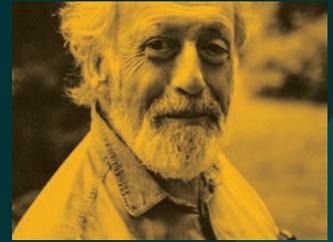


Black Hills Energy Energy Outreach Colorado 2021 Impact Report



Black Hills Energy and Energy Outreach Colorado (EOC) have a longstanding partnership that demonstrates the impact that two organizations can have when they collaborate to fulfill the same goal: *to help Coloradans afford their energy costs.* We provide critical support and resources to Coloradans in need through bill payment assistance and energy efficiency services.

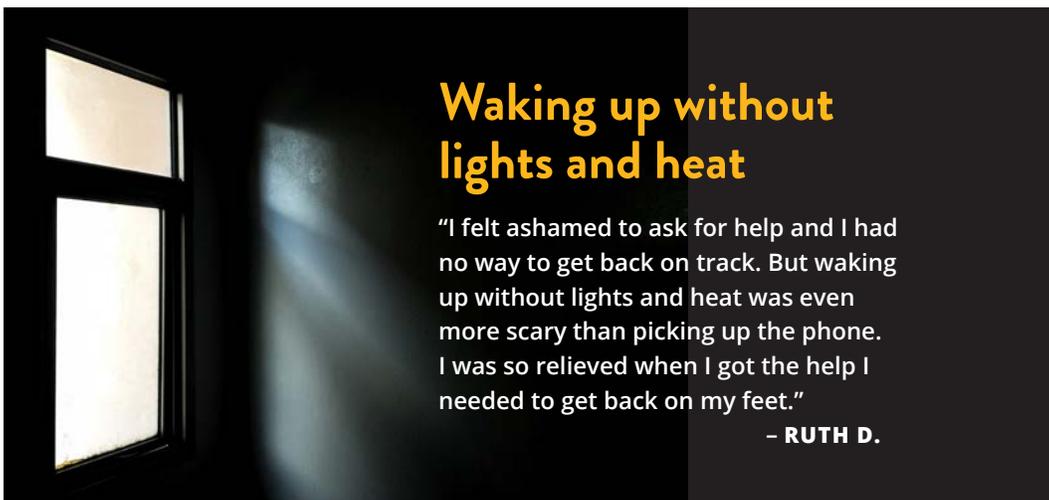
The following report outlines the impact of EOC's work in 2021 made possible with funding from Black Hills Energy. These examples highlight the positive effect we've had on families, older adults, veterans, and entire communities across the state. Without this partnership, many households would have experienced life-threatening situations that were averted through EOC programs that are supported by Black Hills Energy.

A message from Jennifer Gremmert

The partnership between Black Hills Energy and Energy Outreach Colorado is an innovative and impactful partnership that has delivered critical energy assistance, energy efficiency, consumer education and renewable energy programs to income-qualified households statewide. We remain committed to working together on this important mission.



Jennifer Gremmert
CEO and
Executive
Director



Waking up without lights and heat

"I felt ashamed to ask for help and I had no way to get back on track. But waking up without lights and heat was even more scary than picking up the phone. I was so relieved when I got the help I needed to get back on my feet."

– RUTH D.



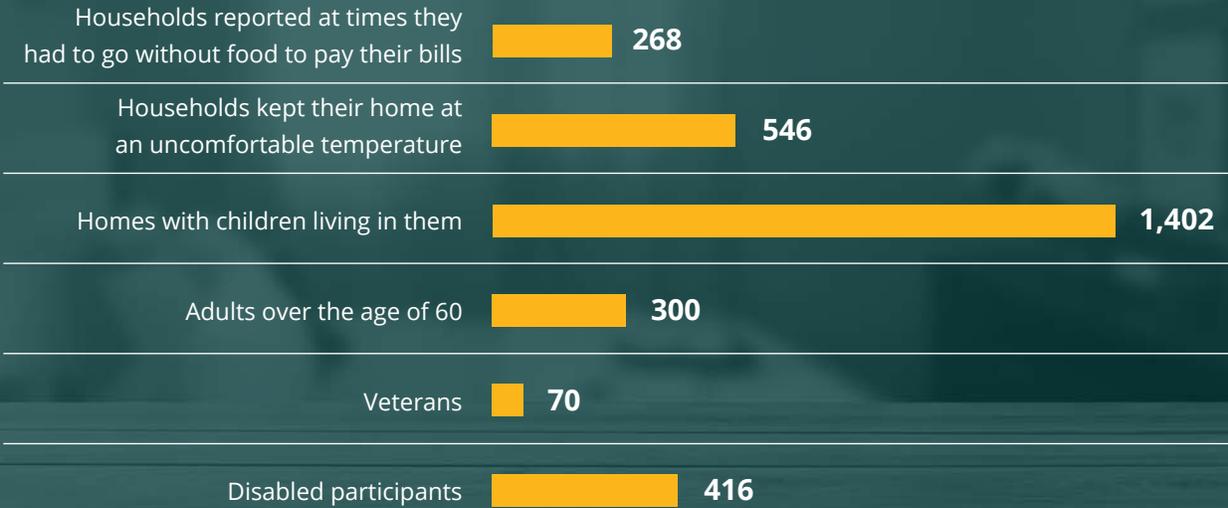
2021 Program Summaries

The EOC and Black Hills Energy collaboration provided the following impacts.

BILL PAYMENT ASSISTANCE PROGRAM

In 2021, 1,263 households received bill payment assistance.

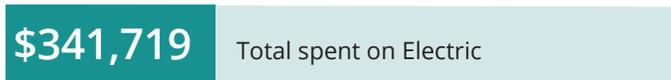
Who we served



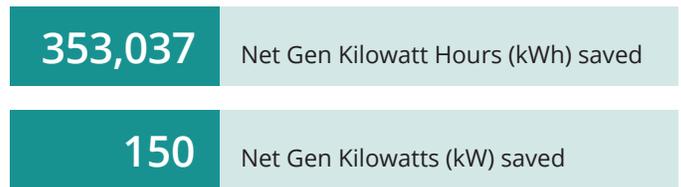
NONPROFIT ENERGY EFFICIENCY PROGRAM (NEEP)

When nonprofit organizations struggle to afford their energy costs, they are distracted from being able to focus on providing important services to our communities. With support from Black Hills Energy, we installed critical energy efficiency upgrades for 9 nonprofit organizations. Organizations included those that provide health and dental services, food pantries, shelters, and more.

Funding spent



Energy saved



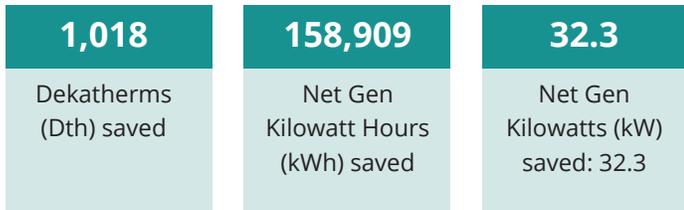


MULTI-FAMILY PROGRAM

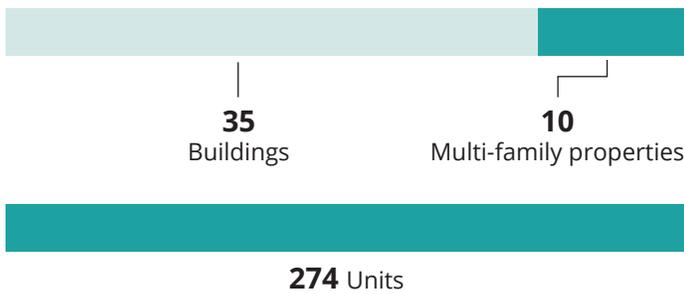
With Black Hills Energy's support and funding, EOC provided 45 properties important energy efficiency upgrades which contributed to a reduction in energy costs. The money saved helps ensure that building owners can afford to keep rents affordable and their tenants remain housed.



Energy saved

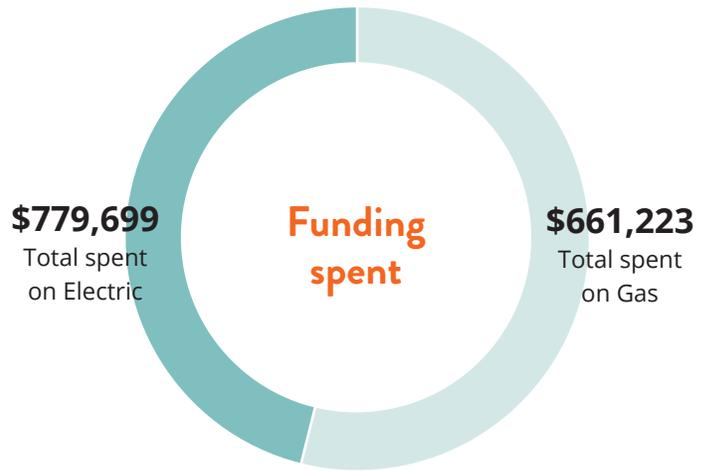


Who we served



SINGLE-FAMILY PROGRAM

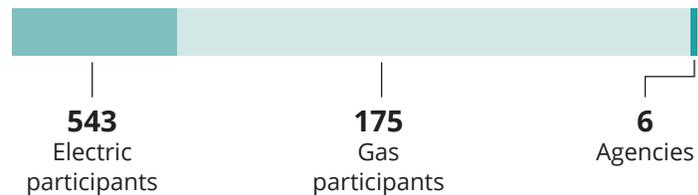
The need for energy assistance continues to grow. Thanks to our partnership with Black Hills Energy, EOC has been able to provide critical energy efficiency services to vulnerable Coloradans.



Energy saved



Who we served



Program Highlights

Improving an emergency shelter

The Posada Elko Family Emergency Shelter provides housing and services for families with children. Families are sheltered at the facility for up to two months as their basic needs of food, housing, and clothing are met.

The shelter needed critical health and safety energy upgrades and came to EOC for help. The baseboard heaters were in dangerous disrepair and the evaporative coolers and boiler required constant maintenance. The condition of the old equipment was costly to maintain and operate and started to present safety issues.

Black Hills Electric funded \$27,000 toward the \$173,975 total project cost providing relief to the shelter by reducing maintenance costs and allowing them to help more families in need.

A new high efficiency boiler

During one home audit, EOC's CARE Program contractors discovered a cracked heat exchanger in the boiler, creating a dangerously high carbon monoxide leak. With the funding support of Black Hills Gas, we were able to remove the hazardous equipment and install a new high efficiency boiler at no cost to the residents. The CARE Program was also able to upgrade the family's attic insulation, reduce air leakage by 18%, and install gas and water saving low-flow fixtures in the home.

"I can't tell you how scared I was. We had been so cold because our boiler didn't work well, but we had no idea that we were in danger. Without money to replace the heating, we were so grateful that EOC and Black Hill Gas were able to help us." - LUNA M.

