



Pend Oreille County Public Utility District

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COVID-19 Emergency Assistance Program

What is COVID Emergency Assistance?

COVID Emergency Assistance is a program offered by Pend Oreille PUD that provided emergency assistance for those residential customers directly affected by the COVID-19 pandemic.

Who does this emergency program support?

The COVID-19 Emergency Assistance program provides emergency assistance to Pend Oreille County PUD residential customers who need help with their electricity or water bill. The purpose of the program is to help families who are experiencing financial crisis due to the COVID-19 pandemic.

How do I qualify for assistance?

Customers seeking assistance must call the PUD office at 509-447-3137. To be eligible, a customer must be:

- A current customer of Pend Oreille PUD
- Be experiencing direct financial hardship due to COVID-19 pandemic
- Has not receive a Neighbors-in-Need award within the last 6 months

If qualified, a grant amount of \$250.00 will be applied to the customer's account.

Are there additional assistance opportunities?

Funding is available to help families experiencing financial hardship:

- Neighbors-in-Need (NIN)
- Low Income Home Energy Assistance Program (LIHEAP)
- Disaster Cash Assistance

How can I help?

Donations can be made in several different ways: Join "Operation Round-Up" to round up your bill to the nearest whole dollar each month; one-time donations can be made by adding it to your payment or online through SmartHub by clicking on "Billing & Payments" and then "Round Up".

We are here for you and want to work with all of our customers facing financial hardship. If you are unable to pay your bill, please call us at 509-447-3137.