



WARMER HOMES, BRIGHTER TOMORROWS



ENERGY OUTREACH

Colorado

Helping Coloradans afford home energy

2016 ANNUAL REPORT



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FROM OUR LEADERSHIP

Dear friends,

Melissa and her two daughters feel safe knowing the lights will come on at their apartment. Gary feels relieved that he can power the 24-hour oxygen supply he depends on. And Jake and Kari feel grateful because they didn't lose their condo after facing a series of devastating medical expenses.

These are just three of the thousands of life-changing outcomes achieved for real Coloradans by Energy Outreach Colorado in our 2015-16 fiscal year, thanks to your support. For many of us, turning on a light or turning up the thermostat are things we do on a daily basis without giving them much thought. But for individuals and families like Melissa, Gary, Jake and Kari, and others you will read about in this report, maintaining heat and electricity in their homes can be an ongoing struggle, a relentless source of stress that can lead to dangerous choices—choices that may jeopardize their health or lead to homelessness.

As you learn how Energy Outreach Colorado used your contributions to help neighbors in need throughout Colorado last year, I hope you will take pride in the role you played in these accomplishments. It truly is because of your compassion and support for our fellow Coloradans struggling to afford home energy that Energy Outreach Colorado reliably met emergency needs, lowered energy costs, provided behavior-change education and advocated for affordable energy policies on behalf of low-income Coloradans.

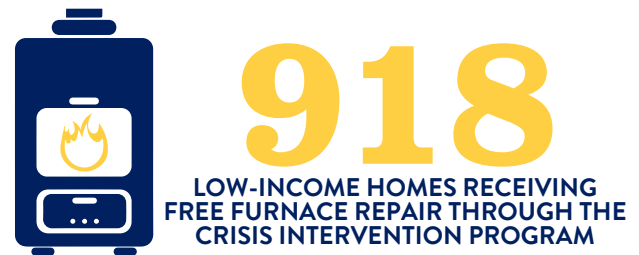
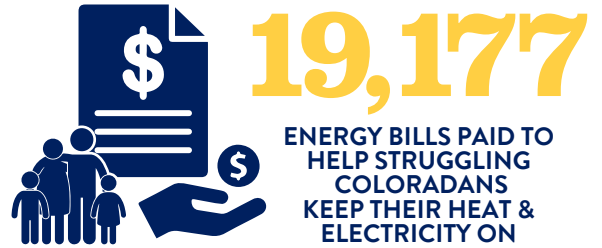
Thank you for helping make Energy Outreach Colorado one of the top fiscally rated charities in the country. Most importantly, thank you for helping us achieve real solutions to ensure that energy affordability is a reality for all households in Colorado.



Sincerely,

Skip Arnold, *Executive Director*
Energy Outreach Colorado

THE IMPACT OF YOUR GIFT





“ I didn't know how I was going to get our power turned back on, and it wasn't a good situation for the baby. We were so grateful for the help. ”

– Brooke H.

THANKS TO YOU... A BABY IS WARM AND A MOTHER HAS HOPE

Brooke H.—a young mother raising her baby daughter alone while supporting her disabled father—was determined to bring more stability into their lives. She moved her little family into a mobile home in Fort Collins and was getting established at a new job as an assistant at an insurance company. But the changes and responsibilities were overwhelming, and Brooke fell behind on her electric bill. Then, one freezing December evening, she came home to no heat or lights.

After five frigid days huddled in blankets and desperately seeking help, Brooke reached a compassionate employee at Poudre Valley REA who arranged for her to receive energy bill-payment assistance through Energy Outreach Colorado. Today—because of your support—Brooke has caught up on her bills and is planning to earn her insurance broker's license and eventually buy a home.

TABLE OF CONTENTS

From our Leadership	2
What We Do	4
Program Spotlight: Energy Bill Assistance Program	5
Program Spotlight: Non-Profit Energy Efficiency Program (NEEP)	6
Program Spotlight: Energy Education and Behavior Change Program	6
Program Spotlight: Crisis Intervention Program (CIP)	7
What's New at EOC	7
Financials	8
Supporters, Foundation and Corporate Supporters	9
2016 Golf Sponsors	10
Individual Donors	11



ENERGY OUTREACH
Colorado

Helping Coloradans afford home energy

WARMER HOMES, BRIGHTER TOMORROWS

It's a sobering fact: One in four Colorado families and seniors needs help paying for home energy. For these low-income Coloradans—including working parents with children, veterans, persons with disabilities and those facing extraordinary medical challenges—the prospect of being unable to replace a broken-down furnace or having their home energy shut off due to late payments is all too real. Sadly, they often must make dangerous choices between buying food, filling prescriptions or paying their utility bills.

Energy Outreach Colorado provides emergency home-energy assistance and longer-term strategies to reduce energy use, lower costs and develop innovative energy solutions. Our programs address the home-energy needs of vulnerable Coloradans so they can get back on their feet and move forward, knowing they need never be cold in their own homes.



WHAT WE DO

MEET EMERGENCY NEEDS

We provide energy bill payment assistance and free repair of home heating systems to qualifying low-income Coloradans. Payments are made directly to energy providers and local vendors, and funding is raised through private and public support.

LOWER ENERGY COSTS

We provide grants and project management to affordable housing and nonprofit facilities to install energy-efficient equipment. We also weatherize the individual homes of low-income residents. Through these services, we help lower costs, address health and safety concerns, and enable more dollars to be spent for direct services to tenants and clients.

OFFER BEHAVIOR-CHANGE EDUCATION

Our focus on lower energy costs goes beyond the installation of energy-efficient equipment. We promote sustainable energy-saving behaviors through education programs for facility staff and tenants as well as energy assistance recipients.

ADVOCATE FOR PUBLIC POLICY

Because of our recognized expertise in consumer energy issues, we are an active participant at local, state and national levels in the planning and implementation of equitable and affordable energy policies.

PROGRAM SPOTLIGHT ENERGY BILL ASSISTANCE PROGRAM

THANKS TO YOU... A DISABLED FATHER CAN KEEP HIS APARTMENT

A lifetime of working in the construction industry enabled Charles M. to single-handedly raise his four children, but the physical labor took a heavy toll on his health. The 56-year-old suffered a debilitating back injury moving old carpeting into a dumpster and now requires regular physical therapy, medication and back injections to manage his chronic pain. Charles is surviving on odd jobs until he is approved for federal disability benefits.

In the meantime, it is critical that Charles keep up with his home energy bill as a condition of maintaining his subsidized apartment in Arvada. Last fall, with three of his children still living at home, Charles got behind on his payments—and then got the warning he had been fearing.

“I received notice that I was about to have my electricity shut off, and I was really stressed because I can’t afford to live anywhere else,” said Charles. “I was preparing myself to move into a homeless shelter when I found out part of my bill was being paid.”

With your financial support, Charles has been able to remain safe and warm in his apartment, and today, he is proud to be making regular home-energy payments again.

“This help made all the difference, and I’m so grateful and relieved.”

—Charles M.



PROGRAM SPOTLIGHT

NON-PROFIT ENERGY EFFICIENCY PROGRAM

ONE SCHOOL IS A BETTER PLACE FOR CHILDREN

With 75 percent of the families it serves living below the federal poverty level, the Family Star Montessori School in northwest Denver already faced significant challenges that were only compounded by the inefficiencies of a 66-year-old building.

Because of generous support, Family Star was able to receive \$46,140 in energy-efficiency improvements—including energy-efficient windows, lighting upgrades, weather stripping for doors, and new dishwashers and refrigerators—through NEEP.

In addition to making children more comfortable and better able to focus on learning, the improvements have made a huge economic impact on the school. Energy costs have decreased by more than \$200 a month, making more funding available for classroom materials and teachers' wages and benefits—all of which help Family Star retain quality educators.

IMPACT



\$2,729

**SAVINGS ON ELECTRIC BILLS
IN YEAR ONE AFTER NEEP
IMPROVEMENTS**



12%

**REDUCTION IN ANNUAL
ELECTRICITY COSTS**

“We truly would not have been able to make these important upgrades to our school without Energy Outreach Colorado’s support. That significant savings has allowed us to free up additional dollars for other program expenses that directly benefit the children and families we serve.”

– Monica Roers,
Executive Director,
Family Star

PROGRAM SPOTLIGHT

ENERGY EDUCATION AND BEHAVIOR CHANGE PROGRAM

THANKS TO YOU... 45 LOW-INCOME FAMILIES ARE SMARTER ENERGY CONSUMERS

With funding from Xcel Energy, Energy Outreach Colorado partnered with Colorado affordable housing communities, nonprofit organizations and low-income families over the past year to fine-tune a successful energy education and behavior-change program. Forty-five interested families received free in-home energy coaching on actions that can reduce home energy consumption and costs, such as turning off power strips and changing out incandescent lightbulbs and faucet aerators.

“These in-home visits often uncovered other issues like non-working appliances and lack of insulation. We were able to refer these families to other EOC programs such as furnace repair, weatherization and energy assistance.”

–Nicole O’Connor, Manager
Energy Behavior-Change Program



\$81,223

**IN ENERGY BILL SAVINGS,
FROM OUR ENERGY
BEHAVIOR CHANGE PROGRAM
EQUIVALENT TO MORE THAN**

4 YEARS

**OF RENT FOR AN
AFFORDABLE APARTMENT
IN DENVER**



PROGRAM SPOTLIGHT

CRISIS INTERVENTION PROGRAM



This past December, the heat went out in Selamayele's home. As a working single mother caring for her two daughters and her father, she couldn't afford to fix her electric heating system and desperately needed to restore heat in their home. After calling our CIP crisis line, the family quickly had a new furnace funded by CIP and your generous support and once again was living safely and warmly in their home.

During a follow-up audit by EOC's Rich Duston; he noticed that Selamayele's electric bill was still unusually high. Rich connected Selamayele to the Colorado Energy Office's weatherization program in Arapahoe County, which installed more weatherization measures further lowering the family's energy costs.

EOC's ability to connect limited-income families to needed resources is a hallmark of our commitment to helping Coloradans afford their home energy.

“ I thank you for the work that was done and I appreciate all that you did for us, now our house is nice and warm. ”

—Selamayele

WHAT'S NEW AT EOC

CARE PROGRAM

Colorado's Affordable Residential Energy (CARE) program is committed to lowering energy costs, increasing comfort and creating a safer living environment for income-qualified Coloradans. CARE maximizes Energy Outreach Colorado funding, utility rebates and local resources to provide free weatherization services to participants. Authorized and experienced CARE energy advisors visit homes to install free weatherization products, assess the property for major efficiency opportunities and educate clients on energy management.

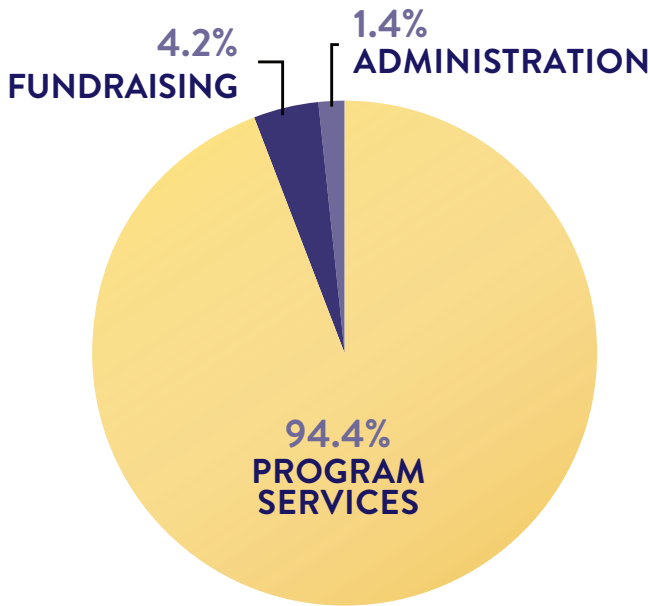
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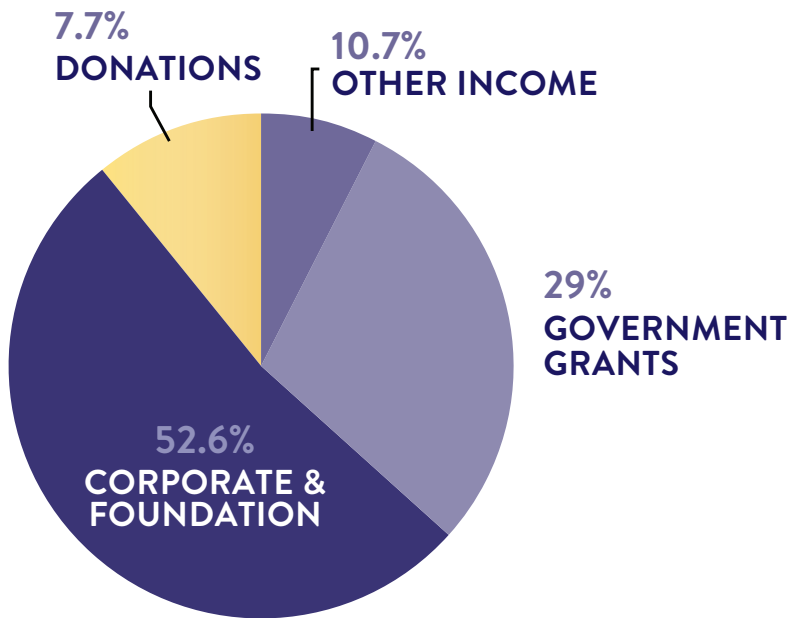
HOMELESS TO HOME PROGRAM

Energy Outreach Colorado's Homeless to Home program has two objectives. One is to help people move from temporary to permanent housing by paying energy bills from past accounts that create a barrier to establishing or maintaining utility service in their new homes. The second is to keep formerly homeless individuals in housing by paying energy bills that, left unpaid, would trigger an eviction. The program achieves these objectives by providing clients with a larger-than-average amount of home-energy assistance so they can move out of homelessness and into housing or stay in their recently acquired housing. Our financial assistance, in conjunction with ongoing case management, increases the chances that clients will remain in permanent housing for the long term and stay current with household bills.

FINANCIALS



EXPENSES
TOTAL \$25,748,898



REVENUES*
TOTAL \$24,329,263

“Thank you for making my donation go exactly where I wanted it to go and do what I wanted it to do. You are a big reason Energy Outreach Colorado is such a highly rated charity and why I am proud to support it.”

—Mary Nolan

CHARITY NAVIGATOR



We are committed to providing low-income Coloradans with the most effective and efficient services to access energy assistance. We are equally committed to you for enabling us to do this incredible work. We are proud to say that, thanks to your generous support and confidence in the work we do on your behalf, Energy Outreach Colorado is listed among Charity Navigator’s 10 Charities with the Most Consecutive 4-Star Ratings. In fact, EOC has earned 15 consecutive top ratings and is the only charity on the list west of the Mississippi.



*\$1,419,635 shortfall funded with board approval from EOC’s investment corpus

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\$10,000,000+

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