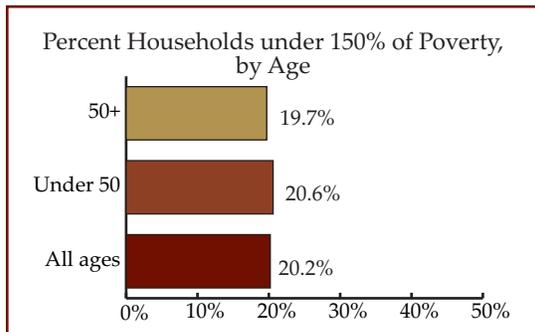


Energy and Telephone Assistance in the States

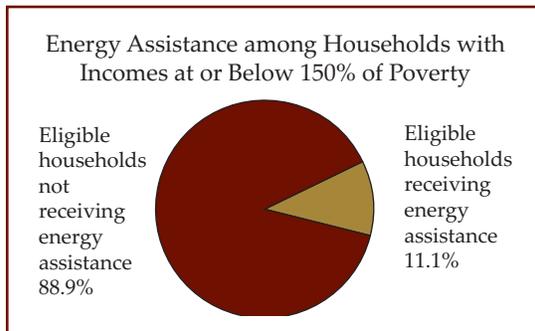
Oregon

Oregon in Brief (2006)

Total state population:	3,700,758
State median income:	\$61,570
Percent households age 50+:	49.2%

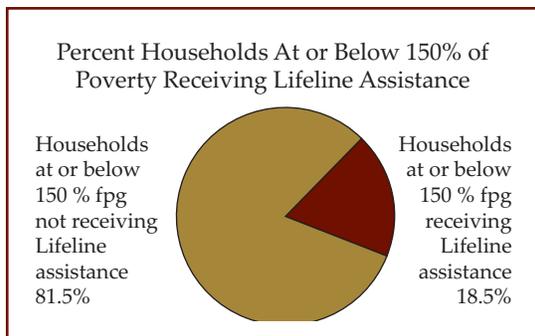


Energy Assistance



Telephone Assistance

Telephone penetration rate in state: 96.5%



Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Oregon.

Lifeline/Oregon Telephone Assistance Program (OTAP)

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

Benefits (2006)

Maximum monthly credit: \$13.50
 Basic federal support: \$8.25
 State support: \$3.50
 Federal match: \$1.75

Funding (2005)

Federal: \$6,641,454
 State: \$2,298,240 (est.)

Funding at the state level is provided through a surcharge of \$0.13 per line on telecommunications service, approved by the Public Utility Commission of Oregon and collected through the Residential Service Protection Fund. The surcharge, which appears on local telephone bills, cannot exceed \$0.35 per subscriber per month. The Public Utility Commission reviews the surcharge and the balance in the Residential Service Protection Fund annually and may adjust the amount of the surcharge to ensure the fund has adequate resources.

Eligibility (2006)

Applicants enrolled in the following programs or with household incomes at or below 135% of the federal poverty guideline are eligible for Lifeline assistance.

- Food stamps
- Supplemental Security Income (SSI)
- Welfare Medicaid ID Card
- Oregon Health Plan

Energy and Telephone Assistance in the States

To receive Lifeline assistance, state residents must complete an application with their local telephone provider or the Oregon Telephone Assistance Program at the Public Utility Commission (PUC). The PUC checks applicant eligibility through a shared Department of Social Services database and passes on a list of eligible applicants to the telephone service provider.

The Department of Human Services verifies customers' eligibility by matching Social Security numbers against a database of consumers in approved programs or with incomes at or below 135% of the federal poverty guideline. The department conducts monthly reviews of the database to recertify current eligibility.

Participation (2005)

Households served: 54,720

Participation rate: 22.1% (based on 135% of the federal poverty guideline)

Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

Funding (2005)

Federal: \$375,893

Eligibility (2006)

Eligibility requirements are the same as for Lifeline, except that households that only qualify for the Low-Income Home Energy Assistance Program (LIHEAP) are eligible for Link-Up, but not for Lifeline/OTAP.

Participation (2005)

Households served: 22,421

Energy Assistance

Low-income energy assistance programs in Oregon include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance Program (LIEAP)
- Weatherization Assistance Program (WAP)
- Public Purpose Low-Income Energy Assistance Program
- Low-Income Weatherization Program
- Oregon Energy Assistance Program (OEAP)

Low-Income Home Energy Assistance Program (LIHEAP)—Low-Income Energy Assistance Program (LIEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Oregon with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, Oregon distributes payments under two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for Oregon's Weatherization Assistance Program (WAP).

Benefits (FY2006)

Heating: \$350 maximum per year per household

Crisis: \$500 maximum per household

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client.

Heating assistance is available from October 1 until funds are exhausted. Crisis assistance is available year-round.

Funding (FY2006)

Total: \$26,491,148

Federal: \$25,114,398

Energy and Telephone Assistance in the States

Tribal set-aside: \$430,919
Regular net block grant: \$23,880,116
One-time additional net block grant:
\$278,467
Total emergency/cont.: \$524,896
State: \$1,376,750

State funds are realized through utility settlement funds; 25% of funds are used for bill payment assistance and the remaining \$4,125,000 are allocated to Oregon HEAT for distribution to local agencies and low-income customers of Oregon's investor-owned utilities.

The Oregon Department of Housing and Community Services distributes grants to local community action agencies (CAAs) throughout the state. These agencies accept applications, determine eligibility, notify clients, and make payments to energy providers and clients. Oregon allocates LIHEAP funding in the following manner:

- | | |
|-------------------------|-----|
| • Heating assistance: | 57% |
| • Crisis assistance: | 3% |
| • Weatherization: | 15% |
| • Administration, etc.: | 25% |

Eligibility (FY2006)

State residents with household incomes at or below 60% of the state median income level are eligible for assistance.

Participation (FY2005 est.)

Heating: 58,377

Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Oregon with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

Benefits (FY2006)

Average benefit per household: \$3,855

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

Funding (FY2006)

Total: \$10,005,282

Federal: \$6,280,282

Department of Energy: \$2,921,655

Additional funds from LIEAP: \$1,741,615

BPA: \$1,617,012

State: \$3,725,000

Public purpose charge funds: \$3,725,000

The Oregon Department of Housing and Community Services (OHCS) contracts with 17 community action programs (CAPs) throughout the state, which accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures. As of March 2002, contractors delivering the WAP will also deliver the majority of the public purpose charge funding devoted to low-income weatherization.

Eligibility (FY2006)

State residents with household incomes at or below 60% of Oregon's median income are eligible for assistance. Households with elderly or disabled members and households with children under six years of age are given priority.

Participation (2005)

Households served: 2,551

Energy and Telephone Assistance in the States

Public Purpose Low-Income Energy Assistance Program

Oregon's electric restructuring law establishes a \$60 million public purpose charge that provides approximately \$18 million in annual funding for the low-income weatherization and energy assistance programs.

The law mandates that investor-owned utilities must collect the charge from all customers within their service area equal to 3% of total revenues.

Low-Income Weatherization Program

Benefits

Oregon Housing and Community Services performs energy audits to determine appropriate services, and then performs any or all of the following services:

- Ceiling, wall, and floor insulation
- Energy-related minor home repairs
- Energy-conservation education
- Infiltration reduction
- Furnace repair and replacement
- Heating duct improvements

Funding (2005)

Total: \$8,944,625

Public purpose charge: \$8,944,625

The state devotes 13% of the total collected public purpose charge to fund low-income weatherization services. Oregon Housing and Community Services uses the state's existing Weatherization Assistance Program (WAP) to deliver the majority of funds.

Eligibility

Households with incomes at or below 60% of the state median income are eligible for assistance. Subgrantee agencies of Oregon Housing and Community Services determine applicant eligibility.

Participation (2005)

Households served: More than 1,600

Oregon Energy Assistance Program (OEAP)

In addition to the 3% public purpose charge, investor-owned utilities must collect \$10 million from customers to fund electric bill-paying assistance for low-income households. This assistance is known as the Oregon Energy Assistance Program (OEAP).

Benefits (FY2007)

Maximum benefit: \$800 per household
OEAP offers electric-bill payments, crisis assistance, and other programs that reduce service disconnections.

Funding (FY2007)

Total: \$10,000,000

State: \$10,000,000

Utilities: \$10,000,000 (from utility customers)

Low-income electric rate assistance is funded through a monthly \$0.33 meter charge to customers of the state's two investor-owned electric utilities, Pacific Power and Portland General Electric (PGE).

Monthly collections are transmitted to Oregon Housing and Community Services and distributed to local community action agencies. The CAAs distribute grants to low-income households in PGE and Pacific Power service areas.

Eligibility (2007)

Eligibility for the electric assistance fund is the same as for LIHEAP—household income 60% or below the state median income. Priority is given to low-income electricity customers facing a service disconnection.

Participation (2005)

Households served: 22,350

Seasonal, Health-, and Income-Related Disconnection Policy

Seasonal

Oregon delays disconnection of residential natural gas or electric service for nonpayment for up to six months if a medical professional certifies that the disconnection would be dangerous to the health of the customer or other permanent household member. If the medical professional labels the householder's illness as "chronic," the utility is required to delay disconnection for up to 12 months. Customers submitting a medical certificate are required to enter into a written deferred-payment arrangement.

Deferred Payments

Oregon prohibits natural gas and electric utilities from disconnecting residential service if the customer enters into a written deferred-payment plan, which at a minimum offers a choice between a level payment plan and a down payment and equal pay arrearage plan.