

City of Port Angeles Utility Customer:

The COVID-19 pandemic has greatly impacted our community and created a financial burden on many businesses and residents. In response to these impacts in March of 2020 the Governor issued Proclamation 20-23, preventing the disconnection of utilities for non-payment. **This moratorium is scheduled to end September 30, 2021 and customers will be responsible for all current and past due charges at that time.** In light of this, the City is committed to working with customers to provide options for payment of utility balances, including the waiver of interest on accounts through December 2021 and payment plans. Additionally, we would like to provide information for a number of other agencies offering assistance for utility, rental and mortgage relief at this time. *If you need assistance, we encourage you to contact our local assistance agencies as soon as possible as some funds are first-come, first-served.*

Please see the reverse side for information on Clallam County agencies available to financially assist with bill payments if you have been financially impacted by the pandemic. If you are unsure of your qualifications, please call them directly or visit their websites. A complete list of local agencies that may be able to assist you is also available on the Customer Service Utilities page on the City's website at <https://www.cityofpa.us/646/Customer-Service--Utilities> and is also listed below for your convenience.

<b>OLYMPIC COMMUNITY ACTION PROGRAMS (OlyCAP)</b> 228 W 1st Street, Suite J, Port Angeles, WA 98362 <a href="https://olycap.org/">https://olycap.org/</a> (360) 452-4726	<b>DEPARTMENT OF SOCIAL AND HEALTH SERVICES (DSHS)</b> 201 W 1st Street, Port Angeles, WA 98362 Apply for services online at: <a href="https://www.washingtonconnection.org/home/">https://www.washingtonconnection.org/home/</a> (877) 501-2233
<b>MANNA/FIRST PRESBYTERIAN CHURCH</b> 139 W 8th Street, Port Angeles, WA 98362 (360) 457-3954	<b>SALVATION ARMY</b> 206 S Peabody Street, Port Angeles, WA 98362 (360) 452-7679
<b>SERENITY HOUSE OF CLALLAM COUNTY</b> 2321 W 18th Street, Port Angeles, WA 98363 (360) 452-7221	<b>LOCAL AMERICAN RED CROSS</b> <a href="https://www.redcross.org/local/washington.html">https://www.redcross.org/local/washington.html</a> (360) 457-7933
<b>FIRST STEP FAMILY SUPPORT CENTER</b> 325 E 6th Street, Port Angeles, WA 98362 <a href="https://firststepfamilysupportcenter.org/">https://firststepfamilysupportcenter.org/</a> (360) 457-8355	<b>NATIVE AMERICAN: LIHEAP</b> <a href="https://www.elwha.org/departments/liheap/">https://www.elwha.org/departments/liheap/</a> 2851 Lower Elwha Road, Port Angeles, WA 98363 (360) 565-7257
<b>CITY OF PORT ANGELES</b> Utility Discount Program <a href="https://www.cityofpa.us/646/Customer-Service--Utilities">https://www.cityofpa.us/646/Customer-Service--Utilities</a> (360) 457-0411	<b>NORTHWEST VETERANS RESOURCE CENTER (NWVRC)</b> 216 S Francis Street, Port Angeles, WA 98362 <a href="http://www.clallam.net/bocc/NWVRC.html">http://www.clallam.net/bocc/NWVRC.html</a> (360) 797-1791
<b>CHOOSE CLALLAM FIRST (For Local Businesses)</b> <a href="https://chooseclallamfirst.com/">https://chooseclallamfirst.com/</a> (360) 457-7793 or (877) 501-2233	<b>ST. VINCENT de PAUL</b> (360) 457-5804

Please call the City of Port Angeles at 360-457-0411, or email [utilities@cityofpa.us](mailto:utilities@cityofpa.us) with any questions, to create a payment plan or to find out more information about any of these programs.

Thank you,  
 City of Port Angeles Customer Service Division

# SERENITY HOUSE OF CLALLAM COUNTY

## TREASURY RENT ASSISTANCE PROGRAMS (T-RAP)

CLALLAM COUNTY, WASHINGTON

- The Washington State Department of Commerce's T-RAP program provides rent assistance and up to 12 months of arrears since March 2020 to landlords.
- Maximum 12 months of assistance.
- Up to 3 months of future rent by discretion and need.

### WHAT YOU WILL NEED!

Fully signed lease or rental agreement • An eviction notice if you have received one • Past due utility notice • Verification of income for the last two months • Landlord name, email and phone number

Households do NOT need to have a social security number or documentation status.

### HOW TO APPLY!

- **CALL** the Housing Resource Center 360-452-7224 x1
- **Or Email** us at: [HOUSINGHHP@SERENITYHOUSECLALLAM.ORG](mailto:HOUSINGHHP@SERENITYHOUSECLALLAM.ORG)

Open Monday-Friday: 9am-4pm

Our call volume is high so please leave a message and it will be returned in the order that it was placed!

### HOW TO QUALIFY:

- Rent or rented a home in CLALLAM County, WA.
- Household annual Income at or below 80% of the current CLALLAM County Area Median Income (AMI):

Household Size	80% AMI	Household Size	80% AMI
1	\$39,550	5	\$61,050
2	\$45,200	6	\$65,550
3	\$50,850	7	\$70,100
4	\$56,500	8	\$74,600

- Experienced negative financial Impact due to COVID-19.
- Household is at risk of experiencing homelessness or currently experiencing housing instability due to COVID-19 (for example: currently late on rent and/or has rental arrears. past due utilities).
- Household has not received Treasury Rent Assistance before.

For more details, visit **Serenity House's website** at: <https://www.serenityhouseclallam.org/t-rap>

### Other available resources:

Learn more about general eviction support resources here: <https://www.washingtonlawhelp.org/resource/eviction>

For legal assistance to eligible low-income families and individuals, visit: <https://nwjustice.org/get-legal-help>

---

## Olympic Community Action Programs (OlyCAP) - Energy Assistance

Having trouble with your utility or heat costs? OlyCAP has a variety of programs to assist!

**Apply for assistance on our website at: [www.olycap.org](http://www.olycap.org)**

- Applications are being accepted whether you own or rent.
- Already received assistance? We continue to receive funding, call to see if you may be eligible for more.
- Program eligibility varies based on income, household size, and additional factor.

### Low Income Home Energy Assistance Program (LIHEAP)

- Applications for the 2020-21 season will be accepted thru September 15th, 2021.
- Qualifying types of heat include Electricity, Wood, Propane, Oil, or Pellets.
- Rentals with heat included may also qualify.
- Federal Program - lots of funding currently available.
- 150% of poverty level or below (Some Flexibility - apply again even if you have been denied funding before).
- Additional funding for past due accounts and COVID-19 impact is also available.
- For more information, visit [www.olycap.org](http://www.olycap.org) or call **360-452-4726**.



### LIHEAP Income Guidelines

Household Size	1	2	3	4	5	6	7	8
Gross Monthly	\$1,595	\$2,155	\$2,715	\$3,275	\$3,835	\$4,385	\$4,955	\$5,515
Gross Yearly	\$19,140	\$25,860	\$32,580	\$39,300	\$46,020	\$52,740	\$59,460	\$66,180

### Not sure if you qualify?

The income tables above are provided as a general guideline; there are deductions and exclusions allowed for various types of income that may impact eligibility. OlyCAP staff will calculate your household's actual income to determine your eligibility.