

# UTILITY PAYMENT ASSISTANCE PROGRAMS

The City of Bend offers several Utility Payment Assistance Programs to help those who have experienced a hardship due to the COVID-19 pandemic or need a helping hand.

*Para información en Español, póngase en contacto al 541-388-5515 o [utilityassistance@bendoregon.gov](mailto:utilityassistance@bendoregon.gov).*

## PROGRAM: AMERICAN RESCUE PLAN ACT (ARPA) UTILITY ASSISTANCE

**Program Description:** The City of Bend Utility Department partnered with NeighborImpact to provide utility bill assistance for low-income residential customers facing financial hardships due to the COVID-19 pandemic. This program is funded through the American Rescue Plan Act (ARPA), a grant received by the federal government.

### Eligibility Information

- Applicants must meet income guidelines (80% of State Median income by household size).
- Only residential customer accounts in the name of the individual(s) or a family trust where the account holders are residents in the dwelling are eligible

### More Information

Contact NeighborImpact for more information and to apply to the program.

Phone: 541-504-2155

Website: [neighborimpact.org](http://neighborimpact.org)

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## PROGRAM: COVID-19 RECOVERY PAYMENT PLANS

**Program Description:** The City of Bend recognizes that many residents have experienced financial hardship due to the impacts of the COVID-19 pandemic and have fallen behind on their bills. We support our customers by offering a 24-month COVID-19 Recovery Payment Plan for delinquent balances. Plans must be established before June 30, 2022.

### Eligibility Information

- An account holder must establish the payment plan.
- City of Bend customers with a past due balance on or before June 30, 2022.
- Must apply no later than June 30, 2022
- Accounts in collections are not eligible

### More Information

Contact the City of Bend for more information and to apply for a payment plan.

Phone: 541-388-5515

Email: [utilityassistance@bendoregon.gov](mailto:utilityassistance@bendoregon.gov)

Website: [bendoregon.gov/utilityassistance](http://bendoregon.gov/utilityassistance)



## **PROGRAM: SENIOR OR DISABLED PERSONS DISCOUNT**

**Program Description:** Provides a 50% reduction to the sewer base charge and stormwater general service charge to qualified low-income seniors and low-income disabled customers.

### **Eligibility Information**

- Annual total household income for all occupants for the previous year must be less than the HUD median income limits for household size.
- Account holder must be at least 62 years of age or older or be disabled.
- Applicants must re-qualify for the program every two years.

### **More Information**

Contact the City of Bend for more information and to apply.

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## **PROGRAM: CITY OF BEND UTILITY ASSISTANCE PROGRAM**

**Program Description:** Provides a \$150 one-time credit to the outstanding balance of the City of Bend utility bill.

### **Eligibility Information**

- Annual total household income for all occupants for the previous year must be less than the HUD median income limits for household size.
- Water service must be provided by the City of Bend (sewer-only customers are not eligible).
- Account must be in active status and carry a delinquent balance.

### **More Information**

Contact the City of Bend for more information and to apply.

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#### **Accommodation Information for People with Disabilities**

To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact Utility Billing at [utilityassistance@bendoregon.gov](mailto:utilityassistance@bendoregon.gov) or 541-388-5515; Relay Users Dial 7-1-1.

