



Due to the financial hardship that COVID-19 has had on many households our local utility companies have made the decision to temporarily suspend disconnections.

Avista stated that their employees will continue to respond to calls to ensure the safe, reliable delivery of service. Customer service representatives continue to be available while working from home and can be reached at 1 (800) 227-9187. To alleviate some of the burden this crisis may have on their customers, they have stopped all utility disconnects and collections.

Pacific Power said it is "temporarily suspending disconnections and late fees for non-payment for customers in Oregon, Washington and California to support the state of emergency declared in all three states in response to the COVID-19 virus." Customers can call 1-888-221-7070 at any time to speak with a customer care agent who can help answer any questions.

We recommend paying what you can to alleviate the risk of disconnection or unaffordable bill balances after the utilities begin sending out disconnect notices again. If you are struggling to pay your bill, please call your utility company and speak to them about the situation. You may also call KLCAS at 541-882-3500 to inquire about the Energy Assistance program.