS</b>	<b>5,906</b>

**Client Snapshot** *"I never have asked for help before in my life and this is hard for me right now to do so but I have a family to look after and they depend on me to have food and a place to live." We received this e-mail from a man who has been laid off the past two months and is receiving \$800 a month in Unemployment Compensation. He lives with his wife and two children in an apartment with rent of \$775 per month. His electric bill at the time of contact was \$442.36 and he was \$1,275.00 behind in his rent. We were able to pay his electric bill and let him know that if he faces an eviction we could help him with emergency rent assistance.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$230 per ton	no change
Wood	\$210 - 240 per cord	increase 40%
Heating Oil	Kerosene: NA	NA
	#2 Heating Oil: \$2.59 per gallon	decrease 30%
Propane	\$3.05 per gallon	change

\*Please see pages 283-290 of the 2008 OHCS Poverty Report for further information on Community Action Organization Serving Washington County [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

# Community Action Partnership of East Central Oregon

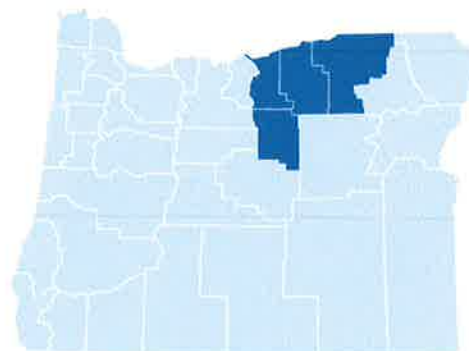
## Overview

CAPECO expanded staffing, hours of operation and infrastructure in order to serve the need for energy assistance during the 2009 - 2010 heating season. The need for assistance, however, outpaced their expansion and at the time of the energy snapshot in mid-January they had 881 future appointments scheduled.

Community Action Program  
of East Central Oregon (CAPECO)  
721 SE 3rd Street Ste. D  
Pendleton, OR 97801  
(800) 752-1139  
[www.capeco-works.org](http://www.capeco-works.org)

## Funding

Program	Households Served	Funds Available**
LIHEAP	187	\$102,813
OEAP	47	\$128,674
HEAT Programs	1	\$6,919
Other	12	\$14,112



## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	3
Furnace Not Working	5
No-Heat Emergencies	0
Medical Emergencies	0
Non-Emergency Requests	753
<b>TOTAL CALLS</b>	<b>761</b>

## Client Snapshot

*A high arrearage with an imminent shutoff would have forced an underemployed household to lose their housing assistance. The assistance provided prevented shutoff and they were referred to an energy education workshop and monthly meetings with a budget counselor. This household has learned ways to conserve energy as well as acquired the skills to create and maintain a monthly budget.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$185 - 260 per ton	no change
Wood	\$175- 250 per cord	slight increase
Heating Oil	Kerosene: \$2-2.30 per gallon	decrease 30-50%
	#2 Heating Oil: \$2.35-2.85 per gallon	decrease 10%
Propane	\$2.15- 2.85 per gallon	decrease 20%

\*Please see pages 99-106, 211-218, 251-258, and 291-298 of the 2008 OHCS Poverty Report for further information on Community Action Partnership of East Central Oregon. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

## Overview

During the week of the energy snapshot Community Action Team, Inc. received more than twice as many requests for assistance than they were able to serve. During the past year their program has increased capacity through staffing, outreach, expansion of facilities, partnership with other social service agencies and increased efficiencies within their program, like many agencies in the state.

Community Action Team, Inc.  
125 N. 17th St.  
St. Helens, OR 97051  
(503) 397-3511  
www.cat-team.org



## Funding

Program	Households Served	Funds Available**
LIHEAP	63	\$268,182
OEAP	11	\$31,542
HEAT Programs	29	\$2,180
Other	41	\$810

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	3
Furnace Not Working	3
No-Heat Emergencies	8
Medical Emergencies	1
Non-Emergency Requests	468
<b>TOTAL CALLS</b>	<b>483</b>

## Client Snapshot

*A senior who we helped lost her husband just a couple years prior to receiving assistance. Not only is she lonely, she is having a hard time making ends meet. She turns her heat as low as she can bear and layers up as much as possible. She has sold everything she possibly can to keep a roof over her head, food in the house and heat to keep her alive. She has done everything possible to keep things going each year, and without assistance she would have an even more difficult time.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$4.75 per bag	no change
Wood	\$110 per cord	decrease 12%
Heating Oil	Kerosene: NA	NA
	#2 Oil: \$2.35 per gallon	decrease 45%
Propane	\$2.45 per gallon	decrease 9%

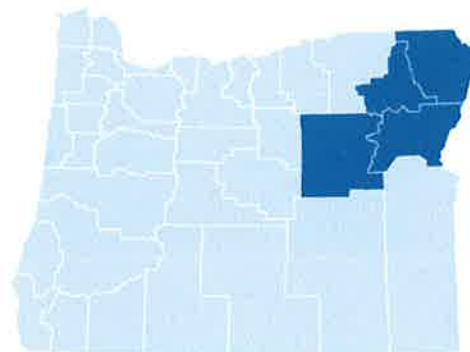
\*Please see pages 43-50, 51-58 and 243-250 of the 2008 OHCS Poverty Report for further information on Community Action Team, Inc. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

## Overview

Community Connection of Northeast Oregon, Inc. has hired additional energy assistance staff during the past year and increased capacity by streamlining processes in order to reduce the number of times that a client needs to meet with their staff. The agency has seen a greater need for crisis energy payments this year especially for clients with propane or oil as their heating fuel.

Community Connection of NE Oregon (CCNO)  
 104 Elm Street  
 LaGrande, OR 97850  
 (541) 963- 3186  
 www.ccno.org



## Funding

Program	Households Served	Funds Available**
LIHEAP	59	\$200,272
OEAP	7	\$796
HEAT Programs	0	\$367
Other	10	\$16,970

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	3
Furnace Not Working	1
No-Heat Emergencies	1
Medical Emergencies	0
Non-Emergency Requests	296
<b>TOTAL CALLS</b>	<b>301</b>

**Client Snapshot** *Community Connection of Wallowa County was contacted by client's landlord in early December '09, during a "cold snap." The landlord stated that his tenant had completely run out of heating oil and had resorted to using electric space heaters to heat the home. Earlier in the day, the tenant contacted the landlord stating there was an electrical problem at the rental. When the landlord went to inspect the problem, he found that the tenant was using old space heaters with extension cords and had caused a small electrical fire. CCNO was able to provide 100 gallons of oil which was delivered the same day.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change
Pellets	\$5.03 per bag average	no change
Wood	\$200 - 210 per cord average	increase 10%
Heating Oil	Kerosene: \$2 - 3.19 per gallon	decrease 10%
	#2 Heating Oil: \$2.80 per gallon average	decrease 10%
Propane	\$2.90 per gallon	decrease 5%

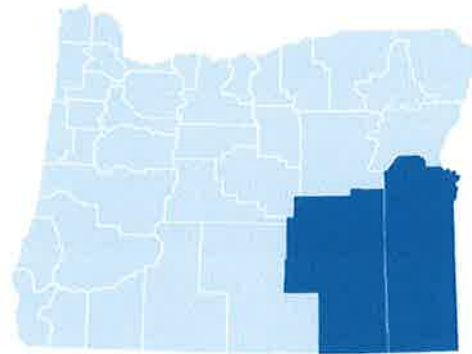
\*Please see pages 19-26, 107-114, 259-266 and 267-274 of the 2008 OHCS Poverty Report for further information on Community Connections of Northeast Oregon, Inc. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments



**Overview** Community In Action added staff in both counties that they serve during the 2009 - 2010 heating season. They streamlined processes and expanded hours of operation in Malheur County and held additional outreach activities in Harney County. Community In Action also partnered with both public and private social service agencies, a local health office and hospital in order to expand services and reach additional clients.

Community In Action Agency  
 49 NW 1st Street, Suite #6A  
 Ontario, OR 97914  
 (541) 889-1060  
[www.communityinaction.info](http://www.communityinaction.info)



## Funding

Program	Households Served	Funds Available**
LIHEAP	17	\$240,233
OEAP	NA	NA
HEAT Programs	0	\$0
Other	0	\$14,987

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	1
Furnace Not Working	2
No-Heat Emergencies	2
Medical Emergencies	0
Non-Emergency Requests	41
<b>TOTAL CALLS</b>	<b>46</b>

## Client Snapshot

*We visited a client's home to do an audit for weatherization. The furnace was literally red with heat and was ready to catch fire. We called in a HVAC contractor and found that the furnace was very close to burning the home down. The resident is disabled and uses a wheelchair with only one accessible escape route. He very likely would have died in his home had it caught fire. The HVAC contractor was able to install a new furnace using LIHEAP funding. LIHEAP funding probably saved his life.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change
Pellets	\$4.72 per bag	no change
Wood	\$135 per cord	no change
Heating Oil	Kerosene: \$2.73 per gallon	decrease 30-50%
	#2 Heating Oil: \$2.73 per gallon	decrease 20-30%
Propane	\$2.33 per gallon	decrease 20%

\*Please see pages 115-122 and 195-202 of the 2008 OHCS Poverty Report for further information on Community in Action Agency. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

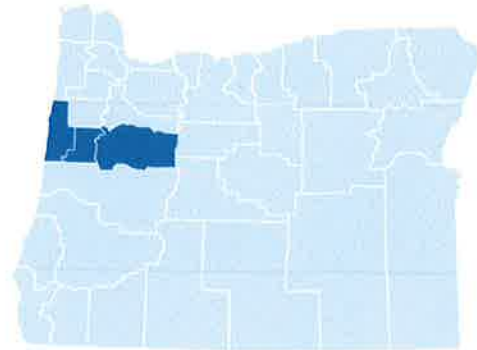
\*\* Actual availability of funds may be less than reflected due to pending commitments

## Overview

Community Services

Consortium expanded their capacity to serve an increasing number of clients requesting energy assistance during the 2009 - 2010 heating season. At the end of the week of the snapshot, CSC had committed all of its available LIHEAP funding (despite the appearance that funds are still available) and had an additional 814 households signed up for assistance should additional funding become available.

Community Services Consortium  
 545 SW 2nd, Suite A  
 Corvallis, OR 97333-4466  
 (541) 752-1010  
[www.csc.gen.or.us](http://www.csc.gen.or.us)



## Funding

Program	Households Served	Funds Available**
LIHEAP	254	\$1,078,257
OEAP	130	\$83,095
HEAT Programs	16	\$6,131
Other	38	\$20,361

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	33
Furnace Not Working	0
No-Heat Emergencies	8
Medical Emergencies	1
Non-Emergency Requests	740
<b>TOTAL CALLS</b>	<b>782</b>

*In Benton County, our energy office did outreach days in the small town of Alsea. At one outreach, a single mother came in to get assistance to purchase propane, which she was out of at the time. She had no transportation and no income for the family. She was reluctant to apply for energy assistance, fearing having to discuss her situation with strangers. She was able to get LIHEAP funds to assist her in obtaining propane for her heat, as well as assistance with electricity. The CSC staff was able to put her at ease, and by the end of her short appointment, she was relaxed and smiling. She thanked the staff person for being so understanding and helpful.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$5.03 per bag average	no change
Wood	\$200 - 210 per cord average	increase 10%
Heating Oil	Kerosene: \$2 - 3.19 per gallon	decrease 10%
	#2 Heating Oil: \$2.80 per gallon average	decrease 10%
Propane	\$2.90 per gallon	decrease 5%

\*Please see pages 27-34, 187-194 and 195-202 of the 2008 OHCS Poverty Report for further information on Community Services Consortium. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

# Klamath and Lake Community Action Services

## Overview

Klamath and Lake Senior Centers working with Klamath and Lake Community Action have expanded staffing and reassigned staff roles in order to increase their ability to serve the growing need for energy assistance. They have also improved energy assistance outreach in outlying areas in partnership with energy education services and increased the number of fuel vendors that provide propane to clients.

Klamath and Lake Community Action Services  
 125 S. 6th St.,  
 Klamath Falls, OR 97601  
 (541) 882-3500  
 www.klccas.org



## Funding

Program	Households Served	Funds Available**
LIHEAP	214	\$869,751
OEAP	17	\$352,239
HEAT Programs	2	\$7,203
Other	0	0

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	1
Furnace Not Working	8
No-Heat Emergencies	11
Medical Emergencies	0
Non-Emergency Requests	799
<b>TOTAL CALLS</b>	<b>819</b>

## Client Snapshot

*We had an 82-year-old woman who needed help with her heat bill. She was not able to leave her home, so we did a home visit. We discovered that her water heater was spraying water all over and her furnace had a gas leak. We also discovered she had a very bad problem with mice. We ended up giving her energy assistance, fixing her furnace, replacing her hot water heater and calling someone to try to fix the mouse problem. We would never have known about this woman's problems because she was too independent to ask for help.*

## Energy Costs (Raw materials)

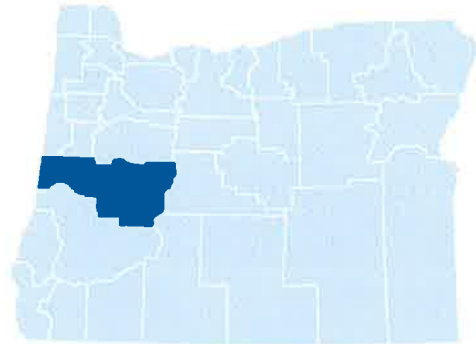
Materials	2009-2010 Cost	Change
Pellets	\$5.03 per bag average	no change
Wood	\$200 - 210 per cord average	increase 10%
Heating Oil	Kerosene: \$2 - 3.19 per gallon	decrease 10%
	#2 Heating Oil: \$2.80 per gallon average	decrease 10%
Propane	\$2.90 per gallon	decrease 5%

\*Please see pages 155-162 and 163-170 of the 2008 OHCS Poverty Report for further information on Klamath and Lake Community Action Services. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

**Overview** Lane County has opted not to expand outreach capacities this year because a substantial increase in funding for clients would be needed to meet even the existing need. There are currently 4,087 households on their wait list for energy assistance of which they have enough funding to serve only 1,656. If additional funding does not become available for low-income families at least 3,151 households in need will go without energy assistance this year.

Lane County Human Services Commission  
 125 E 8th Avenue  
 Eugene, OR 97401  
 (541) 682-3798  
[www.lanecounty.org/hsc](http://www.lanecounty.org/hsc)



## Funding

Program	Households Served	Funds Available**
LIHEAP	442	\$982,894
OEAP	0	\$22,544
HEAT Programs	NA	NA
Other	170	\$40,007

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	1
Furnace Not Working	4
No-Heat Emergencies	0
Medical Emergencies	5
Non-Emergency Requests	186
<b>TOTAL CALLS</b>	<b>196</b>

**Client Snapshot** *One of our service providers had a client in Walton who lives in an old and drafty house. She and her husband usually close off the rooms they don't use in the winter to conserve heat, but this year, their 4-year old granddaughter came to live with them unexpectedly. Heating the additional room added significantly to their utility bill, and they were not prepared for the added expense. We were able to get them into our Mapleton office quickly to do an intake. The \$384 LIHEAP payment they received was a lifesaver. Blachly-Lane electric honored our pledge amount and kept the family's power on through the recent cold snap.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$5.03 per bag average	no change
Wood	\$200 - 210 per cord average	increase 10%
Heating Oil	Kerosene: \$2 - 3.19 per gallon	decrease 10%
	#2 Heating Oil: \$2.80 per gallon average	decrease 10%
Propane	\$2.90 per gallon	decrease 5%

\*Please see pages 171-178 of the 2008 OHCS Poverty Report for further information on Lane County Human Services Commission. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

## Overview

During the past year, Mid-Columbia Community Action Council has increased staffing and improved their program delivery through additional outreach, partnership with other programs and the coordination of benefits with other social service agencies.

Mid-Columbia Community Action Council  
 P.O. Box 1969  
 The Dalles, OR 97058  
 (541) 298-5131  
 www.mccac.com



## Funding

Program	Households Served	Funds Available**
LIHEAP	211	\$19,481
OEAP	7	\$1,183
HEAT Programs	0	\$18,048
Other	172	\$44,705

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	2
Furnace Not Working	3
No-Heat Emergencies	0
Medical Emergencies	1
Non-Emergency Requests	118
<b>TOTAL CALLS</b>	<b>124</b>

**Client Snapshot** I helped an elderly lady last week with energy assistance. In the process of determining if she had a crisis situation or not, I asked her to give me a quick run down on her monthly expenses. She promptly pulled out her check register and started through the list of bills. I knew her monthly income was just over \$700. When she reached expenses of almost \$900, I stopped her and told her what her bills had added up to. She, with a smile on her face, said, "yes, I know dear, I just have to pay on some of them one month and others on another month." We then made a crisis payment for her oil. She left hurriedly because she had been on her way to do her volunteer work with the Gleaners.

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$6.49 per bag	slight increase
Wood	\$135 per cord	same
Heating Oil	Kerosene: \$2.29 per gallon	decrease 10%
	#2 Heating Oil: \$2.63 per gallon	decrease 30-50%
Propane	\$2.55 per gallon	decrease 10%

\*Please see pages 123-132, 235-242 and 275-282 of the 2008 OHCS Poverty Report for further information on Mid-Columbia Community Action Council. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

# Mid-Willamette Valley Community Action Agency

## Overview

Mid-Willamette Valley Community Action Agency has increased their seasonal energy assistance staffing in order to help keep up with the growing need for help. At the time of the energy snapshot, they had to resort to limiting their funding each week in order to ensure that funds were available for clients in need throughout the month.

Mid-Willamette Valley Community Action Agency  
 2475 Center Street NE  
 Salem, OR 97301  
 (503) 585-6232  
[www.mwvcaa.org/](http://www.mwvcaa.org/)



## Funding

Program	Households Served	Funds Available**
LIHEAP	424	\$495,345
OEAP	76	\$252,679
HEAT Programs	NA	NA
Other	26	\$27,171

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	69
Furnace Not Working	2
No-Heat Emergencies	1
Medical Emergencies	0
Non-Emergency Requests	1088
<b>TOTAL CALLS</b>	<b>1164</b>

## Client Snapshot

*A family of six with four children under the age of 12 had been struggling to pay their bills. The father had been laid off from his construction job until March. The mother is unemployed and looking to find work. The energy assistance they received kept their electricity from being disconnected.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$5.03 per bag average	no change
Wood	\$200 - 210 per cord average	increase 10%
Heating Oil	Kerosene: \$2 - 3.19 per gallon	decrease 10%
	#2 Heating Oil: \$2.80 per gallon average	decrease 10%
Propane	\$2.90 per gallon	decrease 5%

\*Please see pages 203-210 and 227-234 of the 2008 OHCS Poverty Report for further information on Mid-Willamette Valley Community Action Agency. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

# Multnomah County Department of County Human Services

## Overview

In response to the increased need for energy assistance, Multnomah County has expanded capacity by adding staff, improving technology, increasing the number of client outreach activities and developing partnerships with groups that serve low-income populations. As a result, they have been able to serve 30 percent more seniors and clients with disabilities compared to last year.

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](http://www.co.multnomah.or.us/dchs)



## Funding

Program	Households Served	Funds Available**
LIHEAP	519	\$1,637,012
OEAP	105	\$385,978
HEAT Programs	27	\$85,285
Other	16	\$269

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	103
Furnace Not Working	7
No-Heat Emergencies	82
Medical Emergencies	3
Non-Emergency Requests	5202
<b>TOTAL CALLS</b>	<b>5397</b>

**Client Snapshot:** *A husband and wife, along with a 12-year old child had all utilities shut off for over two-weeks. The father was dying of cancer and the wife was trying to take care of him. They had no income, while he waited for Social Security. She couldn't work and care for him. Additionally, the 12-year old had a dangerous drug problem. The stress in this family was tremendous. The County intake staff worked to get all past due water/sewer charges taken care of so their water could be restored. The E2C2 case manager was able to get energy assistance to turn on both the electricity and natural gas. The case manager also worked with this family to get substance abuse services for their son through one of our partner agencies.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$5.03 per bag average	no change
Wood	\$200 - 210 per cord average	increase 10%
Heating Oil	Kerosene: \$2 - 3.19 per gallon	decrease 10%
	#2 Heating Oil: \$2.80 per gallon average	decrease 10%
Propane	\$2.90 per gallon	decrease 5%

\*Please see pages 219-226 of the 2008 OHCS Poverty Report for further information on Multnomah County Department of County Human Services. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

## Overview

During the week of January 11 - 15, NeighborImpact waited anxiously for the delayed release of federal energy assistance funding in order to serve the 623 clients on their wait list. NeighborImpact has opened outlying offices and built partnerships with many local social service agencies in order to respond to an increased demand that outpaced available funding.

Neighbor Impact  
2303 SW First Street  
Redmond, OR 97756  
(541) 548-2380  
www.neighborimpact.org



## Funding

Program	Households Served	Funds Available**
LIHEAP	244	\$376,126
OEAP	277	\$280,044
HEAT Programs	12	\$645
Other	NA	NA

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	7
Furnace Not Working	1
No-Heat Emergencies	2
Medical Emergencies	1
Other	933
<b>TOTAL CALLS</b>	<b>944</b>

**Client Snapshot** *A client came in for energy assistance last week; it was really rainy and dark. She was really down and out. She had never received energy assistance before and was out of oil. A friend told her to come to our office to see if we could help. The oil company waived the delivery fee and she had heat that same day! We were also able to help with her electric bill. She came back the next day and received help from another NeighborImpact program. We also referred her to DHS for additional services. Her situation was really turned around for the better by the time she left.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	variable	no change
Wood	\$165 per cord	decrease 20%
Heating Oil	Kerosene: \$3.19 per gallon	variable
	#2 Heating Oil: \$2.59 per gallon	decrease 30%
Propane	\$2.80 per gallon	decrease 30%

\*Please see pages 67-74, 83-90 and 139-146 of the 2008 OHCS Poverty Report for further information on NeighborImpact. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments



## Overview

Oregon Coast Community Action expanded capacity this year through the addition of staff, and facilities, streamlining of work processes, and the formation of partnerships with other agencies within their service area. At the end of the week of Jan. 11-15, ORCCA had 1,162 clients on their wait list for services, which were receiving assistance at a rate of 150 households per week.

Oregon Coast Community Action (ORCCA)  
 2110 Newmark Avenue  
 Coos Bay, OR 97420-2957  
 (541) 888-1574  
 www.orcca.us



## Funding

Program	Households Served	Funds Available**
LIHEAP	99	\$592,711
OEAP	1	\$142,228
HEAT Programs	3	\$8,327
Other	0	787

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	3
Furnace Not Working	1
No-Heat Emergencies	28
Medical Emergencies	0
Non-Emergency Requests	734
<b>TOTAL CALLS</b>	<b>766</b>

**Client Snapshot** *This winter we had a family request shut-off assistance. Review of their finances identified that the family had at least 11 NSF fees every month through use of an emergency credit line with their bank. Through education, short-term case management and more in-depth energy assistance, we were able to keep their power bill paid long enough for the customer to not need emergency credit line. The outcome was to increase the family's monthly income by nearly \$400.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$4.50 per bag	no change
Wood	\$195 per cord	no change
Heating Oil	Kerosene: \$2.92 per gallon	no change
	#2 Heating Oil: \$2.48 per gallon	decrease 10%
Propane	\$2.75 per gallon	decrease 15%

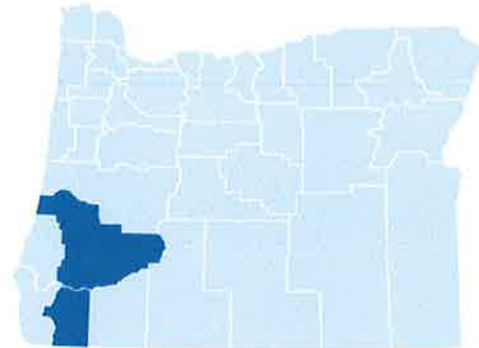
\*Please see pages 59-66 and 75-82 of the 2008 OHCS Poverty Report for further information on Oregon Coast Community Action. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

## Overview

United Community Action Network has increased staffing and expanded hours of operation in order to serve more clients. Because of the increased need, however, the agency's waiting list has swelled to nearly 2,600 households. UCAN has been forced to prioritize clients by need in order to ensure that those desperate for assistance are able to access it.

United Community Action Network/UCAN  
 280 Kenneth Ford Dr.  
 Roseburg, OR 97470  
 (541) 672-3421  
[www.ucanap.org](http://www.ucanap.org)



## Funding

Program	Households Served	Funds Available**
LIHEAP	379	\$676,266
OEAP	16	\$129,854
HEAT Programs	13	\$6,102
Other	21	\$4,538

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	8
Furnace Not Working	5
No-Heat Emergencies	31
Medical Emergencies	4
Non-Emergency Requests	997
<b>TOTAL CALLS</b>	<b>1045</b>

**Client Snapshot** *After providing energy assistance our E2C2 visited a single parent with a disabled 15-year-old daughter and a 4 year old son. During the home visit the E2C2 case manager noticed they needed insulation and the doors and windows were leaking. The client was referred to UCAN's weatherization program. They found the client had high levels of carbon monoxide in their home due to a faulty stove. The potentially deadly problem was solved and the client recently called to let us know she had received her lowest electricity bill ever.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$4.50-5.70 per bag	10% increase
Wood	\$ 175-200 per cord	10% increase
Heating Oil	Kerosene: \$2.80 per gallon	8% increase
	#2 Heating Oil: \$2.53-2.59 per gallon	20% increase
Propane	\$2.76 per gallon	15% increase

\*Please see pages 91-98 and 147-154 of the 2008 OHCS Poverty Report for further information on United Community Action Network. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

**Overview** YCAP, like many Oregon Community Action Agencies, expanded staffing and capacity in order to meet the increased need for services this season. As a result, they needed to carefully budget their funding in case of client emergencies throughout the heating season. At the time of the snapshot they had over 400 households on their waiting list and only expected enough funding during the rest of this season to serve 225.

Yamhill Community Action Partnership (YCAP)  
 800 E. Second Street, P.O. Box 621 (mail)  
 McMinnville, OR 97128  
 (503) 472-0457  
 www.ycap.info



## Funding

Program	Households Served	Funds Available**
LIHEAP	30	\$73,576
OEAP	8	\$48,111
HEAT Programs	NA	NA
Other	7	\$4,202

## Energy Service Requests

Service	# Calls
Electric/Gas Already Shut Off	35
Furnace Not Working	0
No-Heat Emergencies	0
Medical Emergencies	0
Non-Emergency Requests	317
<b>TOTAL CALLS</b>	<b>352</b>

**Client Snapshot** *A client contacted YCAP at the beginning of the heating season to report that there was no heat in the house. A disabling accident last spring resulted in loss of wages, and continued intensive rehabilitation left the individual home bound. A high number of medical bills with limited income left the family with insufficient resources. After further investigation, it was determined that their oil tank could no longer contain oil and required replacement. Emergency Crisis Funds from LIHEAP provided a new tank, oil to fill it, and repairs to hook-up/tune-up the furnace.*

## Energy Costs (Raw materials)

Materials	2009-2010 Cost	Change From 08-09 Cost
Pellets	\$5.03 per bag average	no change
Wood	\$200 - 210 per cord average	increase 10%
Heating Oil	Kerosene: \$2 - 3.19 per gallon	decrease 10%
	#2 Heating Oil: \$2.80 per gallon average	decrease 10%
Propane	\$2.90 per gallon	decrease 5%

\*Please see pages 299-306 of the 2008 OHCS Poverty Report for further information on Yamhill Community Action Partnership. [www.ohcs.org/povertyreport.html](http://www.ohcs.org/povertyreport.html)

\*\* Actual availability of funds may be less than reflected due to pending commitments

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Community Action Partnership of Oregon would like to thank the Staff, Program Coordinators and Directors of the Oregon Community Action Agencies and Oregon Housing and Community Services, and the Oregon Energy Coordinators Association for their help in gathering and compiling the data used for this report.