



*“I had no idea that there was a way to get help,” Joan said. “I am so grateful that EOC helped me get stabilized and back on my feet.”*

## Project Profile

Joan lives paycheck to paycheck with just enough money to get by but nothing extra. When the COVID-19 pandemic hit in 2020 and she was laid off from her job, Joan quickly fell behind financially. Her bills started to pile up and she couldn't afford to pay the backlog. Fortunately, a neighbor recommended that she contact Energy Outreach Colorado (EOC) to see if she qualified for the Bill Payment Assistance program. Due to her financial circumstance, Joan qualified for help and EOC was able to pay her past due utility bills.

Prior to the pandemic, 1 in 4 households struggled to afford their home energy costs – the energy burden for under-paid households being 3 times that of higher-income households. The impact of the COVID-19 pandemic on households has significantly increased the number of people that are struggling with economic hardships.

## 2020 Stats

### Bill Payment Assistance

- 23,669 Households sustained
- \$11,326,000 Spent repaying overdue bills
- 40% Increase in service