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REPORT NAME: 2016-2017 Oregon Low-Income Gas Assistance (OLGA) Annual Report

COMPANY NAME: NW Natural Gas Company

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes

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

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

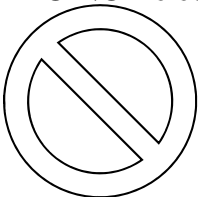
Report is required by: OAR
Statute
Order
Other Schedule 310 of NWN's Tariff

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

If yes, enter docket number: RG 10

List applicable Key Words for this report to facilitate electronic search:
NW Natural, 2016-2017 Program Year, Oregon Low-Income Gas Assistance Annual Report, OLGA

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- Any other Telecommunications Reporting or
- Any daily safety or safety incident reports or
- Accident reports required by ORS 654.715

Please file the above reports according to their individual instructions.

GAIL HAMMER
Rates and Regulatory Affairs
Tel: 503.226.4211 ext. 5865
Fax: 503.721.2516
email: gail.hammer@nwnatural.com



December 18, 2017

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 (2016-2017 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 2016-2017 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
2016-2017 PROGRAM YEAR**

NW Natural's Oregon Low-Income Gas Assistance (OLGA) October 2016 through September 2017 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; however, NW Natural does host at least one face-to-face meeting each program year. Teleconferences have been easier to schedule and do not require travel time; face-to-face physical meetings have provided an opportunity to discuss close-of-program year processes and to celebrate the successes achieved that year.

PROGRAM YEAR RESULTS

Two Tables are attached: Table 1 provides the 2016-2017 program year actual revenues less actual expenditures by month, October 2016 through September 2017. This report replaces Table 1 provided December 2016, which represented historical data. The new Table 1 report provides the current program year's monthly revenue and expense transactions. Table 2 shows Agency statistics for the 2016-2017 program year.

CONCLUSION

The Agencies distributed \$2,468,460.11 OLGA funds, which assisted 7,559 households in NW Natural's territory. The Agencies were paid \$493,692.02 for Administration and Program Delivery of OLGA funds to NW Natural's customers to assist them with their energy bills. The Agencies have done an excellent job in their delivery of the OLGA funds this 2016-2017 Program Year.

NW NATURAL

Table 1 - October 2016 through September 2017
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		
\$ 624,882.30	\$ 3,066,916.13	\$ 2,586.52	\$ 3,694,384.95	\$ 2,468,460.11	\$ 493,692.02	\$ 2,962,152.13	7,559	

2016-2017		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	Total Expenditures	
2016								
October	\$624,882.30	\$98,153.62	\$181.47	\$723,217.39	\$112,737.00	\$22,547.40	\$135,284.40	\$587,932.99
November	\$587,932.99	\$140,376.07	\$190.40	\$728,499.46	\$248,350.00	\$49,670.00	\$298,020.00	\$430,479.46
December	\$430,479.46	\$204,938.92	\$183.08	\$635,601.46	\$196,583.17	\$39,316.63	\$235,899.80	\$399,701.66
2017								
January	\$399,701.66	\$421,023.40	\$183.79	\$820,908.85	\$275,389.48	\$55,077.90	\$330,467.38	\$490,441.47
February	\$490,441.47	\$591,824.44	\$197.65	\$1,082,463.56	\$303,709.00	\$60,741.80	\$364,450.80	\$718,012.76
March	\$718,012.76	\$466,410.03	\$226.93	\$1,184,649.72	\$393,070.00	\$78,614.00	\$471,684.00	\$712,965.72
April	\$712,965.72	\$370,155.65	\$259.51	\$1,083,380.88	\$259,105.00	\$51,821.00	\$310,926.00	\$772,454.88
May	\$772,454.88	\$288,674.63	\$231.13	\$1,061,360.64	\$208,226.00	\$41,645.20	\$249,871.20	\$811,489.44
June	\$811,489.44	\$210,517.76	\$240.93	\$1,022,248.13	\$149,641.00	\$29,928.20	\$179,569.20	\$842,678.93
July	\$842,678.93	\$89,598.04	\$229.78	\$932,506.75	\$110,809.00	\$22,161.80	\$132,970.80	\$799,535.95
August	\$799,535.95	\$97,250.54	\$237.72	\$897,024.21	\$113,697.00	\$22,739.40	\$136,436.40	\$760,587.81
September	\$760,587.81	\$87,993.03	\$224.13	\$848,804.97	\$97,143.46	\$19,428.69	\$116,572.15	\$732,232.82
2016-2017		\$3,066,916.13	\$2,586.52		\$2,468,460.11	\$493,692.02	\$2,962,152.13	\$732,232.82

Deposits and Interest \$3,069,502.65

TABLE 2
AGENCY STATISTICS

YTD PROGRAM TOTALS	
# of Households Served	7,559.00
Average Payment Per Household	\$326.56

	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%	0%			
Human Solutions																	
# of Households Served	2	67	82	112	130	132	93	89	73	37	31	22	870	11.51%	14.44%	37.15%	
Average Payment per household	\$310	\$286	\$305	\$335	\$403	\$442	\$462	\$480	\$459	\$506	\$419	\$567	\$419	\$419			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
SEI																	
# of Households Served	10	56	42	97	95	81	53	22	24	29	31	35	575	7.61%	9.83%	25.30%	
Average Payment per household	\$324	\$307	\$285	\$316	\$409	\$512	\$521	\$642	\$512	\$501	\$506	\$432	\$422	\$422			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Portland Impact																	
# of Households Served	62	134	114	144	76	140	94	46	45	26	27	22	930	12.30%	14.59%	37.55%	
Average Payment per household	\$298	\$286	\$283	\$327	\$423	\$492	\$454	\$492	\$465	\$504	\$497	\$470	\$387	\$387			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Community Services Consortium																	
# of Households Served	73	135	157	210	250	202	71	53	37	33	30	51	1302	17.22%	15.13%		
Average Payment per household	\$255	\$265	\$274	\$279	\$291	\$289	\$281	\$287	\$288	\$528	\$303	\$272	\$287	\$287			
% 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	143	151	74	124	136	234	86	100	79	51	70	54	1302	17.22%	15.28%		
Average Payment per household	\$285	\$279	\$285	\$289	\$282	\$288	\$290	\$305	\$301	\$296	\$295	\$305	\$290	\$290			
% 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	12	7	9	9	13	15	16	2	4	4	5	103	1.36%	1.24%		
Average Payment per household	\$291	\$288	\$299	\$273	\$288	\$351	\$279	\$252	\$435	\$276	\$425	\$289	\$296	\$296			
% 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	8	12	5	65	8	8	14	0	7	10	1	0	138	1.83%	1.45%		
Average Payment per household	\$259	\$263	\$230	\$243	\$285	\$254	\$283	\$0	\$316	\$267	\$380	\$0	\$259	\$259			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	0%	20%	20%	20%	0%	20%	20%			
Health & Human Services																	
# of Households Served	6	56	50	35	37	77	44	32	24	20	50	14	445	5.89%	4.96%		
Average Payment per household	\$253	\$275	\$277	\$261	\$270	\$270	\$284	\$279	\$277	\$279	\$284	\$283	\$275	\$275			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Clackamas Co. Soc. Services Div.																	
# of Households Served	49	121	38	60	72	113	120	63	44	40	42	51	813	10.76%	9.36%		
Average Payment per household	\$284	\$275	\$286	\$289	\$277	\$285	\$288	\$291	\$276	\$289	\$286	\$295	\$284	\$284			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Community Action Team																	
# of Households Served	0	89	84	43	56	35	27	10	16	20	11	9	408	5.29%	4.40%		
Average Payment per household	\$0	\$267	\$267	\$260	\$282	\$279	\$290	\$279	\$287	\$257	\$262	\$288	\$272	\$272			
% funds disbursed to Administration	0%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Community Action Organization																	
# of Households Served	41	56	40	34	56	78	111	140	59	18	30	18	681	9.01%	9.32%		
Average Payment per household	\$280	\$299	\$318	\$288	\$334	\$375	\$341	\$349	\$373	\$328	\$359	\$324	\$338	\$338			
% 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%	0%			