

## PRESS RELEASE

## Customers Helping Customers (CHC) Program Update

**MCMINNVILLE WATER & LIGHT (MW&L) PARTNERS WITH CITY OF MCMINNVILLE  
TO INCREASE FUNDING TO UTILITY BILL ASSISTANCE PROGRAM**

April 1, 2020

In February 1998, MW&L established a Customers Helping Customers (CHC) Program, funded entirely by donations from customers and employees. The program was designed to help customers overcome a temporary time of crisis by providing money to pay their utility bills. In 2007, MW&L instituted a matching program whereby MW&L matched funds donated to the CHC program up to \$20,000 annually from the electric fund. Since the program began in 1998, over \$400,000 has been disbursed to aid households in need.

With the current COVID-19 event affecting so many families locally, both the City and MW&L wanted to do more to help. On March 27, 2020, MW&L pledged the following:

- Authorization of additional matching funds up to \$20,000 from the water fund, bringing the total maximum donation to \$40,000 for 2020.
- Increased the maximum assistance amount per household from \$125 to \$250.
- Maximum monthly disbursement from the fund was increased from \$3,000 to \$6,000.
- The frequency that a household can qualify for assistance was reduced from 18 months to 13 months.

The City of McMinnville, as the owner and operator of the City's sewer system, recognize and support the effort to assist customers facing a financial hardship, especially during this difficult time and also wanted to help. The City has generously pledged matching funds up to \$20,000 from the sewer fund.

This means that for every \$1 donated to the fund, \$4 will go to help a household pay their utility bill!

Mayor Scott Hill said, "This important program will help many of our neighbors get through this difficult time. The City and Water & Light are proud that so many customers and employees are willing to help those in need."

## HOW CAN YOU HELP?

You can help by either making a monthly or one-time donation in any amount. Every dollar counts! 100% of your contributions go to helping families in need with no hidden costs or fees to administer the program. If you would like to make a contribution, please visit our website at <https://www.mc-power.com/account/customers-helping-customers/> or call 503-472-6158 for more information. Together we can make a difference!

For further information regarding this press release, please contact Community Relations Coordinator Trena McManus at (503) 435-3113.

