



CASCADE NATURAL GAS

C O R P O R A T I O N

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March 11, 2021

CNG/O21-02-01

Oregon Public Utility Commission
Attn: Filing Center
P.O. Box 1088
Salem, OR 97308-1088

Re: ADV 1246 - Cascade Natural Oregon COVID-19 Bill Assistance (Big HEART Program) Supplemental

Cascade Natural Gas Corporation (Cascade or the Company) herewith submits the following revisions to its Tariff P.U.C. Or. No. 10, stated to become effective with service on and after April 1, 2021. A less than statutory notice application is included with this filing.

Original Sheet No. 35.1

The purpose of this tariff revision is to clarify the criteria Cascade or Community Action Agencies will use to determine Big HEART grant amounts, specifically a customer's outstanding account balance (all past due balances, those greater than 30 days). The changes also clarify that the total grant amount will not exceed \$1,500. Cascade respectfully requests that the Commission allow these tariff changes to become effective on April 1, 2021 with less than statutory notice.

If you have any questions regarding this filing, please contact me at (509) 734-4549.

Sincerely,

/s/ Christopher Mickelson

Christopher Mickelson
Manager, Regulatory Affairs

Attachments

LESS THAN STATUTORY NOTICE APPLICATION

This document may be electronically filed by sending it as an attachment to an electronic mail message addressed to the Commission's Filing Center at puc.filingcenter@state.or.us.

BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

IN THE MATTER OF THE APPLICATION OF) UTILITY L.S.N. APPLICATION
Cascade Natural Gas Corporation)
(UTILITY COMPANY)) NO. _____
TO WAIVE STATUTORY NOTICE.) (LEAVE BLANK)

NOTE: ATTACH EXHIBIT IF SPACE IS INSUFFICIENT.

1. GENERAL DESCRIPTION OF THE PROPOSED SCHEDULE(S) ADDITION, DELETION, OR CHANGE. (SCHEDULE INCLUDES ALL RATES, TOLLS AND CHARGES FOR SERVICE AND ALL RULES AND REGULATIONS AFFECTING THE SAME) Cascade Natural Gas is revising its initial filing of Original Sheet No. 35.1 to add language to clarify the criteria Cascade or Community Action Agencies will use to determine Big HEART grant amounts, specifically a customer's outstanding account balance (all past due balances, those greater than 30 days). The changes also clarify that the total grant amount will not exceed \$1,500.

2. APPLICANT DESIRES TO CHANGE THE SCHEDULE(S) NOW ON FILE KNOWN AND DESIGNATED AS: (INSERT SCHEDULE REFERENCE BY NUMBER, PAGE, AND ITEM)

Original Sheet No. 35.1

3. THE PROPOSED SCHEDULE(S) SHALL BE AS FOLLOWS: (INSERT SCHEDULE REFERENCE BY NUMBER, PAGE AND ITEM)

Original Sheet No. 35.1

4. REASONS FOR REQUESTING A WAIVER OF STATUTORY NOTICE:

The purpose of this tariff revision is to clarify the criteria Cascade or Community Action Agencies will use to determine Big HEART grant amounts, specifically a customer's outstanding account balance (all past due balances, those greater than 30 days). The changes also clarify that the total grant amount will not exceed \$1,500. Cascade respectfully requests that the Commission allow these tariff changes to become effective on April 1, 2021 with less than statutory notice.

5. REQUESTED EFFECTIVE DATE OF THE NEW SCHEDULE(S) OR CHANGE(S): April 1, 2021

AUTHORIZED SIGNATURE <i>/s/ Christopher Mickelson</i>	TITLE Manager, Regulatory Affairs	DATE 03/11/21
PUC USE ONLY		
<input type="checkbox"/> APPROVED <input type="checkbox"/> DENIED	EFFECTIVE DATE OF APPROVED SCHEDULE(S) OR CHANGE	
AUTHORIZED SIGNATURE	DATE	

Schedule 35
TEMPORARY COVID-19 RESIDENTIAL BILL ASSISTANCE PROGRAM

(N)

PURPOSE:

Implement a temporary residential bill assistance program (“Big HEART grant” or “program”) to help with financial hardship due to the COVID-19 pandemic, as required by Commission Order No. 20-401. The Big HEART grant is intended to help prevent bad debt accumulation on customer accounts by identifying, waiving, and managing residential customer arrearages.

AVAILABILITY:

Applies to any customer receiving natural gas service for domestic purposes under the Company’s Rate Schedule 101, general residential service, within the Company’s service territory and who has a household income up to 300 percent (300%) of the Federal Poverty Level (“FPL”).

ENROLLMENT:

Eligible customers may receive a Big HEART grant by calling Cascade’s Customer Service at (888) 522-1130 during business hours (Monday – Friday, 7:30 A.M. – 6:30 P.M.); or by reaching out to their local Community Action Agency (“CAA”).

BILL ASSISTANCE OPTIONS:

1. Automatic Hardship Grant

Customers with a documented history of low-income program eligibility in which the customer has received energy assistance within the previous 24 months will automatically receive a one-time Big HEART grant equal to the amount of their outstanding balance (all past due charges) not to exceed \$1,500 and not to result in an account credit.

2. Financial Hardship Grant

For customers who have not received energy assistance within the past 24 months but express financial hardship due to COVID-19 to Cascade, either verbally or in written form, may qualify for the Big HEART grant. Cascade will work with customer to determine which payments or arrangements can be made before a grant credit is provided for the remaining balance. Any payments made by the customer will be deducted from the customer’s account balance to be paid with a Big HEART grant.

For customers who apply for energy assistance with CAAs and have not received energy assistance within the previous 24 months, but verbally expressing financial hardship due to COVID-19 to CAA employees during the application process. CAAs will attempt to qualify the applicant for traditional bill pay assistance (LIHEAP, WEAFF, OLIBA, and Winter Help) before utilizing the Big HEART grant.

Whether through Cascade or CAAs, a benefit curve based on household size, monthly income, and account outstanding balance (all past due charges) will be used to determine the Big HEART grant amount. Monthly income would be provided verbally by the customer where documentation is not required and shall be the combined current income amounts of all adult household members. The grant shall not exceed \$1,500, nor result in an account credit.

(continued)

(N)

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(N)

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Effective for Service on and after

Issued February 19, 2021

April 1, 2021