



e-FILING REPORT COVER SHEET

COMPANY NAME: NW Natural

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.

Select report type:  RE (Electric)  RG (Gas)  RW (Water)  RT (Telecommunications)  
 RO (Other, for example, industry safety information)

Did you previously file a similar report?  No  Yes, report docket number: RG-10

Report is required by:  OAR  
 Statute  
 Order

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other Schedule 310 of NW Natural's Tariff  
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case?  No  Yes, docket number: RG-10

List Key Words for this report. We use these to improve search results.

NW Natural, 2018-2019 Program Year, Oregon Low-Income Gas Assistance Annual Report, OLGA

Send the completed Cover Sheet and the Report in an email addressed to [PUC.FilingCenter@state.or.us](mailto:PUC.FilingCenter@state.or.us)

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.

**Rebecca Trujillo Brown**  
Tariff and Regulatory Compliance  
Tel: 503.721.2452  
Fax: 503.220.2479  
email: rebecca.brown@nwnatural.com



December 16, 2019

**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 (2018-2019 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 2018-2019 Program Year in accordance with the Company's Tariff P.U.C. Or. 25, Schedule 310.

Please call me at (503) 721-2459, if you have any questions.

Sincerely,

*/s/ Rebecca T. Brown*

Rebecca T. Brown  
Regulatory Compliance

Enclosure

---

**NW NATURAL  
OREGON LOW-INCOME GAS ASSISTANCE (OLGA)  
ANNUAL REPORT  
2018-2019 PROGRAM YEAR**

# **NW Natural's Oregon Low-Income Gas Assistance (OLGA) October 2018 through September 2019 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 of 2005. In 2009, physical meetings were largely replaced with teleconferences. Teleconferences have been easier to schedule and do not require travel time; however, NW Natural does host at least one face-to-face meeting or workshop each program year.

This program year, the face-to-face was a workshop on June 18, 2019 from 10:00 a.m. to 2:00 p.m. This workshop provided an opportunity, again, to discuss requests from the Agencies to move to using the OHCS computer system to generate weekly and monthly OLGA financial reports. These reports would

replace the Excel report templates provided by NW Natural for reporting OLGA pledges for NW Natural customers to be credited to their accounts. This process was partially implemented on October 8, 2018. Agencies that have been using OHCS' computer system to generate reports shared their experience in using this system and offered to provide information about the process and assist those agencies that were not using it if they chose to go forward with an implementation in the future. Of the 12 agencies delivering the OLGA program, three agencies have moved to using OHCS' computer system to generate their weekly and monthly OLGA financial reports at this point. Use of the OHCS computer system is entirely up to the individual agency and not a NW Natural requirement.

The June 18, 2019 workshop also provided the opportunity for the agencies to share ideas about their outreach programs and workshops they have held with NW Natural customers where they provided educational opportunities to educate them about natural gas through simple trivia Q&A sessions.

### **PROGRAM YEAR RESULTS**

One Table is attached: Table 1 provides the 2018-2019 program year actual revenues less actual expenditures by month, October 2018 through September 2019. The Agencies distributed \$2,285,498 OLGA funds, which assisted 7,685 households in NW Natural's service territory. The Agencies were paid \$457,099.60 for Administration and Program Delivery of the OLGA funds to NW Natural's customers to assist them with their energy bills. In last year's report we provided Table 2 - Agency Statistics, but it is not included in the 2018-2019 report because we no longer feel that the table provides added value to the financial reports; therefore, we have discontinued tracking this information.

### **CONCLUSION**

The Agencies have done an excellent job in their delivery of the OLGA funds this 2018-2019 Program Year.

## NW NATURAL

**Table 1 - October 2018 through September 2019  
Oregon Low-Income Gas Assistance Program (OLGA)**

Program-To-Date Summary		Revenues			Expenditures			Number of Customers Served
Roll-Over	Revenues	Interest	Total Revenues	Customer Payments	Agency Payments	Total Expenditures		
728,590.55	2,778,019.11	8,401.27	3,515,010.93	2,285,498.00	457,099.60	2,742,597.60	7,685	

2018-2019		Revenues			Expenditures			Actual Revenues less Actual Expenditures
Program Month	Beginning Account Balance	Monthly Program Revenues	Interest	Total Revenues Balance	Payments to Customers	Payments to Agencies [1]	Total Expenditures	
<b>2018</b>								
October	\$728,590.55	\$96,774.11	\$337.94	\$825,702.60	\$166,081.00	\$33,216.20	\$199,297.20	\$626,405.40
November	\$626,405.40	\$126,830.58	\$340.38	\$753,576.36	\$258,266.00	\$51,653.20	\$309,919.20	\$443,657.16
December	\$443,657.16	\$215,734.76	\$332.57	\$659,724.49	\$207,604.00	\$41,520.80	\$249,124.80	\$410,599.69
<b>2019</b>								
January	\$410,599.69	\$388,333.84	\$315.34	\$799,248.87	\$300,551.00	\$60,110.20	\$360,661.20	\$438,587.67
February	\$438,587.67	\$463,377.85	\$287.10	\$902,252.62	\$278,861.00	\$55,772.20	\$334,633.20	\$567,619.42
March	\$567,619.42	\$412,480.94	\$298.34	\$980,398.70	\$259,859.00	\$51,971.80	\$311,830.80	\$668,567.90
April	\$668,567.90	\$396,431.66	\$372.49	\$1,065,372.05	\$227,460.00	\$45,492.00	\$272,952.00	\$792,420.05
May	\$792,420.05	\$264,731.24	\$384.08	\$1,057,535.37	\$175,514.00	\$35,102.80	\$210,616.80	\$846,918.57
June	\$846,918.57	\$174,892.27	\$1,048.70	\$1,022,859.54	\$143,284.00	\$28,656.80	\$171,940.80	\$850,918.74
July	\$850,918.74	\$58,893.26	\$0.00	\$909,812.00	\$117,602.00	\$23,520.40	\$141,122.40	\$768,689.60
August	\$768,689.60	\$90,778.77	\$2,330.01	\$861,798.38	\$83,544.00	\$16,708.80	\$100,252.80	\$761,545.58
September	\$761,545.58	\$88,759.83	\$2,354.32	\$852,659.73	\$66,872.00	\$13,374.40	\$80,246.40	\$772,413.33
<b>2018-2019</b>		\$2,778,019.11	\$8,401.27		\$2,285,498.00	\$457,099.60	\$2,742,597.60	\$772,413.33

Deposits and Interest                      \$2,786,420.38