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November 23, 2016

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 2015-2016

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 2015-2016 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, RG-6  
2015-2016 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 Purposes 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 Funding 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 2343 energy assistance pledges have been provided, totaling \$606,292 in direct payments to customers. During the 2015-2016 Program Year, the Community Action Agencies (CAAs or Agencies) in Cascade's service territory distributed \$41,817 of OLIBA funds, providing energy assistance funding to 167 households.

**2015-2016 Program Year Results**

The 2015-2016 Program Year marks the tenth full year of the OLIBA program. Public Purpose charge collections for the OLIBA program funding this Program Year were \$43,926. With recorded interest of \$10,917 and a carry-over balance of \$38,286, total program OLIBA funding was \$93,129. \$8,415 was used to pay Agency's costs for program administration. \$41,817 was paid to 167 customers at an average pledge of \$250. The Company retained \$44,584 in carryover funds to be used in the 2016-2017 Program Year.

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

**Table 1**

<b>2015-2016 OLIBA</b>					
<b>Q4 2015</b>	<b>Recipients</b>	<b>Dollars Distributed</b>	<b>Payments to Agencies</b>	<b>Total</b>	<b>Average Pledge</b>
Oct	3	\$ 1,271.00	\$ 584.80	\$ 1,855.80	\$ 423.67
Nov	8	\$ 1,858.00	\$ 254.20	\$ 2,112.20	\$ 232.25
Dec	10	\$ 2,011.00	\$ 371.60	\$ 2,382.60	\$ 201.10
<b>Q4 2015</b>	<b>21</b>	<b>\$ 5,140.00</b>	<b>\$ 1,210.60</b>	<b>\$ 6,350.60</b>	<b>\$ 244.76</b>
<b>Q1 2016</b>					
Jan	21	\$ 5,056.00	\$ 472.20	\$ 5,528.20	\$ 240.76
Feb	18	\$ 4,496.00	\$ 1,011.20	\$ 5,507.20	\$ 249.78
March	43	\$ 10,798.00	\$ 899.20	\$ 11,697.20	\$ 251.12
<b>Q1</b>	<b>82</b>	<b>\$ 20,350.00</b>	<b>\$ 2,382.60</b>	<b>\$ 22,732.60</b>	<b>\$ 248.17</b>
<b>Q2 2016</b>					
April	14	\$ 4,036.00	\$ 2,219.60	\$ 6,255.60	\$ 288.29
May	10	\$ 1,644.00	\$ 747.20	\$ 2,391.20	\$ 164.40
June	17	\$ 5,468.00	\$ 328.80	\$ 5,796.80	\$ 321.65
<b>Q2</b>	<b>41</b>	<b>\$ 11,148.00</b>	<b>\$ 3,295.60</b>	<b>\$ 14,443.60</b>	<b>\$ 271.90</b>
<b>Q3 2016</b>					
July	6	\$ 569.68	\$ 700.40	\$ 1,270.08	\$ 94.95
Aug	6	\$ 1,552.73	\$ 515.40	\$ 2,068.13	\$ 258.79
Sept	11	\$ 3,057.00	\$ 310.55	\$ 3,367.55	\$ 277.91
<b>Q3</b>	<b>23</b>	<b>\$ 5,179.41</b>	<b>\$ 1,526.35</b>	<b>\$ 6,705.76</b>	<b>\$ 225.19</b>
<b>Season Totals</b>	<b>167</b>	<b>\$ 41,817.41</b>	<b>\$ 8,415.15</b>	<b>\$ 50,232.56</b>	<b>\$ 250.40</b>

RG- 6, OLIBA Annual Report – 2015-2016 Program Year

Table 2 summarizes the annual program results for the life of the OLIBA program as well as for the 2015-2016 program year. Additional historical program year summaries can be found in annual reports for prior program years filed in RG-6.

**Table 2**

	2005-2015	2015-2016
No. Customers Served	2343	167
Average pledge*	\$284.19	\$252.75
<b>Revenues:</b>		
Balance from Prior Year		\$38,286.00
Program Year Revenues	\$674,954.99	\$43,925.99
Accrued Interest	\$35,589.76	\$10,917.17
<b>Total Available Funds</b>	<b>\$710,544.75</b>	<b>\$93,129.16</b>
<b>Payments to Agencies:</b>		
To Customers	\$606,292.41	\$41,817.41
To Agencies	\$96,526.55	\$8,415.15
<b>Total Payments</b>	<b>\$702,818.96</b>	<b>\$44,583.98</b>
<b>Ending Balance in OLIBA Account</b>	<b>\$44,583.98</b>	<b>\$44,583.98</b>
<b>% Available Funds Used:</b>		
Payments to Customers	85.33%	44.90%
Payments to Agencies	13.58%	9.04%
<b>Total</b>	<b>98.91%</b>	<b>47.87%</b>
* Excludes administration costs		

**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

## RG- 6, OLIBA Annual Report – 2015-2016 Program Year

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. Cascade coordinates with the Agencies via teleconference to ensure that any new issues needing consideration or resolution are given a proper forum. Issues discussed include timely processing of customer pledges, adherence to program guidelines, OLIBA allocations, and reaching applicable customers.