



2017 ANNUAL REPORT

ENERGY OUTREACH COLORADO BOARD OF DIRECTORS 2017-2018

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FROM OUR LEADERSHIP THE POWER OF YOU

Dear Friends,

Your help this past year cannot be overstated. Energy Outreach Colorado strives to secure affordable home energy costs for all, and because of your generosity, we were able to provide over 16,000 households with energy assistance. Members of your communities across the state are not living in the dark and cold tonight because of your support.

As executive director, I look forward to working with you to achieve energy security for even more Colorado homes in the coming year. We are proud to be one of the nation's top fiscally-rated charities, and we believe that everyone has the right to live in a safe home. No child should go to sleep cold, and no elderly person should suffer without lights or working appliances. With your help, we can continue to meet our goals and ensure this mission.

Thank you for your continued generosity and support through 2018.

Sincerely,

Jennifer Gremmert Executive Director Energy Outreach Colorado



Your Gifts, Your Impact

Rigolee Jimenez

"To those who helped us - thank you! We were making the difficult decision to give up an entire paycheck just to pay our energy bill. We couldn't afford anything else. Thanks to you, we don't have to sacrifice our mortgage payment or food."



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After the unexpected deaths of both parents, Rigolee Jimenez assumed financial responsibility of their home - on top of renting her own apartment where she and her two sons lived. Trying to juggle her rent and their mortgage payment each month, Rigolee started falling behind. She decided to give up her apartment and move into her parents' home to cut down on costs, knowing that the house had many issues including the lack of insulation and an inefficient furnace.

To make matters worse, Rigolee's work hours were significantly reduced due to a business downturn and her income barely covered her mortgage. Then she was let go from her job.

"I was trying to crawl out of a rut," she said.

It wasn't long before Rigolee received a disconnect notice for her overdue home energy bill she could not afford to pay. The power was disconnected and the meter was removed, leaving her family without heat and lights for 5 days.

Rigolee was desperate and contacted one of our partner agencies to apply for energy assistance. She was approved, and because of your generous support to EOC, her home energy was restored.

"To those who helped us – thank you!" said a very grateful Rigolee. She has since found a new job and can see some light at the end of a dark tunnel.



\$273 million

TOTAL INVESTMENT WE HAVE MADE SINCE 1989 FOR AFFORDABLE ENERGY PROGRAMS

MISSION

To ensure that all low-income Coloradans can meet their home energy needs.

VISION

To be Colorado's leading organization dedicated to efficient delivery of cost-effective energy assistance, energy conservation and energy education for low-income households to maintain their well-being and encourage self-sufficiency.

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.

CHARITY RATINGS

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. You can trust that your gifts are going exactly where you intended – as demonstrated by our exceptional ratings.

GuideStar, the world's largest source of information about nonprofit organizations, awarded EOC with a Platinum Rating.

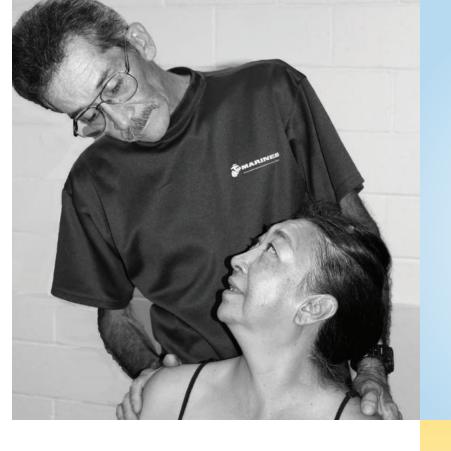


Charity Navigator, an independent charity evaluator, has awarded EOC its top ranking (four out of four stars) for 16 consecutive rating periods.



EOC is recognized as an Accredited Charity by Better Business Bureau of Denver/Boulder.





Pueblo senior, veteran, calls on EOC for emergency energy bill assistance

Michael + Rose

"The people that contribute to Energy
Outreach Colorado have made a big
difference in our lives and we're really
grateful. It's hard to ask for help, but if
you don't have electricity in your home,
you don't have anything."



16,038

NUMBER OF HOME ENERGY BILLS
WE PAID TO HELP LOW-INCOME COLORADANS
KEEP THEIR HEAT AND ELECTRICITY ON

THAT'S LIKE PAYING AN ENERGY BILL FOR EVERY HOUSEHOLD IN GRAND COUNTY, CO



\$6.62 million

TOTAL FUNDING WE
DISTRIBUTED STATEWIDE
FOR ENERGY BILL
PAYMENT ASSISTANCE

PROGRAM SPOTLIGHT

Energy Bill Payment Assistance

In 1979, U.S. Marine Michael Trujillo was stationed on an aircraft carrier in the Persian Gulf, serving his country far away from his hometown of Pueblo, CO.

Thirty-six years after completing two tours and being honorably discharged from the military, he was back home in Pueblo and worried about whether he'd continue to have electricity in the home he shares with his wife of 31 years, Rose, and the three grandchildren they are raising. All because of a serious mix-up with their paperwork.

Michael and Rose are seniors living on fixed incomes. After years of regular monthly payments, they were asked to re-submit proof of their eligibility for government benefits. Somehow their paperwork was misplaced and they didn't receive the check they rely on to pay their bills. They didn't know what to do and weren't sure how long it would take to get their next check.

"It put us very behind on our bills," Michael said.
"When you expect it and it doesn't come in, it really hurts."

Thankfully, our energy bill payment assistance allowed them to catch up on their utility bill, relieving some of their stress and allowing them to focus on other necessities like rent, food and their car payment. "There was nothing extra – it was all spoken for," he said.



NUMBER OF FREE FURNACE
REPLACEMENTS THAT WARMED
LOW-INCOME HOMES THROUGH
THE FEDERALLY-FUNDED CRISIS
INTERVENTION PROGRAM (CIP)
WE ADMINISTER



905

NUMBER OF FREE FURNACE
REPAIRS THAT WARMED LOWINCOME HOMES THROUGH OUR
ADMINISTRATION OF CIP

PROGRAM SPOTLIGHT CRISIS INTERVENTION

Low-income Coloradans face real hardships when confronted with a non-working heating system. The Crisis Intervention Program provides emergency repair or replacement of home heating systems so that our low-income neighbors will be safe when the temperature outside drops.

This work is done through our statewide network of licensed and certified HVAC contractors.

LAST YEAR, EOC PROVIDED A TOTAL OF **\$2,464,976** IN HOME HEATING REPAIR AND REPLACEMENT ASSISTANCE.

PROGRAM SPOTLIGHT ENERGY EDUCATION & BEHAVIOR CHANGE

Our focus on warm and safe homes goes beyond the installation of energy efficient equipment. As an integral part of each of our programs at EOC, the Energy Behavior Change Program engages clients in sustainable energy-saving behaviors in order to maximize their benefit of savings and efficiency. This is accomplished through education programs delivered to staff and tenants at facilities that benefit from our energy efficiency grants, as well as to individuals who receive our energy bill payment assistance and weatherization services.

In 2016-2017, the Energy Behavior Change Program worked with 15 nonprofit facilities receiving energy efficiency upgrades through our NEEP program. By participating in the Behavior Change program alongside NEEP and taking simple steps to conserve energy, these nonprofits see up to an additional 5% savings in their utility costs.

PROGRAM SPOTLIGHT CARE/SINGLE FAMILY WEATHERIZATION

Colorado's Affordable Residential Energy (CARE) program is lowering energy costs, increasing comfort and creating a safer living environment for limited-income Coloradans. Both CARE and EOC's Single Family Program provide free energy efficiency updates to residents struggling to keep up with the costs of failing appliances and high energy bills.

Grace Quintana, 44 – Single and disabled, Grace lives in Alamosa and gets by on her monthly social security disability benefit. Her trailer home was weatherized last fall through CARE, which is managed by Energy Outreach Colorado. After a broken window was replaced and storm windows installed, "it is not as breezy and cold as it was," she said. "My energy bill has always been a big stress to me and I've always struggled to afford it. It's a relief and a blessing to have a lower bill so I can budget better."

"I used to feel the air just going out of the window and me paying for it out of my pocket. Now I feel so safe, so secure, and the warmth is staying in the home. It just feels so much nicer. I'm very content and very grateful. It doesn't look like I will need help this year."

305

NUMBER OF
SINGLE-FAMILY
HOMES WE
WEATHERIZED TO
LOWER ENERGY
COSTS AND USAGE
AND ADDRESS HEALTH
AND SAFETY ISSUES.





Your Support Prevents Further Trauma **Barb**

Your gifts kept this Colorado grandma safe in her home. Thank you for also giving her help and hope!

"I'll always be indebted to the fact that you helped me," said Barb T., a Loveland grandma single-handedly raising three grandsons.

Barb's electric bill suddenly spiked to \$425 a month after she had an air conditioner installed to mitigate the severe summer allergies suffered by her 11-year-old grandson. "We couldn't leave the windows open because he was so sick every day, even on medication, and it was too hot to sleep," she said.

Since Barb hadn't had air conditioning before, she didn't realize that the problem was because of an installation issue. "I quit using it and thought how on earth can we pay for this with just \$1,400 in income each month?"

While the vendor that installed the unit tried to figure out the problem, Barb struggled to find a way to pay her overdue bill before her energy was shut off.

Fortunately, your support enabled her to get energy bill payment assistance to pay off her electric bill.

"I was in total and absolute shock, and feel incredibly blessed that Energy Outreach Colorado could help me that much," she said. "I had instant relief from losing sleep wondering how I'm going to pay this bill."

2,565

NUMBER OF

COLORADO AFFORDABLE

HOUSING APARTMENTS

WE WEATHERIZED TO

LOWER ENERGY COSTS

AND USAGE AND

ADDRESS HEALTH AND

SAFFTY ISSUES





\$3.158

million

TOTAL FUNDING WE

DISTRIBUTED STATEWIDE

TO WEATHERIZE AND

PRESERVE AFFORDABLE

HOUSING

PROGRAM SPOTLIGHT MULTIFAMILY WEATHERIZATION

Affordable housing communities across Colorado are filled to capacity as one in four Coloradans is considered low-income. Many of these buildings have old heating systems and often times are centrally heated. EOC works across the state to ensure that low-income Coloradans living in affordable housing facilities have access to safe and efficient heating and cooling systems.

PROGRAM SPOTLIGHT NONPROFIT ENERGY EFFICIENCY

Thanks to EOC's Nonprofit Energy Efficiency Program (NEEP) many more nonprofits across the state of Colorado are able to meet their mission and serve more members of our community. NEEP improves the energy efficiency of nonprofit buildings so they can lower costs and allocate more of their budgets to programs benefiting our community.

NEEP SERVED A RECORD NUMBER OF NONPROFITS THIS FISCAL YEAR. ON AVERAGE, NONPROFITS SEE A 20% REDUCTION IN ENERGY COSTS AFTER GOING THROUGH THE PROGRAM.



NUMBER OF NONPROFIT
FACILITIES WE WEATHERIZED
TO LOWER ENERGY COSTS &
USAGE THROUGH OUR
NONPROFIT ENERGY
EFFICIENCY PROGRAM
(NEEP)

\$2.42

million

TOTAL FUNDING WE

DISTRIBUTED FOR

NEEP GRANTS



WHAT'S NEW AT EOC



Enhancing efficiency, health & safety for a vulnerable neighborhood

In an innovative neighborhood-wide project, Energy Outreach Colorado is partnering with the Colorado Department of Transportation and other organizations to install home improvements for about 284 households living closest to the 53-year-old I-70 viaduct in north Denver.

The improvements will enhance the energy efficiency, health and safety of the homes while reducing the impact of dust and noise to the residents during the massive Central 70 Project. Energy Outreach was selected to manage this work because of our extensive experience weatherizing low-income housing and our successful partnerships with the City of Denver, Xcel Energy and local nonprofits.

Leadership Transition

After 14 years as executive director at Energy
Outreach Colorado, Skip Arnold retired in
January and the board of directors appointed
Jennifer Gremmert to the role. As the former EOC
deputy director, Jennifer worked closely with Skip
to increase EOC's positive impact across Colorado.
"Jennifer is equally as committed to ensuring that
low-income Coloradans have access to
affordable home energy, and her extensive
abilities and experience will allow Energy Outreach
to continue and build on its successful programs
and advocacy work," said Cec Ortiz,
EOC board president.



Supporting affordable & fair energy policies

Energy Outreach Colorado represents the interests of low-income energy consumers in the planning and implementation of affordable and fair energy policies. Much of this work is done during utility rate cases and other regulatory filings at the Colorado Public Utilities Commission and the state legislature. We are a nationally-recognized expert on low-income energy issues and actively participate in these procedures.

Thanks to your generous support, we will continue to be innovative and proactive in supporting the home energy needs of Colorado families, seniors, veterans and individuals with special needs.



NUMBER OF COLORADO
SMALL BUSINESSES WE
SUPPORTED BY CONTRACTING
FOR THEIR SERVICES.

WAYS YOU ARE GIVING

LEGACY SOCIETY

An EOC board member since 2012, historian Patty Limerick is a person who rarely comes to rest. Patty's role as faculty director and chair of the board of the Center of the American West at the University of Colorado sustains her lifelong preference for constant activity. With a Ph.D. from Yale and a tour of duty teaching history at Harvard, she moved to the University of Colorado in 1984. She has served as president of the American Studies Association, the Western History Association, the Organization of American Historians, and the Society of American Historians.



Patty's career and work as the Chair of the Board of the Center of the American West have directed her to study energy and energy efficiency and conservation. And her desire to help future generations struggling to afford energy led her to make the generous decision to designate Energy Outreach Colorado as a beneficiary of her retirement account.

"One of the most compelling reasons to think of the continued case for supporting EOC is that it does not appear that society will solve the riddles of equal employment opportunities and fairness for everybody," said Patty. "EOC is a very good cause with a very hard thing to do. There are many forms of helping people that you cannot present without eroding their dignity by calling attention to their troubles. EOC's work does not reduce their clients' dignity."

Thanks to Patty, fewer people will be faced with the trouble of unaffordable home energy. Learn more about the Legacy Society and planned giving at https://energyoutreach.giftplans.org/



HEAT HERO PROGRAM

Energy Outreach Colorado's monthly donors are truly HEAT HEROES. These 10,000+ strong supporters account for nearly \$1 million in funding each year and are truly making an impact. HEAT HEROES gifts provide urgent help and hope for struggling families. A reliable monthly gift is truly heroic to Colorado households on the brink of losing their home energy. Thank you to all of our incredible HEAT HEROES!

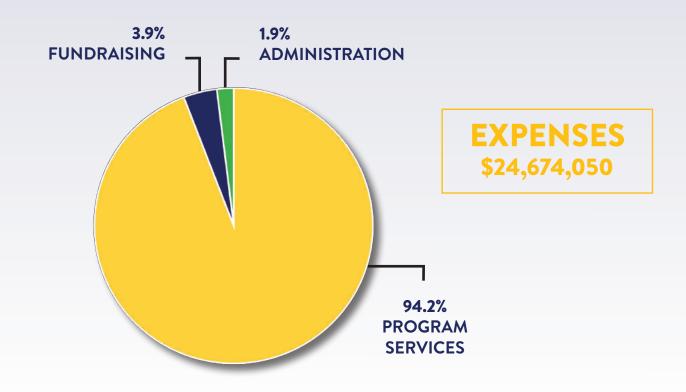
For more information about the HEAT HERO program, please visit www.energyoutreach.org/donate

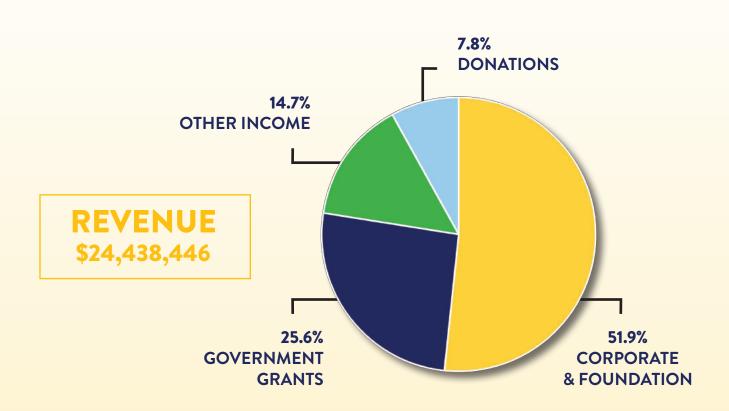
"It's such a joy to give monthly to Energy Outreach Colorado. It is our automatic way of giving back and it's so easy to become a HEAT HERO. We are happy to give and really feel anyone who won't miss a few extra dollars each month should become a HEAT HERO too."

Carolyn and Jim

LONG-TIME EOC DONORS

FY17 FINANCIALS





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\$10,000+

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\$10,000,000+

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\$1,000,000 - \$9,999,999

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\$750,000 - \$999,999

City and County of Denver, Office of Strategic Partnerships

\$100,000 - \$749,999

Black Hills Corporation State of Colorado, Governor's Office

\$50,000 - \$99,999

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