

Paragraph 33 - Customer Eligibility

Agenda for Dec 3, 2020 Low-Income Roundtable

Community Action Partnership of Oregon (**CAPO**) &
Community Action Agencies (**CAAs**)

Discuss customer enrollments, COVID-19 and normal process

Oregon Housing and Community Services (**OHCS**)

Discuss Low Income Home Energy Assistance Program (LIHEAP),
and other federal enrollment processes, requirements, and funds available

Staff and Utilities

Discuss customer enrollment requirements

A: Staff brief summary and straw flowchart from Kathy Zarate and Phil Boyle

B: Utilities

Group Discussion

Actual process flow from utilities' and CAAs' experience

Staff Housekeeping – Kathy Zarate

A: Low Income Engagement Directory

B: and Abbreviation / Acronym Translator

Group Discussion:

Opportunities for improvements – All

Group Discussion:

Specific asks to the PUC – All