



*“You all are the best - EOC saved us for sure with your prompt service” said Chris. “Every time the weather is cold now I’m so thankful we have our new furnace to keep us warm. Thanks so much for your help.”*

## Project Profile

It had been a cold and snowy winter and when Chris’s furnace stopped working he knew it was serious. He had been trying to keep it going for several weeks because he didn’t have enough money to have it repaired. A church member had told his wife, Marie about the Energy Outreach Colorado (EOC) Crisis Intervention Program (CIP) but at the time she thought it was too good to be true. With no other place to turn, Chris gave EOC a call and found out they qualified for the program.

EOC put out an emergency call to our technician who went to their home and determined that the furnace was beyond repair. It was replaced at no charge.

## 2020 Stats

### Heating System Repairs

- 920 Repairs
- \$552 Average repair cost
- \$508,123 Total spent on repairs

### Heating System Replacements

- 712 Replacements
- \$4,104 Average replacement cost
- \$2,922,105 Total spent on replacements