

OKANOGAN COUNTY PUD COVID-19 Customer Support Programs

The following programs are available to Okanogan PUD customers who need assistance paying their PUD bills due to economic hardship as the result of the COVID-19 pandemic. Okanogan PUD requests customers with overdue bills contact PUD customer service for assistance at 509-422-3310 or 800-922-7011.

[Okanogan County Community Action Council](#)

- LIHEAP (Low-Income Home Energy Assistance Program) - a federal program that assists low-income customers in paying their heating bills and may even have grants for heating system repair costs. Whether you heat with oil, wood, pellets, propane, or electric heat, you may qualify for aid.
- Project Help - a program funded through donations from Okanogan County PUD customers. These donations are used to help other Okanogan County PUD customers pay deposits and energy bills. Customers seeking Project Help assistance must meet the following criteria: sudden serious illness or death, major hospitalization or an unexpected reduction of income; income must not exceed 80% of the Area Median Income. Priority is given to customers who are in urgent need of assistance, and those who are 65 years or older.
- Veteran services – veterans struggling to pay rent, utilities or other expenses due to COVID-19 may qualify for financial services.
- Catholic Charities vouchers and other funding sources for various needs.

Okanogan office:

424 Second Ave. S., Okanogan, WA 98840

509-422-4041, 1-877-641-0101

Office hours: Monday through Thursday, 8 a.m. to 5 p.m.

Tonasket office:

17 S. Western Ave., Suite 5, Tonasket, WA 98855

509-486-4849

Office hours: Monday and Wednesday, 8 a.m. to 4 p.m.

[Colville Confederated Tribes](#)

Administers LIHEAP (Low-Income Home Energy Assistance Program) for Colville Tribal members.

509-634-2769 or 1-888-881-7684

[Yakama Nation](#)

Administers LIHEAP (Low-Income Home Energy Assistance Program) for Yakama Nation enrolled tribal members.

509-865-5121

[Okanogan County Veterans Services](#)

Administers multiple assistance programs for veterans, depending on certain eligibility factors.

1 Tonasket Shop Road/P.O. Box 1740, Tonasket, WA 98855

509-486-2121

contact@okanogancountyvets.com

Manfisher Ministries (Christian-based ministry)

Administers multiple assistance programs, including the Salvation Army, based on various eligibility requirements.

16 S. Main St., Omak, WA 98841

509-826-5699

American Legion (Family Support Network)

Assistance programs for veterans and their families.

1-800-504-4098

Washington Council of the Blind

Assistance programs for individuals who are legally blind.

1-800-255-1147

Okanogan PUD board of commissioners also suspended a May 1, 2020 rate increase in light of the challenges presented by COVID-19 shutdowns. As always, PUD customer service makes payment arrangements to help customers catch up on past-due bills.

This page is posted in accordance with proclamation 20-23.5 with a posting date of _____, 2020. The information was reviewed and approved for public display by Okanogan County PUD staff and board of commissioners.