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REPORT NAME: 2015-2016 Oregon Low-Income Gas Assistance (OLGA) Annual Report

COMPANY NAME: NW Natural Gas Company

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? [X]No []Yes

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If known, please select designation: []RE (Electric) [X]RG (Gas) []RW (Water) []RO (Other)

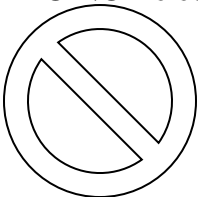
Report is required by: []OAR
[]Statute
[]Order
[X]Other Schedule 310 of NWN's Tariff

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If yes, enter docket number: RG 10

List applicable Key Words for this report to facilitate electronic search:
NW Natural, 2015-2016 Program Year, Oregon Low-Income Gas Assistance Annual Report, OLGA

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GAIL HAMMER
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December 30, 2016

VIA ELECTRONIC FILING

Public Utility Commission of Oregon
201 High Street SE, Suite 100
Post Office Box 1088
Salem, Oregon 97308-1088

RE: **RG-10** - Oregon Low-Income Gas Assistance Program (OLGA)
Annual Report (2015-2016 Program Year)

Northwest Natural Gas Company, dba NW Natural (“NW Natural” or the “Company”), hereby submits its Oregon Low-Income Gas Assistance Program (OLGA) Annual Report for the 2015-2016 Program Year in accordance with the Company’s Tariff P.U.C. Or. 25, Schedule 310.

Please call me at (503) 226-4211, extension 5865, if you have any questions.

Sincerely,

/s/ Gail Hammer

Gail Hammer
Rates and Regulatory Affairs

enclosure

**NW NATURAL
OREGON LOW-INCOME GAS ASSISTANCE (OLGA)
ANNUAL REPORT
2015-2016 PROGRAM YEAR**

NW Natural's Oregon Low-Income Gas Assistance (OLGA) October 2015 through September 2016 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%. No changes have been made to the rate since 2012.

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.

2015-2016 PROGRAM YEAR

The 2015-2016 OGLA program year went smoothly. No substantive issues were raised in the 2015-2016 OLGA quarterly meetings. A tariff revision was submitted in August of 2015 to allow for alternative identification other than a social security number for OLGA program qualification. The tariff change was approved with an October 1, 2015 effective date, which allowed for the alternative identification requirements to be used in the 2015-2016 program year.

PROGRAM YEAR RESULTS

Two Tables are attached: Table 1 provides a comparison of previous and current Program Year results and Table 2 shows Agency statistics for the 2015-2016 program year.

CONCLUSION

During the 2015-2016 program year, the OLGA program successfully distributed the funds collected to 7,558 households. The Company enjoys a good working relationship with the Agencies and looks forward to continued collaboration during the 2016-2017 program year.

TABLE 1

SUMMARY OF PROGRAM YEAR RESULTS - 2002 through 2016

	2015-2016	2014-2015	2013-2014	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	7,558	7,327	7,379	7,007	5,087	6,383	6,007	7,430	5,345	5,112	3,996	4,937	4,996	2,965
Average Payment per Household	\$288.80	\$300.07	\$313.78	\$342.34	\$351.61	\$342.20	\$342.86	\$364.83	\$326.20	\$324.93	\$294.35	\$309.22	\$282.53	\$264.86
Revenues														
Balance from Prior Year ⁽⁴⁾	\$946,186.98	\$787,423.25	\$475,419.27	\$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	\$2,761,070.27	\$2,795,974.32	\$3,089,606.01	\$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 ⁽³⁾	\$1,990.23	\$1,099.81	\$852.77	\$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	\$3,709,247.48	\$3,584,497.38	\$3,565,878.05	\$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
Payments														
To Customers	\$2,182,787.88	\$2,198,592.00	\$2,315,379.00	\$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	\$436,557.58	\$439,718.40	\$463,075.80	\$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	\$2,619,345.46	\$2,638,310.40	\$2,778,454.80	\$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	\$1,089,902.02	\$946,186.98	\$787,423.25	\$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	\$1,089,902.02	\$946,186.98	\$787,423.25	\$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	\$0.00	\$0.00	\$0.00	\$17,893.96			
Amounts overallocated ⁽¹⁾								\$20,880.19	\$8,186.04					
Program Carry Over ⁽²⁾								\$141,636.19	\$304,590.52					
Percentage of Available Funds Used														
Payments to Customers	58.85%	61.34%	64.93%	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	11.77%	12.27%	12.99%	14.30%	13.44%	15.13%	14.65%	15.87%	14.60%	13.98%	12.95%	13.43%	9.83%	9.08%
remaining balance	29.38%	26.40%	22.08%	14.17%	19.37%	9.22%	12.09%	4.76%	12.41%	16.10%	22.36%	8.48%	23.03%	41.57%
Total	100.00%	100.00%	100.00%	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.
(4) The 2015-2016 program beginning balance was tracking \$22,393.88 higher than the OLGA investment account as of 10/20/2015. This discrepancy was due to timing of when allocations were made and when the transactions hit the cash account from past years.

**TABLE 2
AGENCY STATISTICS**

**Oregon Low Income Gas Assistance Program (OLGA)
Agency Statistics 2015-2016**

YTD PROGRAM TOTALS	
# of Households Served	7,558.00
Average Payment per household	\$288.80

	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 \$	
YWCA																	
# 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	\$0	#DIV/0!			
% funds disbursed to Administration	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	#DIV/0!			
Human Solution																	
# of Households Served	36	117	143	164	206	155	138	82	83	56	82	37	1299	17.19%	19.54%	50.90%	
Average Payment per household	\$269	\$269	\$258	\$280	\$330	\$380	\$417	\$374	\$330	\$361	\$347	\$314	\$328				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
SEI																	
# of Households Served	10	30	20	51	75	60	35	30	37	11	7	19	385	5.09%	6.53%	17.02%	
Average Payment per household	\$252	\$264	\$228	\$305	\$369	\$424	\$451	\$407	\$356	\$514	\$611	\$411	\$370				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Portland Impact																	
# of Households Served	28	102	80	72	122	81	46	68	73	56	37	21	786	10.40%	12.32%	32.09%	
Average Payment per household	\$279	\$247	\$256	\$288	\$331	\$382	\$444	\$441	\$384	\$358	\$426	\$435	\$342				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Community Services Consortium																	
# of Households Served	43	187	211	199	158	105	89	81	52	34	21	58	1238	16.38%	14.66%		
Average Payment per household	\$268	\$235	\$243	\$257	\$257	\$279	\$278	\$267	\$261	\$260	\$277	\$301	\$258				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Mid-Willamette Valley Comm. Action																	
# of Households Served	50	169	128	123	249	196	138	67	95	50	71	102	1438	19.03%	17.41%		
Average Payment per household	\$264	\$252	\$266	\$253	\$266	\$265	\$263	\$269	\$275	\$270	\$259	\$281	\$264				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Yamhill Comm. Action Partnership																	
# of Households Served	7	17	18	17	24	27	10	6	7	5	5	6	149	1.97%	1.89%		
Average Payment per household	\$237	\$238	\$256	\$213	\$243	\$323	\$308	\$323	\$256	\$355	\$505	\$274	\$277				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Mid-Columbia Action Comm.																	
# of Households Served	0	38	26	33	19	10	5	3	3	1	2	2	142	1.88%	1.67%		
Average Payment per household	\$0	\$244	\$250	\$241	\$273	\$275	\$328	\$275	\$332	\$250	\$295	\$305	\$257				
% funds disbursed to Administration	0%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Health & Human Services																	
# of Households Served	0	0	31	73	80	40	37	24	28	19	20	27	379	5.01%	4.41%		
Average Payment per household	\$0	\$0	\$244	\$253	\$254	\$242	\$261	\$259	\$245	\$259	\$268	\$268	\$254				
% funds disbursed to Administration	0%	0%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Clackamas Co. Soc. Services Div.																	
# of Households Served	49	95	47	56	96	111	70	76	29	23	2	28	682	9.02%	8.07%		
Average Payment per household	\$239	\$254	\$249	\$251	\$268	\$251	\$262	\$264	\$240	\$273	\$250	\$317	\$258				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Community Action Team																	
# of Households Served	4	85	85	57	31	26	17	17	20	13	11	14	380	5.03%	4.24%		
Average Payment per household	\$225	\$231	\$231	\$254	\$239	\$256	\$236	\$243	\$249	\$279	\$321	\$254	\$244				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Community Action Organization																	
# of Households Served	59	87	77	66	95	114	60	18	34	32	15	23	680	9.00%	9.25%		
Average Payment per household	\$278	\$265	\$239	\$301	\$298	\$309	\$346	\$356	\$332	\$317	\$321	\$318	\$297				
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Oregon Coast Community Action																	
# of Households Served	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	
Average Payment per household	\$0	\$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%	0%	#DIV/0!			