



ENERGY
OUTREACH
COLORADO



Black Hills Energy



TOGETHER
WE POWER
STABILITY



2020 IMPACT REPORT

2020 Impact Report

Thank you for your generous support in 2020. Thanks to the Black Hills Cares Program and our ability to leverage funding, we were able to serve many of your most vulnerable customers. We look forward to growing this partnership and serving those individuals with the greatest need. In this report you'll find the Black Hills Cares Program summary, the combined impact we were able to have in your territory, and participant profiles that demonstrate the importance of this work through a personal lens.

Black Hills Cares Program

Energy Bill Payment Assistance in 2020

Corporate Contributions	\$54,729
Black Hills Match	\$54,278
Customer Contributions	\$54,278
Number of Customers Contributing	1,770

Through the Black Hills Cares Program, **430 households** were served through EOC's Energy Bill Payment Assistance Program between January 1, 2020 and December 31st, 2020. The average electric and gas assistance for these households was \$379.73.

Total Contributions by Source

From 2020

	Black Hills Cares Program	Billed to CARES Act	EOC Funding	Total Funding
Number of Households	431	596	691	1,718
Dollars of Assistance	\$163,285	\$230,617	\$256,320	\$650,223
Percent of Total	25%	35%	40%	-

40% of funds spent on Black Hills customers came from sources outside of the Black Hills Cares Program, and CARES Act Funding.

2020 Participant Profiles

La Junta, CO

Dewey and Karen live in a modest mobile home in La Junta, CO with their two grandchildren. They had been struggling for some time to keep their home warm and they started to worry about their health and safety. They couldn't afford to repair or replace their furnace so Dewey called Black Hills for advice. They sent a technician out who identified that the 50+ year old furnace had a cracked heat exchanger and was very dangerous to operate. It would have to be replaced. Black Hills referred the family to Energy Outreach Colorado (EOC) and we were able to replace the furnace at no charge through our Crisis Intervention Program (CIP). In addition, EOC installed air sealing, duct insulation/sealing and a low flow bath fixture as part of its CARE program.

Because of the partnership between EOC and Black Hills, Dewey and Karen are now living with a safe and energy efficient furnace to keep them safe and warm. Black Hills invested \$1239.79 into this project to ensure that this family was safe and warm.

Palmer Lake, CO

Angelina is a single mother living with her two children in a mobile home built in 1964 in Palmer Lake, CO. She lives on a fixed income with just enough money each month to get by but nothing more. Her home energy systems have been in need of repair for a long time but she could not afford that expense. Angelina called Black Hills to see if they could help her but when the technician arrived he found that both her furnace and water heater had gas leaks, and the furnace had a cracked heat exchanger. He had no choice but to red-tag the appliances leaving the family without heat or hot water. Black Hills referred Angelina to Energy Outreach Colorado (EOC) and through our CARE Program help was dispatched immediately.

It was determined that the home's electric service was insufficient to support a new high efficiency furnace, so Black Hills funded an electric service upgrade to protect the new equipment. A new furnace and water heater were installed along with duct insulation and air sealing at no cost to the household. The investment made by Black Hills to help this family was \$9,961.98.

Delta, CO

Jessie and his wife are an elderly couple living in a mobile home in Delta, CO. During a meter exchange by a Black Hills technician, a valve crumbled on a 50+ year old furnace and it instantly became a serious safety hazard. New parts were not an option, and the family could not afford a replacement so Black Hills referred the client directly to Energy Outreach Colorado (EOC). We were able to serve them immediately through the CARE Program and by collaborating resources with EOC's Crisis Intervention Program, EOC installed a high efficiency furnace at no cost to the family.

Black Hills made an investment of \$6,130 to ensure that this household was safe and warm.

