



# Pend Oreille County Public Utility District

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## COVID-19 Emergency Energy Assistance Program

### What is COVID-19 Emergency Assistance?

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

### Who does this emergency program support?

The COVID-19 Emergency Energy Assistance program provides emergency energy assistance to Pend Oreille County residents who need help with their electricity bill. The purpose of the program is to help families who are experiencing financial hardship due to the COVID-19 pandemic.

### How do I qualify for assistance?

Pend Oreille PUD's COVID-19 Emergency Energy Assistance Program is administered through Rural Resources. Customers seeking assistance must call 509-685-6000. To be eligible, a customer must:

- Be a current customer of Pend Oreille PUD;
- Be experiencing direct financial hardship due to COVID-19 pandemic; and
- Not have received a Neighbors-in-Need award within the last 6 months.

If qualified, a grant in the 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 through the following programs:

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

### I am not currently experiencing financial hardship, how can I help others?

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.*