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Letter From Jennifer Gremmert

Executive Director

Over the course of our 30 years serving some of Colorado’s most vulnerable residents, Energy Outreach Colorado has seen many challenges and triumphs around energy poverty. What we know through our experience is that it has become more critical than ever to ensure that the voice and needs of our low-income neighbors is not only heard, but is also acted upon.

This past year, we received over 150,000 calls from people seeking urgent assistance with their past-due energy bills. As housing becomes less affordable, wages remain stagnant, and medical costs rise, more households are striving to make ends meet. Our programs have become more essential and our leadership more critical. This fiscal year has been nothing short of amazing and we are proud of the impact we have had to support, stabilize and sustain households across the state.

As we look to the future, we know that there is much more work that needs to be done to ensure that there is equity for those struggling to afford some their most basic human needs – like being able to afford heat in their homes when the temperature outside is freezing. We are committed to advocating for and supporting all vulnerable Coloradans two have a better tomorrow than it is today.

Warmly,

Jennifer Gremmert
Executive Director
Vision

All Coloradans can afford their energy needs.

Mission

Energy Outreach Colorado leads a network of industry, state and local partners to **Support**, **Stabilize** and **Sustain** Coloradans to afford their energy needs.

Strategic Directions

- Commit to Statewide Impact
- Unlock Our Full Potential
- Foster External Relationships
- Pursue Broader Horizons

Strategic Pillars

- **Support**
  - Bill Payment Assistance
  - Furnace Repair/Replacement
- **Stabilize**
  - Energy Efficiency
  - Behavior Change
- **Sustain**
  - Renewable Subscriptions
  - Advocacy
In March 1989, Colorado leaders established the nonprofit organization that is now Energy Outreach Colorado. Its purpose? To address the gap between decreasing federal funding for energy assistance and the home energy needs of low-income Coloradans. Since then, we have worked with community organizations, energy companies, policy makers, and individual supporters to deliver nationally-recognized programs to help all Coloradans afford home energy. Along the way, we have raised millions of dollars for energy bill payment assistance, furnace repair, education, and weatherization programs to lower energy costs and usage.

A governor-appointed commission established nonprofit Colorado Energy Assistance Foundation (CEAF) to raise funds to supplement Colorado’s federal Low-Income Energy Assistance Funding (LEAP) allocation.

2000
With natural gas prices skyrocketing, CEAF partnered with public and private agencies to expand energy education and weatherization programs and create a Colorado toll-free consumer hotline.

2003
CEAF changed its name to Energy Outreach Colorado (EOC) to reflect its broader energy cost-lowering efforts.

2005
With EOC support, the Colorado Legislature passed the Low-Income Energy Assistance Act requiring the state’s six largest utilities to offer the opportunity for their customers to donate to EOC’s programs on their energy bills.

2008
EOC helped pass Colorado legislation allocating $13 million a year in state severance tax revenues for energy bill payment assistance and home weatherization.

2009
To complement other energy cost-lowering programs, EOC began managing federal funding through the Colorado Energy Office to weatherize affordable housing communities.

2012
Worth magazine and Charity Navigator recognized EOC as one of the nation’s Top 10 fiscally-responsible nonprofits.

2017
With a diversity of funding sources, EOC’s affordable energy program investments totaled $21.6 million.

2019
EOC celebrates 30 years of helping low-income Coloradans afford home energy.
Energy Outreach Colorado continues to demonstrate strong stewardship of every dollar we receive and are grateful to our donors, plus our utility, government and corporate partnerships for the trust they have in our financial oversight. We have maintained a 4-Star Charity Navigator for 18 years consecutively, and are entering our next fiscal year with commitment to advancing our mission to help all Coloradans afford their energy needs.

<table>
<thead>
<tr>
<th>Revenue</th>
<th>2018-2019*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Contributions</td>
<td>$1,757,824</td>
</tr>
<tr>
<td>Corporate Contributions</td>
<td>$593,658</td>
</tr>
<tr>
<td>Corporate Contributions Restricted</td>
<td>$10,375,692</td>
</tr>
<tr>
<td>Foundation Grants</td>
<td>$272,296</td>
</tr>
<tr>
<td>Government Funding</td>
<td>$7,302,854</td>
</tr>
<tr>
<td>Statutory/Settlement Funding</td>
<td>$6,215,031</td>
</tr>
<tr>
<td>Miscellaneous income</td>
<td>$556,491</td>
</tr>
<tr>
<td>Investment Income (Unrealized)</td>
<td>$484,013</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$27,557,859</strong></td>
</tr>
</tbody>
</table>

*Unaudited Financials

<table>
<thead>
<tr>
<th>Expenses</th>
<th>2018-2019*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy Assistance Program</td>
<td>$7,167,838</td>
</tr>
<tr>
<td>Energy Efficiency</td>
<td>$15,634,391</td>
</tr>
<tr>
<td>Crisis Intervention Program</td>
<td>$3,017,315</td>
</tr>
<tr>
<td>Advocacy</td>
<td>$372,301</td>
</tr>
<tr>
<td>Administrative Costs</td>
<td>$1,495,277</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$27,687,122</strong></td>
</tr>
</tbody>
</table>

*Unaudited Financials
Our Impact

We believe that everyone deserves the basic necessity of being able to afford their home energy costs so they can live in a safe, warm home. Our mission is to make that a reality for Coloradoans. Our programs provide a direct impact for the people we serve by helping them afford their energy costs, worry less, and live in a warm and safe home.

Rents are high and my 2 jobs pay just enough to get by. Then the heat went out. All I needed was help getting back on my feet and Energy Outreach Colorado was there when I needed them.

- Ryan M.
Statewide Impact

Our statewide impact is possible in part through our strong partnerships with agencies and contractors in the specific counties where participants are being served. This helps expand out outreach and connection to households that might otherwise be hard to reach.

95% of every dollar we raise goes directly into programs that help reduce the energy burden that many people are facing statewide.

2019 Households and Projects Served

Legend
- 2000+
- 1000+
- 200+
- 100+
- 10+
- 1-10

[Map showing distribution of households and projects served across different counties]
Leveraged Assistance

For 30 years, Energy Outreach Colorado (EOC) has been a leading expert on issues impacting low-income energy consumers. Our strong public and private partnerships have helped raise and leverage millions of dollars to reduce energy costs and usage for low-income Coloradans.

By leveraging utility rebates, government funding, grants, and donor contributions, EOC is able to provide energy efficiency upgrades for single and multi-family housing, as well as health and safety audits, and furnace repairs and/or replacements. These combined resources allow us to provide bill payment assistance and upgrade as many energy improvements as single-family households, nonprofits, or multi-family buildings need to ensure the warmth and safety of the residents.

### 2019 Funds Leveraged by Source

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nonprofit Owner Contributions</td>
<td>$1,246,352</td>
</tr>
<tr>
<td>Multifamily Owner Contributions</td>
<td>$1,508,006</td>
</tr>
<tr>
<td>Utility Funds Leveraged</td>
<td>$738,487</td>
</tr>
<tr>
<td>Donation Funds Unlocked</td>
<td>$91,061</td>
</tr>
<tr>
<td><strong>TOTAL FUNDS LEVERAGED</strong></td>
<td><strong>$3,583,906</strong></td>
</tr>
</tbody>
</table>
Energy Savings

Energy efficiency upgrades, HVAC work and weatherization all help decrease energy use which ultimately helps our program participants save money through that energy reduction. The measures we install create a new opportunity for households to regain some stability and help put people back on their feet.

<table>
<thead>
<tr>
<th>Energy Source</th>
<th>2019 Kilowatt Hours Saved</th>
<th>Total Kilowatt Hours Saved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nonprofit</td>
<td>1,100,000 kWh</td>
<td>4,883,647 kWh</td>
</tr>
<tr>
<td>Multifamily</td>
<td>3,001,709 kWh</td>
<td></td>
</tr>
<tr>
<td>Single Family</td>
<td>781,938 kWh</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL KILOWATT HOURS SAVED**

4,883,647 kWh

We saved **4,883,647 kWh** of energy, enough to power **445 homes** for an entire year.

<table>
<thead>
<tr>
<th>Energy Source</th>
<th>2019 Dekatherms Saved</th>
<th>Total Dekatherms Saved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nonprofit</td>
<td>2,290 dth</td>
<td></td>
</tr>
<tr>
<td>Multifamily</td>
<td>26,416 dth</td>
<td></td>
</tr>
<tr>
<td>Single Family</td>
<td>7,114 dth</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL DEKATHERMS SAVED**

35,820 dth

We saved **35,820 dth** of energy, enough to power **900 homes** for an entire year.
Our Communities

Despite Colorado’s growing economy, each year the number of people who qualify for our home energy services increases. There are several causes; one reason is that the lack of affordable housing has become a statewide issue. This forces people to pay a larger portion of their wages on housing; leaving less for other bills, food, medicine, and childcare. This has critically impacted young families, students, teachers, and service workers.

In addition, Colorado’s population is aging which means more people are living on a fixed income with less financial flexibility. When their home energy costs rise because of colder temperatures or faulty home appliances, those individuals and families struggle to afford to keep their heat and lights on.

Our funds are stretched far and wide to help stabilize people in need.

2019 Households Served and Key Demographics

<table>
<thead>
<tr>
<th>Demographic</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rural Households Served</td>
<td>4,778</td>
</tr>
<tr>
<td>Households with Children Served</td>
<td>8,847</td>
</tr>
<tr>
<td>Households with Disabilities Served</td>
<td>4,531</td>
</tr>
<tr>
<td>Households with Seniors Served</td>
<td>2,431</td>
</tr>
<tr>
<td>TOTAL HOUSEHOLDS SERVED</td>
<td>23,569</td>
</tr>
</tbody>
</table>
Advocacy Efforts

Because of our expertise in consumer energy issues, Energy Outreach Colorado (EOC) leads the state in advocating on behalf of low-income customers for affordable energy policies with the Colorado Public Utilities Commission (PUC), as well as gas and electric companies.

We have also been instrumental in helping to pass legislation to raise millions of dollars for energy assistance and efficiency so low-income households can attain equal services. We are particularly pleased to have participated in the successful passing of the Property Tax Rent and Heat bill which provides that tax, rent, and heating assistance payments be higher for senior citizens and persons with disabilities – a win for the people we serve.

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Efficiency Cases</td>
<td>3</td>
</tr>
<tr>
<td>Rate Cases</td>
<td>3</td>
</tr>
<tr>
<td>Consumer Advocacy Cases</td>
<td>2</td>
</tr>
<tr>
<td>Rulemakings</td>
<td>2</td>
</tr>
<tr>
<td>Renewable Energy Cases</td>
<td>1</td>
</tr>
<tr>
<td>Pieces of Legislation</td>
<td>10</td>
</tr>
</tbody>
</table>
Thank You To Our Supporters

Our generous donors help support our vulnerable neighbors through energy bill payment assistance and free repair or replacement of home energy systems.

Thank you to all of our donors for their continued support and commitment to ensuring that all Coloradans have access to affordable home energy.

Donor Snapshot

Total Number of Donors .................................................... 16,071

Annual Donors .................................................. 6,186

Monthly Donors ................................................ 9,885

Awards & Recognition

Charity Navigator
4-Star rating for 18 consecutive years

Guidestar
Platinum Seal of Transparency

Better Business Bureau
Highest rating for Charity Accountability

Foundation and Corporate Donors

$5 Million+
- Xcel Energy

$1 Million+
- State of Colorado, Governor’s Office

$100,000+
- Atmos Energy
- Black Hills Energy

$50,000+
- Clean Environment Fund
- Fort Collins Municipal
- Holy Cross Energy
- Intermountain Rural Electric Association
- The Liniger Fund

$20,000+
- Bushong Family Foundation
- Colorado Springs Utilities
- Poudre Valley Rural Electric Association
- The Peierls Foundation, Inc
- United Power, Inc

Continued on next page
Annual Golf Classic

On September 11, 2019, Energy Outreach Colorado hosted our 16th Annual Golf Classic presented by REMAX, LLC at Sanctuary Golf Course. This has been our only major fund raising event for many years and we are honored to have so many of our sponsors return each year to support our mission. This year we raised a record total of $210,311 - all of which went directly to into our statewide programs.

Total Raised

$210,311
This funding went directly to serving Colorado’s vulnerable residents through our statewide programs.

Sponsors

A & K Appliance Service
Advanced Hydronics
Assured Partners
Atmos Energy
Black Hills Energy
Broomhall Brothers
Crestone
Elevation Lighting
Energy Resource Center
Extraction Oil & Gas
Great Western Petroleum, LLC
Innovest
Intermountain Rural Electric Association
Liberty Oilfield Services
McBride Lighting, Inc
Meritage Midstream Services
RE/MAX, LLC
SM Energy Company
Wells Fargo Energy Group
Xcel Energy

And thank you to all of our individual donors!
A Note From Cec Ortiz

President of the Board

Energy is a fundamental need for the safety and healthy wellbeing of any home. When vulnerable households face the inability to pay a utility bill, they face financial difficulties that are hard to recover from.

I’ve been on the Board for over five years and I am proud of the fact that we are reaching more people statewide every year. Our participants are typical people who have tried to do everything right in life but for one reason or another have fallen on hard times. We help provide stability at a time when they need it the most.

No one should have to live in a home without heat or electricity. I give to EOC each year because I know that they put my donations towards protecting the needs and rights of people in our community.

- Hannah T.

Board of Directors

Cec Ortiz
President
Confluence Denver, Inc.

Troy Whitmore
Vice President
United Power

Jaime Benmimoun
Treasurer
Computershare

Paula Sandoval
Secretary
Tamales by La Casita, Inc

Mark Sexton
Past President
Evergreen Natural Resources

At Large Members

Howard Boigon
Boigon Law

Patty Limerick
University of Colorado

Jennifer Cloud
Colorado Coalition for the Homeless

James Marchiori
Retired (University of Colorado Denver)

Adam Goldman
Retired (Red Rocks Capital)

Andrew Ramsey
Crestone

John Harpole
Mercator Energy, LLC

Daniel Schnee
Kinder Morgan, Inc.

Joel Johnson
Berrendo Energy

Moe Tabrizi
Retired (University of Colorado)
Addendum

**Fundraising Expenses**

$730,081

**End-Of-Year Net Assets**

$21,704,850