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REPORT NAME: RG- 10, NW Natural 2012-2013 Oregon Low Income Gas Assistance (OLGA) Annual Report

COMPANY NAME: NW Natural

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If yes, please submit only the cover letter electronically. Submit confidential information as directed OAR 860-001-0070 or the terms of an applicable protective order.

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Report is required by:  OAR Enter Rule number:  
 Statute Enter Statute:  
 Order Enter Commission Order No.:  
 Other Enter reason: Schedule 310 of NWN's Tariff

Is this report associated with a specific docket/case?  No  Yes

If Yes, enter docket number: Enter docket number: R10

Key words: NW Natural, 2012-2013, OLGA, Annual Report, Oregon Low Income Bill Pay Assistance

If known, please select the PUC Section to which the report should be directed:

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- Electric and Natural Gas Revenue Requirements
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**JENNIFER GROSS**  
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December 17, 2013

**VIA ELECTRONIC FILING**

Public Utility Commission of Oregon  
550 Capitol Street, N.E., Suite 215  
P.O. Box 2148  
Salem, Oregon 97308-2148

Attn: Filing Center

RE: **RG-10**, Oregon Low-Income Gas Assistance Program (OLGA)  
Annual Report (2012-2013 Program Year)

Northwest Natural Gas Company, dba NW Natural (NW Natural or Company), hereby submits its Oregon Low-Income Gas Assistance Program (OLGA) Annual Report for the 2012-2013 Program Year in accordance with the Company's Tariff P.U.C. Or. 25, Schedule 310.

Please call me at (503) 226-4211, extension 3590, if you have any questions.

Sincerely,

*/s/ Jennifer Gross*

Jennifer Gross  
Tariffs & Regulatory Compliance

Enclosure

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**NW NATURAL  
OREGON LOW-INCOME GAS ASSISTANCE (OLGA)  
ANNUAL REPORT  
2012-2013 PROGRAM YEAR**

# **NW Natural's Oregon Low-Income Gas Assistance (OLGA) October 2012 through September 2013 Program Year**

## **BACKGROUND**

NW Natural's Oregon Low Income Gas Assistance (OLGA) program provides natural gas bill payment assistance to income-eligible households. The OLGA program is designed to supplement Federal Low Income Home Energy Assistance Program (LIHEAP) funds.

## **HISTORY OF PROGRAM FUNDING**

NW Natural began collecting public purposes funds for low-income bill payment assistance in October 2002 in accordance with Public Utility Commission of Oregon (OPUC) Order No. 02-634 in Docket UG-143. Funds for low-income bill payment assistance were initially collected through a 25-cent surcharge on all Oregon residential customer bills.

Effective May 11, 2006, this charge was increased to 31 cents. On November 1, 2008, the collection was revised from 31 cents a bill to being a 0.33% charge applied to residential customers' total energy bill. At the same time this change was made, language was added to the tariff to allow the Company to redirect any portion of a separate 0.25% charge towards either the OLGA program or the Oregon Low-Income Energy Efficiency (OLIEE) program. The Company annually reviews OLGA and OLIEE funding. While the Company values weatherization as a longer term solution to high bill issues, the OLIEE program does not always keep pace with its funding. If OLIEE has a surplus of funds, collections are reallocated to the OLGA program.

From October 2008 through October 2010, OLGA was funded by both the 0.25% charge and the 0.33% charge. Effective October 1, 2010, the 0.25% charge was redirected to funding OLIEE. At the same time, OLGA collections were raised by 0.25% resulting in no change in OLGA program funding.

OLGA funding was increased once again in 2012 when the Company filed its rate case (UG-221). As a result of this proceeding, the residential charge funding OLGA was increased from 0.58% to 0.75%.

## **PROGRAM ADMINISTRATION**

Since the program's inception in 2003, the Company has worked closely with OPUC staff, Oregon Housing and Community Services (OHCS), Community Action Partnership of Oregon (CAPO) and the community action agencies (Agencies) who deliver the program to customers. Representatives from each organization have jointly formed the OLGA Advisory Council. This group meets regularly to ensure that processes or other concerns remain streamlined and managed so that the shared goal of serving qualifying customers is attained.

The OLGA Advisory Council has met quarterly since July 2005. In 2009, physical meetings were largely replaced with teleconferences. Teleconferences have proved easier to schedule since they do not require travel time. NW Natural does host one face-to-face at the end of each program year. It provides a good opportunity to see each other, discuss close of program year processes, and celebrate the successes achieved that year.

## **2012-2013 PROGRAM YEAR**

The 2012-2013 OGLA program year went smoothly. Given the program's maturity, the Company did not have many substantive issues to discuss. As part of the normal course of business, the Company reminded Agencies to follow program protocols, including ensuring that fund commitments are verified before they are committed. The Company also thanked Agencies for sending weekly payment reports in a timely manner, requested that they let the Company know if they would have any unspent dollars that could be reallocated prior to the end of the program year, and made them aware of the availability of GAP funds. Overall, program administration went well in 2012-2013 with no real issues.

## **PROGRAM YEAR RESULTS**

Three Tables are attached: Table 1 provides a comparison of previous and current Program Year results; Table 2 is a 2012-2013 program year detail; and Table 3 shows Agency statistics for the past seven program years.

## **CONCLUSION**

During the 2012-2013 program year, the OLGA program successfully distributed the funds collected to over 7000 qualified customers. The Company enjoys a good working relationship with the Agencies and looks forward to continued collaboration during the 2013-2014 program year.

TABLE 1

SUMMARY OF PROGRAM YEAR RESULTS - 2002 through 2013

	2012-2013	2011-2012	2010-2011	2009-2010	2008-2009	2007-2008	2006-2007	2005-2006	2004-2005	2003-2004	2002-2003
Number of Customers served	7007	5087	6383	6007	7,430	5,345	5,112	3,996	4,937	4,996	2,965
Average Payment per Household	\$342.34	\$351.61	\$342.20	\$342.86	\$364.83	\$326.20	\$324.93	\$294.35	\$309.22	\$282.53	\$264.86
<b>Revenues</b>											
Balance from Prior Year	\$515,647.91	\$266,137.57	\$339,986.43	\$162,526.37	\$304,590.52	\$382,610.73	\$406,523.13	\$165,791.92	\$465,185.34	\$526,194.56	\$0.00
Program Year Revenues	\$2,837,597.13	\$2,394,831.30	\$2,542,301.34	\$2,648,911.96	\$3,108,848.20	\$1,994,488.80	\$1,949,508.37	\$1,640,759.76	\$1,485,040.50	\$1,439,916.76	\$1,262,540.28
Interest Earned <sup>(3)</sup>	\$717.79	\$1,067.37	\$4,965.08	\$14.11	\$1,931.63	\$11,540.61	\$19,811.10	\$11,598.72	\$4,667.77	\$5,608.53	\$3,194.37
Total Available Funds	\$3,353,962.83	\$2,662,036.24	\$2,887,252.85	\$2,811,452.44	\$3,415,370.35	\$2,388,640.14	\$2,375,842.60	\$1,818,150.40	\$1,954,893.61	\$1,971,719.85	\$1,265,734.65
<b>Payments</b>											
To Customers	\$2,398,786.30	\$1,788,656.94	\$2,184,262.73	\$2,059,555.01	\$2,710,703.32	\$1,743,529.72	\$1,661,026.86	\$1,176,224.09	\$1,526,624.05	\$1,323,802.12	\$624,621.05
To Agencies	\$479,757.26	\$357,731.39	\$436,852.55	\$411,911.00	\$542,140.66	\$348,705.94	\$332,205.37	\$235,403.18	\$262,477.64	\$193,732.39	\$114,919.04
Total Payments	\$2,878,543.56	\$2,146,388.33	\$2,621,115.28	\$2,471,466.01	\$3,252,843.98	\$2,092,235.66	\$1,993,232.23	\$1,411,627.27	\$1,789,101.69	\$1,517,534.51	\$739,540.09
Ending Balance in OPGA Account	\$475,419.27	\$515,647.91	\$266,137.57	\$339,986.43	\$162,526.37	\$296,404.48	\$382,610.37	\$406,523.13	\$165,791.92	\$454,185.34	\$526,194.56
Amounts Allocated but not paid in program year	\$475,419.27	\$515,647.91	\$266,137.57	\$339,986.43	\$162,526.37	\$296,404.48	\$382,610.37	\$406,523.13			
Amounts not allocated in the Program Year	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$17,893.96			
Amounts overallocated <sup>(1)</sup>					\$20,880.19	\$8,186.04					
Program Carry Over <sup>(2)</sup>					\$141,636.19	\$304,590.52					
<b>Percentage of Available Funds Used</b>											
Payments to Customers	71.52%	67.19%	75.65%	73.26%	79.37%	72.99%	69.91%	64.69%	78.09%	67.14%	49.35%
Payments to Agencies	14.30%	13.44%	15.13%	14.65%	15.87%	14.60%	13.98%	12.95%	13.43%	9.83%	9.08%
remaining balance	14.17%	19.37%	9.22%	12.09%	4.76%	12.41%	16.10%	22.36%	8.48%	23.03%	41.57%
<b>Total</b>	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

(1) The over allocation is the result of an error in the percentage used to allocate funds to YWCA in 2007-2008 and 2008-2009, as follows: for 2008-2009, \$8186.04 and for 2008-2009, \$12,694.14

(2) The carry over is adjusted for the over allocation to the YWCA that was discovered at end of 2008-2009 program year

(3) Due to a change in reporting, \$2,419.18 of interest earned during the 2009-2010 program year was not applied in that program year. This was corrected by adding this amount to the 2010-2011 program year interest.

# Table 2 2012-2013 Program Year Detail

Oregon Low Income Gas Assistance Program (OLGA)  
Agency Statistics 2012-2013

YTD PROGRAM TOTALS	
# of Households Served	7,007.00
Average Payment per household	\$342.34

	Post: Nov For: Oct	Post: Dec For: Nov	Post: Jan For: Dec	Post: Feb For: Jan	Post: Mar For: Feb	Post: Apr For: Mar	Post: May For: Apr	Post: Jun For: May	Post Jul For: Jun	Post: Aug For: Jul	Post: Sep For: Aug	Post: Oct For: Sep	YTD	% of Total Customers	% of Total Dollars	% of Mult. Co \$	
<b>YWCA</b>																	
# of Households Served	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
Average Payment per household	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	#DIV/0!				
% funds disbursed to Administration	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	#DIV/0!				
<b>Human Solution</b>																	
# of Households Served	16	70	29	37	90	108	91	95	79	49	44	25	733	10.46%	14.01%	34.17%	
Average Payment per household	\$343	\$394	\$371	\$400	\$548	\$451	\$460	\$511	\$497	\$424	\$420	\$413	\$458				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%				
<b>SEI</b>																	
# of Households Served	29	72	83	173	136	104	74	54	29	28	37	90	909	12.97%	16.00%	39.04%	
Average Payment per household	\$332	\$311	\$321	\$354	\$401	\$447	\$473	\$499	\$552	\$525	\$488	\$581	\$422				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%				
<b>Portland Impact</b>																	
# of Households Served	46	62	16	214	82	87	59	37	20	32	21	55	731	10.43%	10.98%	26.79%	
Average Payment per household	\$245	\$301	\$294	\$306	\$369	\$407	\$415	\$529	\$506	\$431	\$367	\$397	\$360				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%				
<b>Community Services Consortium</b>																	
# of Households Served	32	92	64	137	105	88	76	76	41	57	197	160	1125	16.06%	14.69%		
Average Payment per household	\$276	\$274	\$288	\$282	\$267	\$299	\$309	\$354	\$370	\$393	\$305	\$368	\$313				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%				
<b>Mid-Willamette Valley Comm. Action</b>																	
# of Households Served	10	72	80	113	112	127	129	128	63	53	48	79	1014	14.47%	11.84%		
Average Payment per household	\$295	\$258	\$222	\$236	\$258	\$289	\$318	\$328	\$322	\$249	\$298	\$276	\$280				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%				
<b>Yamhill Comm. Action Partnership</b>																	
# of Households Served	1	10	9	18	15	14	10	9	6	0	6	28	126	1.80%	1.74%		
Average Payment per household	\$175	\$387	\$348	\$282	\$301	\$279	\$536	\$357	\$304	\$0	\$495	\$279	\$332				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	0%	20%	20%	20%				
<b>Mid-Columbia Action Comm.</b>																	
# of Households Served	0	25	17	25	20	11	19	15	5	0	1	1	139	1.98%	1.99%		
Average Payment per household	\$0	\$269	\$270	\$275	\$242	\$305	\$299	\$292	\$387	\$0	\$7,040	\$2,455	\$344				
% funds disbursed to Administration	0%	20%	20%	20%	20%	20%	20%	20%	20%	0%	20%	20%	20%				
<b>Health &amp; Human Services</b>																	
# of Households Served	19	24	11	52	44	40	32	42	28	22	31	26	371	5.29%	4.37%		
Average Payment per household	\$315	\$281	\$240	\$264	\$295	\$277	\$283	\$277	\$302	\$301	\$277	\$277	\$282				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%				
<b>Clackamas Co. Soc. Services Div.</b>																	
# of Households Served	30	48	16	21	25	28	54	109	70	56	64	41	562	8.02%	7.09%		
Average Payment per household	\$285	\$284	\$298	\$306	\$306	\$297	\$279	\$310	\$317	\$306	\$318	\$299	\$303				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%				
<b>Community Action Team</b>																	
# of Households Served	31	36	26	38	34	69	74	44	37	24	43	16	472	6.74%	6.45%		
Average Payment per household	\$255	\$233	\$255	\$288	\$301	\$289	\$314	\$324	\$326	\$326	\$435	\$909	\$328				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%				
<b>Community Action Organization</b>																	
# of Households Served	28	49	41	26	76	105	68	45	47	49	82	207	823	11.75%	10.81%		
Average Payment per household	\$307	\$250	\$256	\$196	\$297	\$295	\$340	\$349	\$306	\$296	\$321	\$364	\$315				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%				
<b>Oregon Coast Community Action</b>																	
# of Households Served	1	0	0	0	0	0	1	0	0	0	0	0	2	0.03%	0.02%		
Average Payment per household	\$287	\$0	\$0	\$0	\$0	\$0	\$137	\$0	\$0	\$0	\$0	\$0	\$212				
% funds disbursed to Administration	20%	0%	0%	0%	0%	0%	20%	0%	0%	0%	0%	0%	20%				

**TABLE 3**  
**NW Natural OLGA Annual Report - Agency Statistics**

<b>AGENCIES</b>	<b>2012-2013</b>	<b>2011-2012</b>	<b>2010-2011</b>	<b>2009-2010</b>	<b>2008-2009</b>	<b>2007-2008</b>	<b>2006-2007</b>
<b>YWCA</b>							
# of Households Served	0	0	39	518	523	447	397
Average Payment per household	\$0.00	\$0.00	\$330.70	\$388.31	\$395.47	\$389.65	\$371.02
% funds disbursed to Administration	0%	0%	20%	20%	20%	20%	20%
<b>Human Solution</b>							
# of Households Served	733	487	642	662	838	566	652
Average Payment per household	\$458.36	\$441.00	\$449.43	\$427.20	\$455.80	\$378.24	\$355.21
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%
<b>SEI</b>							
# of Households Served	909	1039	1091	637	638	521	445
Average Payment per household	\$422.32	\$402.82	\$394.55	\$387.21	\$500.06	\$412.12	\$424.65
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%
<b>Portland Impact</b>							
# of Households Served	731	558	684	705	756	567	551
Average Payment per household	\$360.31	\$357.87	\$351	\$335.00	\$406.11	\$342.04	\$357.88
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%
<b>Community Services Consortium</b>							
# of Households Served	1125	743	1091	964	1421	1028	910
Average Payment per household	\$313.27	\$312.39	\$305.75	\$315.52	\$259.77	\$262.02	\$259.25
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%
<b>Mid-Willamette Valley Comm. Action</b>							
# of Households Served	1014	695	948	934	860	681	707
Average Payment per household	\$280.16	\$264.09	\$267.54	\$263.38	\$379.18	\$322.91	\$286.40
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%
<b>Yamhill Comm. Action Partnership</b>							
# of Households Served	126	92	127	94	135	85	95
Average Payment per household	\$332.10	\$365.92	\$314.96	\$349.83	\$342.48	\$356.04	\$309.58
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%
<b>Mid-Columbia Action Comm.</b>							
# of Households Served	139	108	105	115	152	102	95
Average Payment per household	\$344.24	\$362.80	\$325.33	\$337.52	\$320.60	\$311.90	\$312.80
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%
<b>Health &amp; Human Services</b>							
# of Households Served	371	270	295	291	431	282	248
Average Payment per household	\$282.35	\$306.22	\$299.49	\$298.19	\$266.61	\$260.09	\$264.80
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%
<b>Clackamas Co. Soc. Services Div.</b>							
# of Households Served	562	346	333	367	524	354	335
Average Payment per household	\$302.68	\$390.65	\$413.80	\$383.99	\$386.09	\$309.85	\$350.60
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%
<b>Community Action Team</b>							
# of Households Served	472	271	352	219	469	233	243
Average Payment per household	\$327.62	\$352.96	\$319.53	\$334.18	\$360.73	\$341.56	\$321.12
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%
<b>Community Action Organization</b>							
# of Households Served	823	478	676	501	682	473	430
Average Payment per household	\$315.21	\$321.51	\$313.69	\$339.39	\$321.28	\$276.99	\$316.54
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%
<b>Oregon Coast Community Action</b>							
# of Households Served	2	0	0	0	1	6	4
Average Payment per household	\$211.84	\$0.00	\$0.00	\$0.00	\$140.00	\$274.33	\$294.75
% funds disbursed to Administration	20%	0%	0%	0%	20%	20%	20%