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COMPANY NAME:

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

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October 23, 2017

Oregon Public Utility Commission  
P.O. Box 1088  
Salem, OR 97308-1088

Attn: Records Center

Re: RG-6 Cascade Natural Gas Corporation Oregon Low-Income Bill Assistance Program  
(OLIBA) Annual Report Program Year 2016-2017

In compliance with the terms established in Cascade Natural Gas Corporation's (Company) Tariff Schedule 32, "Oregon Low Income Bill Assistance Program", the Company herewith files its Oregon Low Income Bill Payment Assistance Program (OLIBA) Annual Report for the 2016-2017 program year.

Please contact Jennifer Gross at (509) 734-4635 with any questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael Parvinen", with a long horizontal flourish extending to the right.

Michael Parvinen  
Director, Regulatory Affairs

attachment

**Cascade Natural Gas Corporation's  
Oregon Low Income Bill Assistance Program (OLIBA)  
Annual Report  
2016-2017 Program Year**

**History**

Cascade Natural Gas Corporation's (Cascade's or the Company's) Oregon Low Income Bill Assistance (OLIBA) program was implemented in May 2006, with the Public Utility Commission of Oregon (OPUC) approval of the Company's Schedule 31, "Public Purpose Funding." The OLIBA program was designed to supplement the Federal Low Income Energy Assistance (LIHEAP) funds by providing assistance to income-eligible households in Cascade's service territory. When the Public Purpose Charge was established, 0.29 percent of Oregon residential and commercial gross billing revenues were dedicated to low income programs. This has changed from year to year as the budgets of the various programs funded through the public purpose charge have changed. Currently, 0.60 percent of all core customers' bills fund Cascade's low income programs.

**Program Results**

Since the inception of the program in May 2005, a total of 2537 energy assistance pledges have been provided, totaling \$655,314 in direct payments to customers. During the 2016-2017 Program Year, the Community Action Agencies (CAAs or Agencies) in Cascade's service territory distributed \$49,022 of OLIBA funds, providing energy assistance funding to 194 households.

**2016-2017 Program Year Results**

The 2016-2017 Program Year marks the eleventh full year of the OLIBA program. Public Purpose charge collections for the OLIBA program funding this Program Year were \$43,652. With recorded interest of \$3,036 and a carry-over balance of \$44,584, total program OLIBA funding was \$91,272. \$10,410 was used to pay Agency's costs for program administration. \$49,022 was paid to 194 customers at an average pledge of \$253. The Company retained \$31,840 in carryover funds to be used in the 2017-2018 Program Year.

Table 1 below provides statistics on the program's performance on a month by month basis.

**OLIBA Annual Report – 2016-2017 Program Year**

<b>Table 1</b>					
<b>2016-2017 OLIBA</b>					
<b>Q4 2016-2017</b>	<b>Recipients</b>	<b>Dollars Distributed</b>	<b>Payments to Agencies</b>	<b>Total</b>	<b>Average Pledge</b>
Oct	4	\$ 1,075.00	\$ 611.40	\$ 1,686.40	\$ 268.75
Nov	9	\$ 2,212.65	\$ 215.00	\$ 2,427.65	\$ 245.85
Dec	15	\$ 2,410.00	\$ 475.20	\$ 2,885.20	\$ 160.67
<b>Q4</b>	<b>28</b>	<b>\$ 5,697.65</b>	<b>\$ 1,301.60</b>	<b>\$ 6,999.25</b>	<b>\$ 203.49</b>
<b>Q1 2017</b>					
Jan	9	\$ 1,589.00	\$ 482.00	\$ 2,071.00	\$ 176.56
Feb	26	\$ 6,966.00	\$ 317.80	\$ 7,283.80	\$ 267.92
March	33	\$ 7,758.88	\$ 1,393.20	\$ 9,152.08	\$ 235.12
<b>Q1</b>	<b>68</b>	<b>\$ 16,313.88</b>	<b>\$ 2,193.00</b>	<b>\$ 18,506.88</b>	<b>\$ 239.91</b>
<b>Q2 2017</b>					
April	24	\$ 5,613.00	\$ 1,585.40	\$ 7,198.40	\$ 233.88
May	29	\$ 9,112.00	\$ 1,122.60	\$ 10,234.60	\$ 314.21
June	21	\$ 6,848.00	\$ 1,822.40	\$ 8,670.40	\$ 326.10
<b>Q2</b>	<b>74</b>	<b>\$ 21,573.00</b>	<b>\$ 4,530.40</b>	<b>\$ 26,103.40</b>	<b>\$ 291.53</b>
<b>Q3 2017</b>					
July	10	\$ 1,871.35	\$ 1,369.60	\$ 3,240.95	\$ 187.14
Aug	11	\$ 2,863.06	\$ 411.38	\$ 3,274.44	\$ 260.28
Sept	3	\$ 703.34	\$ 604.00	\$ 1,307.34	\$ 234.45
<b>Q3</b>	<b>24</b>	<b>\$ 5,437.75</b>	<b>\$ 2,384.98</b>	<b>\$ 7,822.73</b>	<b>\$ 226.57</b>
<b>Season Totals</b>	<b>194</b>	<b>\$ 49,022.28</b>	<b>\$ 10,409.98</b>	<b>\$ 59,432.26</b>	<b>\$ 252.69</b>

Table 2 summarizes the annual program results for the life of the OLIBA program as well as for the 2016-2017 Program Year. Additional historical program year summaries can be found in annual reports for prior program years filed in RG-6.

**OLIBA Annual Report – 2016-2017 Program Year**

<b>Table 2</b>	2005-2016	2016-2017
No. Customers Served	2537	194
Average pledge*	\$ 312.31	\$ 253
Revenues:		
Balance from Prior Year		\$ 44,584
Program Year Revenues	\$ 720,294	\$ 43,652
Accrued Interest	\$ 38,626	\$ 3,036
Total Available Funds	\$ 758,920	\$ 91,272
Payments to Agencies:		
To Customers	\$ 655,314	\$ 49,022
To Agencies	\$ 106,937	\$ 10,410
Total Payments	\$ 762,251	\$ 59,432
Ending Balance in OLIBA Account	\$ 31,840	\$ 31,840
% Available Funds Used:		
Payments to Customers	86.3%	53.7%
Payments to Agencies	14.1%	11.4%
Total	100.4%	65.1%

**OLIBA Allocations**

Cascade allocates monthly OLIBA funding to Agencies using the following methodology, which Oregon Housing and Community Services (OHCS) used for distributing LIHEAP in the previous year:

Neighbor Impact (Bend Area)	30%
Community Action Program East Central Oregon (Pendleton Area)	29%
Community Connection of NE Oregon (Baker City Area)	19%
Community Connection of NE Oregon (Ontario Area)	19%
Klamath and Lake Community Services (Klamath Falls Area)	3%

**Payment Process**

Cascade uses a cashless voucher payment system where OLIBA allocations to Agencies and awards to customers are made without a transfer of actual cash between the Company and agencies. This process has proved to be an effective and efficient process for all participants. Cascade believes that this process ensures customers receive their assistance payment in a very timely manner.

**Agency Coordination**

The Company believes the program is working well. We coordinate with the Agencies quarterly via teleconference to ensure that any new issues needing consideration or resolution are given a proper forum. Issues we discuss include timely processing of customer pledges, adherence to program guidelines, OLIBA allocations, and reaching applicable customers.