

From: Eric Duthie, Hildale City Manager
To: Hildale City Council; Hildale City Mayor
Date: January 6, 2023
Subject: Utility assistance and support programs due to increased cost of natural gas.

As you are aware, the cost of natural gas has skyrocketed in the last few days. As Hildale residents are served with natural gas, these cost increases are dramatic and substantial. A public statement was issued through email, website, Facebook, and a print copy sent to all Hildale City account holders. This issue is not solely a Hildale issue, as the cost increase effects the western United States through Summit Energy, our supplier (see attachment in Council packet).

Hildale is encouraging residents to lower their use of natural gas as much as practical, as to avoid the heavy impact of the cost increase while maintaining safe conditions within their homes. We also included a statement of risk from Carbon Monoxide poisoning and encouraged inquiries be directed to the Utility or Fire Department concerning such risks.

Hildale City is actively pursuing the below listed customer assistance possibilities:

- Hildale City is preparing an electric home heater “rent to own” program.
 - The purpose of this program is to offer small room size electric heaters to residents with the cost of the unit being added to their utility bill to be repaid over a longer period than monthly.
- Hildale City is hosting representatives of the HEAT program to be on-site on Wednesday, March 1, 2023, to assist in the application process.
 - The Home Energy Assistance Target program, known as H.E.A.T., is a federally funded energy assistance program managed by the Five County Association of Governments. The goal of the program is to assist eligible individuals and families meet the higher costs of energy during the winter and summer. The program typically runs from November 1 through September 30.
- Hildale City is reviewing options for additional payment extensions.
 - Depending on good faith efforts by the customer.
- Hildale City is exploring options for additional subsidies to customers due to this sudden increase.

Since this issue is pressed upon us with no warning, we are open to all suggestions to assist the customers and ask for your discussion.