

# ENERGY ASSISTANCE

Program & Status Updates

October 11, 2019

## LOCATION & CONTACT INFORMATION

For more information, please contact us at:

### ISLAND COUNTY

1791 Northeast 1st Avenue  
Oak Harbor, WA 98277  
Phone: (360) 679-6577  
Toll Free: (800) 317-5427  
Fax: (360) 679-2440

Energy Line Hours:  
Monday-Thursday  
9am-12pm & 1pm-4pm  
Friday: 9am-12pm

### WHATCOM COUNTY

1111 Cornwall Avenue  
Bellingham, WA 98225  
Phone: (360) 255-2192  
Toll Free: (888) 586-7293  
Fax: (360) 715-0655

Energy Line Hours:  
Monday-Thursday  
9am-12pm & 1pm-4pm

### SAN JUAN COUNTY

*Lopez Island Family Resource Center*  
160 Village Road  
Lopez Island, WA 98261  
Phone: (360) 468-4117

*Orcas Community Resource Center*  
374A North Beach Road  
Eastsound, WA 98245  
Phone: (360) 376-3184

*San Juan Island Family Resource Center*  
476 Market Street  
Friday Harbor, WA 98250  
Phone: (360) 378-5246

### ISLAND COUNTY RESIDENTS (Whidbey/Camano Islands):

Energy Assistance has ended its early scheduling opportunity for seniors (age 60+ years) and households where someone is receiving a disability benefit (examples: SSI, SSDI, VA Disability). Anyone who has missed this early scheduling opportunity will need to schedule an energy assistance appointment through the general scheduling methods.

General scheduling for non-crisis, energy assistance appointments will begin starting on **Saturday, November 2nd from 9am-2pm**. Please call our office for an appointment.

We may have a very limited number of crisis appointments available on a weekly basis. To qualify for a crisis, you must be facing disconnection within the current week or without heat (less than 10% propane/oil, or less than 3-day supply of wood). If you are in a crisis situation, please stop by or call our Oak Harbor office.

Appointments can be scheduled by phone. Walk-ins requests for an appointment are available at our Oak Harbor office. Appointments are filled on a first come, first served basis.

### WHATCOM COUNTY RESIDENTS:

Energy Assistance has ended its early scheduling opportunity for seniors (age 60+ years) and households where someone is receiving a disability benefit (examples: SSI, SSDI, VA Disability). Anyone who has missed this early scheduling opportunity will need to schedule an energy assistance appointment through the general scheduling methods.

General scheduling for non-crisis, energy assistance appointments will begin starting on **Saturday, November 2nd from 9am-2pm** and continuing into the following week(s) until the first batch of appointments are filled.

*NEW THIS SEASON: WE WILL OFFER ONLINE SCHEDULING STARTING NOV 2nd!*

To schedule online, please go to: <https://fortress.wa.gov/com/liheapublic/default.aspx?v=sp> and follow the prompts to schedule your appointment. A screen will let you know if you are successful. All online appointments are at our Bellingham Office & next available.

**\*\*If you need a phone appointment or an outreach appointment, you will need to call to schedule your appointment.\*\***

We may have a very limited number of crisis appointments available on a weekly basis. To qualify for a crisis, you must be facing disconnection within the current week or without heat (less than 10% propane/oil, or less than 3-day supply of wood).

Appointments will be available by phone or online. Walk-in requests for an appointment are not permitted except for the deaf or hearing-impaired. Appointments are generally filled, first come, first served.

### SAN JUAN COUNTY RESIDENTS (Lopez, Orcas, San Juan Islands):

Energy Assistance for the LIHEAP (Low Income Home Energy Assistance Program) is currently **CLOSED**. We anticipate opening later this fall. Please contact your local resource center for more information on how to apply. Please see the sidebar for contact information.