

NW Natural
Residential Bill Discount Program
1st Quarter 2024

Cumulative Enrollments by Discount Tier

	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Grand Total
202401	16,025	10,972	9,714	6,642	43,353
202402	16,677	11,655	10,273	7,046	45,651
202403	16,993	12,197	10,638	7,293	47,121

**NW Natural
Residential Bill Discount Program
1st Quarter 2024**

Monthly Enrollments by Type

	Type	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Grand Total
202401	Auto-Enroll w Income Info	30	38	52	13	133
	Auto-Enroll Income Info not known	238				238
	Self-Enrolled					
	INBOUND CALL	357	453	374	286	1,470
	PAPER FORM	12	12	9	4	37
	WEB FORM	299	402	310	196	1,207
	January 2024 Total	936	905	745	499	3,085
202402	Auto-Enroll w Income Info	88	59	84	12	243
	Auto-Enroll Income Info not known	271				271
	Self-Enrolled:					
	INBOUND CALL	404	474	360	254	1,492
	PAPER FORM	16	19	3	6	44
	WEB FORM	289	366	284	221	1,160
	February 2024 Total	1,068	918	731	493	3,210
202403	Auto-Enroll w Income Info	88	59	77	9	233
	Auto-Enroll Income Info not known	118				118
	Self-Enrolled					
	INBOUND CALL	360	437	310	212	1,319
	PAPER FORM	7	5	3	3	18
	WEB FORM	230	254	182	146	812
	March 2024 Total	803	755	572	370	2,500

**NW Natural
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1st Quarter 2024**

Discount Tier	Billing Information for All Enrolled Customers														
	January, 2024					February, 2024					March, 2024				
	15%	20%	25%	40%	Total	15%	20%	25%	40%	Total	15%	20%	25%	40%	Total
Averages															
Discount Amount	\$ (21)	\$ (30)	\$ (37)	\$ (58)	\$ (33)	\$ (15)	\$ (22)	\$ (26)	\$ (42)	\$ (24)	\$ (16)	\$ (23)	\$ (28)	\$ (44)	\$ (25)
Pre-Discount Bill	\$ 140	\$ 150	\$ 147	\$ 145	\$ 145	\$ 101	\$ 108	\$ 106	\$ 105	\$ 105	\$ 106	\$ 113	\$ 111	\$ 109	\$ 110
Post-Discount Bill	\$ 120	\$ 122	\$ 112	\$ 88	\$ 113	\$ 87	\$ 87	\$ 80	\$ 64	\$ 82	\$ 91	\$ 92	\$ 84	\$ 66	\$ 86
All Residential Bills					\$ 150					\$ 110					\$ 115
Customers in Arrears (%)															
Aged 31 - 60	12%	11%	9%	6%	40%	13%	12%	10%	7%	44%	14%	13%	11%	7%	46%
Aged 61 - 90	8%	7%	6%	4%	27%	8%	7%	6%	4%	27%	9%	9%	7%	5%	32%
Aged 91+	5%	5%	5%	3%	20%	4%	4%	4%	3%	17%	4%	4%	4%	3%	17%
Average Arrearage															
Aged 31 - 60	\$ 38	\$ 43	\$ 40	\$ 34	\$ 39	\$ 50	\$ 56	\$ 53	\$ 44	\$ 51	\$ 41	\$ 46	\$ 42	\$ 35	\$ 42
Aged 61 - 90	\$ 16	\$ 19	\$ 18	\$ 17	\$ 17	\$ 21	\$ 25	\$ 24	\$ 24	\$ 23	\$ 31	\$ 36	\$ 34	\$ 33	\$ 33
Aged 91+	\$ 22	\$ 29	\$ 30	\$ 33	\$ 28	\$ 20	\$ 25	\$ 25	\$ 30	\$ 24	\$ 22	\$ 28	\$ 28	\$ 35	\$ 27
Total Arrearage															
Aged 31 - 60	\$ 394,319	\$ 354,347	\$ 294,161	\$ 167,704	\$ 1,210,531	\$ 547,550	\$ 492,702	\$ 411,602	\$ 232,670	\$ 1,684,524	\$ 465,121	\$ 426,905	\$ 345,806	\$ 197,865	\$ 1,435,698
Aged 61 - 90	\$ 169,939	\$ 156,259	\$ 131,237	\$ 84,870	\$ 542,305	\$ 231,458	\$ 223,728	\$ 190,326	\$ 126,610	\$ 772,122	\$ 347,155	\$ 332,433	\$ 284,519	\$ 186,163	\$ 1,150,271
Aged 91+	\$ 229,733	\$ 240,525	\$ 218,880	\$ 166,953	\$ 856,091	\$ 214,778	\$ 218,134	\$ 197,380	\$ 160,609	\$ 790,901	\$ 246,559	\$ 258,236	\$ 232,980	\$ 193,744	\$ 931,518
Distinct Bills w/ Discount	10,515	8,224	7,407	5,006	31,150	10,995	8,832	7,825	5,336	32,988	11,351	9,312	8,261	5,594	34,516
Cumulative Bills w/ Discount	148,054	75,321	69,877	46,269	339,521	159,049	84,153	77,702	51,605	372,509	170,400	93,465	85,963	57,199	407,027
Discount Recipients with EA Received in prior 24 months	4,439	1,892	2,567	2,098	10,996	4,240	1,979	2,654	2,141	11,014	4,125	2,037	2,731	2,187	11,080

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Monthly Enrollments by Discount Tier and Zip

	January 2024					February 2024					March 2024				
	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total
97002	1	1	1		3	1	2			3	3		1		4
97003	7	12	10	4	33	20	13	8	6	47	15	16	10	6	47
97004						1				1			1		1
97005	2	3	5	3	13	11	8	5	1	25	7	1	6	6	20
97006	9	9	5	5	28	20	9	9	3	41	12	8	6	4	30
97007	18	11	11	7	47	15	10	7	8	40	13	9	8	7	37
97008	4	6	3	2	15	9	8	4	4	25	6	9	3	1	19
97009	1	1	1	1	4	1	2			3	1	1			2
97013	4	4	2	3	13	2	5	3	1	11	3	3	4	1	11
97015	18	14	9	4	45	11	7	5	3	26	7	5	7	3	22
97016						1	1			2					2
97018	3		1		4	2				2	1	2			3
97020		1			1		1			1	1			1	2
97024	4	8	4		16	3	4	3	2	12	4	2	3	1	10
97026	1		1	1	3			1		1	1		1		2
97027	2	3	2	3	10	7	7	4	5	23	5	6	4	4	19
97030	12	12	18	11	53	18	17	19	4	58	17	16	9	8	50
97031	2	5	2	2	11	4	4	3	2	13	1	3	1		5
97032	1	1	1	1	3	1	1	2	1	5	2	1	4		7
97034	2	4	4		10	2	4		2	8	2		3	4	9
97035	6	6	3	1	16	3	5	3	3	14	2	4	2	3	11
97038	4	3	2	2	11	6	6	2	1	15	9	6	1		16
97042			1		1			1		1					1
97045	23	9	15	9	56	21	20	10	4	55	10	9	5	2	26
97048	2	2			4	2	1			3				1	1
97051	9	7	3	1	20	7	4	2	2	15	5	1	2	1	9
97053	1		2		3		2			2	1		1		2
97054	1	1			2										
97055	13	9	2	5	29	11	10	6	4	31	3	5	5	2	15
97056	3	4	2	4	13	5	1	1	1	8	1	2	4	1	8
97058	4	8	4	2	18	1	6	4	2	13	2	1			3
97060	10	11	11	9	41	9	14	11	3	37	7	9	10	2	28
97062	3	3	4	2	12	7	3	2	2	14	1	5	5	2	13
97064		1	1		2	3	1			4	2	2		2	6
97068	15	8	3	5	31	13	10	5	5	33	8	8	6	4	26
97070	5	2	2	4	13	2	5	1	3	11	3	2	2	3	10
97071	15	19	12	7	53	14	17	12	5	48	17	11	8	3	39
97078	11	12	12	7	42	15	12	2	5	34	13	22	9	6	50
97080	16	12	15	14	57	26	28	17	15	86	16	27	14	12	69
97086	10	11	7	4	32	14	13	6	6	39	11	20	8	9	48
97089	1	5	2	2	10	6	5		4	15	3	3	5	3	14
97101	1	1	2		4	1				1					1
97103	5	2	3	5	15	10	2	5	4	21	7	6	2	1	16
97106			2		2	1	2			3	1				1
97110							1			1		1			1
97113	7	4	9	1	21	10	7	3	7	27	2	5	6	2	15
97115						1	2			3			1		1
97116	2	3	6	3	14	4	5	3		12	1	6	4	3	14
97121		1	1		2		1			1					1
97123	15	19	5	9	48	34	14	16	6	70	22	16	7	4	49
97124	20	7	4	6	37	18	12	10	5	45	13	7	9	5	34
97127	1	2			3	2	2	1	1	6		1	1	1	3
97128	3		1		4	4	2	1	1	8		2	1	2	5
97132	7	10	3	3	23	9	4	5	3	21	6	6	2	3	17
97133	1		1		2	2	1	1		4	1			1	2
97138	5	11	7		23	2	5	5	1	13	4	2	1	2	9
97140	6	7	5	1	19	11	1	2	5	19	9	3	3		15
97146	7	2	2	4	15	5	6	2	1	14	5	3		1	9
97201	4	1		1	6			1	2	3	1	4		2	7
97202	8	10	5	7	30	16	17	9	7	49	9	10	5	7	31
97203	8	13	8	11	40	11	7	10	8	36	10	8	9	4	31
97204	1				1										1
97205	2	1	4	4	11	2	1			3	1	1	2	1	5
97206	19	25	21	20	85	25	27	19	22	93	23	12	20	8	63
97209	1	3	3	4	11	2	6		3	11	3	4		3	10
97210	10	6	3	3	22	3	1	6	4	14	2	5	4	2	13
97211	10	11	13	8	42	12	10	10	6	38	15	16	9	9	49
97212	5	11	2	3	21	7	4	4	6	21	8		5	5	18
97213	9	11	8	5	33	12	15	13	8	48	8	11	10	5	34
97214	11	16	11	6	44	17	9	9	6	41	9	8	8	6	31
97215	3	2	1	6	12	6	4	6	3	19	3	4	1	6	14
97216	9	17	8	4	38	16	4	9	3	32	9	9	5	5	28
97217	7	12	13	17	49	11	12	14	6	43	16	15	4	7	42
97218	12	5	6	6	29	7	7	11	4	29	6	3	6		15
97219	5	4	5	9	23	7	10	15	7	39	3	7	7	4	21
97220	13	19	10	10	52	16	14	16	12	58	24	11	14	6	55
97221	1	2	3	1	7	1	1	2	2	6	3	2	1	2	8
97222	22	11	7	9	49	14	18	7	6	45	12	7	9	4	32
97223	14	12	6	4	36	26	12	13	9	60	14	16	9	10	49
97224	10	17	7	6	40	9	12	5	4	30	11	8	4	3	26
97225	7	4	3	1	15	8	8	1	4	21	3	9	3	1	16
97227	1	2	1	1	5	3	3	4	1	11	1		4		5
97229	9	16	7	9	41	13	12	7	11	43	13	7	11	9	40
97230	18	27	24	8	77	32	41	29	12	114	22	22	9	11	64
97231	1	1			2			1		1			1		2
97232	7	4	1	3	15	1	1	4	5	11	4	3	1	2	10
97233	22	22	17	12	73	30	18	22	20	90	21	13	15	8	57
97236	19	15	15	10	59	31	36	24	19	110	16	20	18	15	69
97239		3	4	2	9	2	3	3	2	10	2	4	5	5	16
97266	26	19	28	12	85	23	25	31	21	100	16	21	18	9	64
97267	16	14	3	6	39	16	12	8	7	43	12	14	5	2	33

Monthly Enrollments by Discount Tier and Zip

	January 2024					February 2024					March 2024				
	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total
97301	38	28	27	15	108	42	23	20	9	94	30	16	22	8	76
97302	12	9	17	3	41	14	11	15	5	45	15	15	6	3	39
97303	26	21	15	8	70	13	13	12	6	44	11	14	10	6	41
97304	8	11	7	5	31	7	6	5	4	22	5	7	3	3	18
97305	29	15	24	13	81	23	12	12	8	55	20	14	8	4	46
97306	18	17	14	10	59	16	12	9	6	43	11	9	9	2	31
97317	15	9	7	8	39	9	6	8	4	27	8	5	10	1	24
97321	14	13	6	5	38	5	8	10	6	29	9	17	7	2	35
97322	20	16	14	7	57	11	10	18	6	45	14	9	6	5	34
97325	1	2			3	1	3		1	5	1		1		2
97327				2	2	1	1	2		4					
97330	4	14	15	7	40	7	9	9	7	32	4	5	8	6	23
97333	2	8	3	1	14	5	3	2	2	12	2	6	4	2	14
97338	14	14	10	3	41	16	8	3	4	31	6	8	5	1	20
97341	3	1	1		5		2			2	1	1	1	1	4
97347	2	1			3	3				3	2			1	3
97348												1			1
97351	4	3	3	1	11	5	6	3		14	3	4		2	9
97352	2	1	3		6	2	2	2	1	7			1	1	2
97355	9	11	16	11	47	11	9	13	6	39	4	8	7	2	21
97358	1				1			1		1					
97360	4		3		7	2	1	1	1	5	1			1	2
97361	3	3	2	1	9	1	2			3	1		1		2
97362		1	1	1	3		1	2		3			1	1	2
97364			1		1	2				2		1			1
97365		3	4		7	3		3	2	8	3	1	3	1	8
97367	5	4	3	4	16	3	3	5	2	13	3	4	2	1	10
97368		1	3		4	1	1		1	3		1			1
97370		2	4	2	8	2	3	1	1	7	1		1		2
97374			1		1	2	1			3	2	3			5
97377		1			1										
97378	3	2			5	4	5			9	1	2	1		4
97380						6	1			7	3	1	2	1	7
97381	3	7	3	2	15	3	4	6	1	14	1	1	2		6
97383	2		5	3	10	2	2	3	1	8	3	5		2	10
97384												1			1
97385	1	1	2		4	1				1		2			2
97386	5	5	7	2	19	8	18	7	6	39	9	7	2	6	24
97388			3		3		1			1		1			1
97389		1			1			1		1					
97391						1	1			2					
97392	2	1	2		5	3		2	1	6	3		1		4
97396		1	1		2	1	2	3	1	7	2	1	2		5
97401	3	7	4	3	17	3	6	4	3	16	5	8	3	2	18
97402	6	7	4	1	18	6	8	2	4	20	5	5	6	4	20
97403		2	2		4	1	2			5			1		1
97404	7	2	6	7	22	3	3	3	3	12	2	3	6	2	13
97405	8	3	4	2	17	3	3	1	6	13	4	3	4	2	13
97408	1	1	1	1	4	2	3	1	3	9	1	1	1		3
97420	2	3	2	1	8	2	3	1	1	7		2			2
97423								1		1					
97424	15	4	4	1	24	8	9	3	2	22	11	6	2	2	21
97426	2	2		1	5		2	2		4	1	1	1		3
97446		1	2	1	4	1		1		2					
97448	3	4	4		11	4	2	2	2	10	2			1	3
97455						1				1					
97458		1		1	2							1			1
97459		1	1		2	2				2	1	1	1		3
97477	3	4	4	1	12	6	3	3	1	13	4	1	3	1	9
97478	3	3			6	3	1	4	3	11	2	2	1	2	7
Grand Total	936	905	745	499	3,085	1,068	918	731	493	3,210	803	755	572	370	2,500

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Residential Bill Discount Program
1st Quarter 2024**

CUMULATIVE Enrollments by Discount Tier and Zip

	January 2024					February 2024					March 2024				
	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total
97002	9	11	5	4	29	9	13	5	4	31	12	13	6	4	35
97003	269	154	137	99	659	285	164	144	104	697	294	177	149	108	728
97004	4	2	1	2	9	5	2	1	2	10	4	2	2	2	10
97005	130	78	61	47	316	140	86	64	47	337	143	85	69	53	350
97006	218	127	85	88	518	231	134	93	90	548	237	134	97	92	560
97007	261	159	110	109	639	270	163	114	115	662	281	172	120	120	693
97008	126	75	61	48	310	134	83	65	52	334	137	91	65	53	346
97009	14	10	9	6	39	15	11	9	6	41	16	12	7	6	41
97013	41	57	30	11	139	42	62	33	12	149	45	61	37	13	156
97015	118	94	77	39	328	120	98	78	41	337	120	101	82	43	346
97016	2	1	2	1	6	3	2	2	1	8	3	2	2	1	8
97018	14	6	5	2	27	15	6	5	2	28	15	8	5	2	30
97020	5	1	1	1	7	6	1	1	1	8	1	6	1	2	10
97024	67	50	40	23	180	68	52	42	25	187	72	53	45	26	196
97026	10	9	9	7	35	10	9	10	7	36	11	9	11	7	38
97027	93	58	39	34	224	97	64	42	39	242	97	67	45	42	251
97030	223	199	165	94	681	236	213	178	96	723	247	221	182	103	753
97031	57	44	40	21	162	57	46	43	22	168	54	48	44	21	167
97032	25	21	18	10	74	26	21	20	11	78	28	22	24	11	85
97034	26	35	25	18	104	27	39	25	20	111	28	39	25	24	116
97035	62	58	34	31	185	64	63	37	34	198	64	67	37	37	205
97038	92	40	37	31	200	97	46	37	31	211	104	49	38	31	222
97042	1	1	4	2	8	1	1	5	2	9	1	1	5	2	9
97045	255	153	125	82	615	272	170	134	84	660	276	176	137	86	675
97048	16	13	7	9	45	17	14	7	9	47	17	13	7	10	47
97051	146	82	64	35	327	151	83	66	37	337	151	83	67	37	338
97053	8	6	5	1	20	8	7	5	1	21	9	6	6	1	22
97054	2	3			5	1	2			3	1	2			3
97055	128	101	77	51	357	133	106	83	54	376	129	109	84	54	376
97056	57	37	24	23	141	61	38	25	24	148	59	39	29	25	152
97058	65	45	41	20	171	65	49	44	22	180	63	49	44	22	178
97060	126	105	101	46	378	131	115	107	49	402	137	119	113	50	419
97062	68	53	34	22	177	73	56	36	23	188	73	60	41	24	198
97064	39	19	16	21	95	41	20	16	21	98	43	20	16	23	102
97068	111	70	50	45	276	121	79	53	50	303	124	84	59	54	321
97070	66	55	26	34	181	67	60	27	36	190	68	61	28	38	195
97071	184	199	179	75	637	195	211	187	80	673	209	217	189	80	695
97078	277	152	143	78	650	289	160	141	82	672	292	180	144	85	701
97080	290	238	228	131	887	310	259	243	144	956	313	280	252	151	996
97086	158	125	114	70	467	167	137	118	76	498	177	153	124	85	539
97089	48	59	24	23	154	54	62	24	27	167	53	65	29	30	177
97101	14	9	10	5	38	14	9	10	5	38	14	9	9	5	37
97103	141	93	87	58	379	145	92	92	62	391	147	97	92	63	399
97106	14	7	7	1	29	14	9	7	1	31	14	9	7	1	31
97110	7	5	3	1	16	7	6	3	1	17	7	7	3	1	18
97113	150	62	69	30	311	156	67	71	37	331	153	72	74	38	337
97115	12	13	4	4	33	13	15	4	4	36	13	15	5	4	37
97116	107	54	46	33	240	111	55	47	32	245	109	61	51	33	254
97121	14	10	7	8	39	13	11	7	8	39	13	10	7	8	38
97123	404	243	192	132	971	428	256	205	136	1,025	434	266	211	137	1,048
97124	285	131	107	97	620	297	140	116	102	655	299	145	123	105	672
97127	26	25	15	5	71	27	27	16	6	76	27	28	17	7	79
97128	62	41	31	19	153	66	43	32	20	161	63	45	33	22	163
97132	97	83	63	36	279	105	83	67	38	293	109	86	68	40	303
97133	15	11	13	4	43	17	12	14	4	47	18	11	14	5	48
97138	81	78	57	24	240	80	80	62	25	247	83	81	61	27	252
97140	107	61	55	32	255	115	60	57	36	268	120	62	60	36	278
97146	73	41	25	33	172	76	46	27	34	183	78	49	25	35	187
97201	49	32	12	24	117	49	31	13	26	119	50	35	13	28	126
97202	124	125	109	95	453	139	140	117	101	497	145	147	121	106	519
97203	168	126	133	121	548	179	132	142	128	581	181	140	149	130	600
97205	32	29	40	33	134	34	30	40	33	137	35	31	42	34	142
97206	338	261	257	195	1,051	354	283	271	213	1,121	364	290	289	217	1,160
97209	40	37	25	43	145	42	42	25	44	153	45	46	25	47	163
97210	76	52	42	27	197	78	53	48	31	210	78	58	51	33	220
97211	252	188	157	129	726	260	196	162	132	750	264	209	167	140	780
97212	79	67	75	60	281	85	70	78	64	297	91	68	83	68	310
97213	185	148	106	91	530	192	160	114	98	564	193	169	124	103	589
97214	143	139	119	110	511	156	144	126	115	541	162	150	131	121	564
97215	71	52	39	34	196	77	55	45	37	214	78	58	44	43	223
97216	145	94	110	70	419	158	94	117	70	439	158	101	118	75	452
97217	229	193	165	156	743	234	203	176	159	772	242	216	176	166	800
97218	136	84	97	68	385	138	91	106	72	407	138	93	111	71	413
97219	123	100	96	94	413	129	109	111	101	450	131	114	114	103	462
97220	291	189	178	130	788	293	195	190	140	818	307	200	199	144	850
97221	15	19	19	12	65	16	20	21	14	71	19	22	21	15	77
97222	275	140	121	91	627	281	155	126	95	657	285	162	131	96	674
97223	267	146	114	96	623	288	154	126	104	672	289	169	131	112	701
97224	159	130	74	54	417	163	140	78	58	439	171	146	81	59	457
97225	85	72	40	36	233	90	79	41	40	250	92	85	44	41	262
97227	36	24	25	23	108	39	27	29	24	119	39	26	29	23	117
97229	230	139	82	98	549	241	150	87	105	583	251	157	97	110	615
97230	332	279	255	164	1,030	358	315	278	175	1,126	369	329	282	182	1,162
97231	8	8	7	8	31	7	8	8	8	31	7	8	9	9	33
97232	53	36	30	31	150	54	35	34	36	159	56	38	35	37	166
97233	363	230	261	177	1,031	373	241	277	194	1,085	377	248	286	196	1,107
97236	396	264	265	184	1,109	416	291	284	199	1,190	416	304	292	208	1,220
97239	24	32	25	26	107	26	35	27	28	116	28	38	31	33	130
97266	456	259	316	230	1,261	468	277	340	248	1,333	467	293	350	253	1,363
97267	209	157	94	69	529	217	166	102	75	560	219	177	103	74	573
97301	615	345	359	208	1,527	635	358	372	214	1,579	639	373	388	220	1,620

CUMULATIVE Enrollments by Discount Tier and Zip

	January 2024					February 2024					March 2024				
	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total
97302	234	139	158	96	627	246	150	169	101	666	256	161	175	100	692
97303	272	193	173	96	734	278	201	181	99	759	287	212	186	104	789
97304	112	100	87	50	349	115	106	88	54	363	119	110	91	56	376
97305	341	221	238	121	921	348	228	246	129	951	360	237	246	131	974
97306	216	150	153	82	601	226	158	157	85	626	231	164	163	87	645
97317	176	123	121	74	494	176	122	125	77	500	181	124	134	78	517
97321	228	158	120	72	578	228	161	129	76	594	232	175	133	77	617
97322	328	240	179	104	851	330	244	195	108	877	334	252	198	111	895
97325	15	7	15	4	41	16	10	15	5	46	17	9	16	5	47
97327	21	18	11	6	56	21	19	13	6	59	21	19	12	5	57
97330	165	115	152	95	527	169	122	160	100	551	172	125	167	104	568
97333	77	57	55	49	238	80	58	57	51	246	82	64	60	52	258
97338	161	88	78	33	360	171	95	79	37	382	173	101	82	38	394
97341	24	12	16	3	55	23	14	16	3	56	24	15	17	4	60
97347	72	12	14	6	104	74	12	13	6	105	73	12	13	7	105
97348	4	7	3	1	15	4	7	3	1	15	4	8	3	1	16
97351	68	57	40	18	183	73	62	41	17	193	74	66	41	19	200
97352	75	23	12	7	117	77	24	14	8	123	76	22	14	9	121
97355	239	162	178	90	669	245	167	188	95	695	244	172	191	95	702
97358	14	6	6	4	30	14	6	7	4	31	14	6	7	4	31
97360	28	12	19	18	77	27	12	20	19	78	28	12	20	20	80
97361	28	22	18	16	84	29	24	17	16	86	30	24	18	16	88
97362	20	20	10	9	59	20	21	12	9	62	20	20	13	10	63
97364	8	6	2	1	17	10	6	2	1	19	9	7	2	1	19
97365	33	24	38	17	112	36	24	41	19	120	39	24	44	20	127
97366	1		2	1	4	1		2	1	4	1		2	1	4
97367	79	64	69	27	239	79	67	74	28	248	80	71	76	29	256
97368	29	18	15	10	72	30	19	15	11	75	30	20	15	11	76
97370	24	24	15	9	72	24	26	16	10	76	24	25	17	9	75
97372	1				1	1				1	1				1
97374	5	8	6	7	26	7	9	5	7	28	9	12	4	7	32
97377	5	2			7	4	2			6	4	2			6
97378	58	21	25	18	122	60	26	25	18	129	60	28	26	18	132
97380	60	4	6	6	76	66	4	6	6	82	62	5	7	7	81
97381	56	61	45	25	187	58	65	51	26	200	56	66	53	25	200
97383	46	32	37	23	138	46	33	40	24	143	47	38	39	26	150
97384	3	2	1	1	7	3	2	1	1	7	3	3	1	1	8
97385	6	10	10	4	30	7	9	10	4	30	7	11	10	4	32
97386	118	69	81	40	308	120	85	83	46	334	122	88	85	50	345
97388	3	9	10	3	25	3	10	10	3	26	3	11	10	3	27
97389	14	10	8	3	35	14	9	9	3	35	14	9	9	3	35
97391	11	5	11	5	32	12	6	11	5	34	12	6	11	5	34
97392	25	18	20	8	71	26	18	21	9	74	29	17	22	8	76
97396	56	17	17	10	100	56	18	20	11	105	58	18	21	9	106
97401	103	71	58	65	297	104	77	62	67	310	109	82	64	68	323
97402	146	110	99	44	399	148	117	99	48	412	151	120	104	52	427
97403	22	18	16	17	73	23	20	16	19	78	23	19	17	19	78
97404	120	77	79	48	324	121	79	81	48	329	120	82	86	48	336
97405	95	77	52	38	262	94	79	53	44	270	98	82	56	45	281
97408	33	27	15	18	93	35	29	16	20	100	33	29	17	18	97
97420	22	13	17	5	57	24	15	18	6	63	23	16	18	6	63
97423	6	5	6		17	6	5	6		17	6	5	6		17
97424	175	80	69	42	366	172	89	70	44	375	174	95	71	46	386
97426	46	23	16	10	95	45	25	18	10	98	46	26	19	10	101
97446	16	16	13	4	49	17	16	14	4	51	17	16	13	4	50
97448	39	24	28	14	105	40	25	29	16	110	41	25	28	17	111
97455	5		1	1	7	6		1	1	8	5		1	1	7
97458	4	5	6	2	17	4	5	6	2	17	4	6	6	2	18
97459	17	6	9	5	37	19	6	9	5	39	19	7	10	5	41
97477	63	55	38	23	179	68	57	40	24	189	69	57	43	24	193
97478	31	42	24	28	125	33	43	28	31	135	34	45	28	33	140
97204	3	5	2	3	13	3	5	2	3	13	3	5	2	3	13
97250			1		1			1		1			1		1
97111	1				1	1				1	1				1
Grand Total	16,025	10,972	9,714	6,642	43,353	16,677	11,655	10,273	7,046	45,651	16,993	12,197	10,638	7,293	47,121

**NW Natural
Residential Bill Discount Program
1st Quarter 2024**

Discounts Applied

Calendar Month	Discount Totals
202211	\$ (183,295.95)
202212	\$ (384,227.48)
202301	\$ (496,417.54)
202302	\$ (518,382.14)
202303	\$ (622,348.46)
202304	\$ (555,334.10)
202305	\$ (346,806.02)
202306	\$ (218,363.46)
202307	\$ (165,884.51)
202308	\$ (171,168.28)
202309	\$ (169,502.73)
202310	\$ (279,103.91)
202311	\$ (533,237.80)
202312	\$ (881,521.16)
202401	\$ (1,155,213.87)
202402	\$ (882,378.63)
202403	\$ (971,990.57)

Notes:

This data was not previously reported, thus history back to program inception has been included here.
NW Natural is still developing the reporting for this item; we plan to add discount totals by discount tier in future repor

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**NW Natural
 Residential Bill Discount Program
 1st Quarter 2024**

Expenses

Calendar Month	Expenses Recorded	Expense Type
202211	\$ 65,827.87	Internal and External Admin/Startup
202212	\$ 45,835.00	Internal and External Admin/Startup
202301	\$ -	
202302	\$ -	
202303	\$ -	
202304	\$ -	
202305	\$ -	
202306	\$ -	
202307	\$ -	
202308	\$ -	
202309	\$ -	
202310	\$ -	
202311	\$ -	
202312	\$ -	
202401	\$ 2,097.56	Internal and External Admin
202402	\$ -	
202403	\$ -	

Notes:

This data was not previously reported, thus history back to program inception has been included here.
 NW Natural is still developing the reporting for this item; we plan to add refinement and granularity as available

**NW Natural
Residential Bill Discount Program
1st Quarter 2024**

No survey data to report this quarter.

Availability of survey data has been impacted by technical difficulties - we will resume surveys as soon as possible.

NW Natural
Residential Bill Discount Program
1st Quarter 2024

Cumulative Enrollments by Discount Tier

	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Grand Total
202401	16,025	10,972	9,714	6,642	43,353
202402	16,677	11,655	10,273	7,046	45,651
202403	16,993	12,197	10,638	7,293	47,121

**NW Natural
 Residential Bill Discount Program
 1st Quarter 2024**

Monthly Enrollments by Type

	Type	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Grand Total
202401	Auto-Enroll w Income Info	30	38	52	13	133
	Auto-Enroll Income Info not known	238				238
	Self-Enrolled					
	INBOUND CALL	357	453	374	286	1,470
	PAPER FORM	12	12	9	4	37
	WEB FORM	299	402	310	196	1,207
	January 2024 Total	936	905	745	499	3,085
202402	Auto-Enroll w Income Info	88	59	84	12	243
	Auto-Enroll Income Info not known	271				271
	Self-Enrolled:					
	INBOUND CALL	404	474	360	254	1,492
	PAPER FORM	16	19	3	6	44
	WEB FORM	289	366	284	221	1,160
	February 2024 Total	1,068	918	731	493	3,210
202403	Auto-Enroll w Income Info	88	59	77	9	233
	Auto-Enroll Income Info not known	118				118
	Self-Enrolled					
	INBOUND CALL	360	437	310	212	1,319
	PAPER FORM	7	5	3	3	18
	WEB FORM	230	254	182	146	812
	March 2024 Total	803	755	572	370	2,500

NW Natural
Residential Bill Discount Program
1st Quarter 2024

Discount Tier	Billing Information for All Enrolled Customers														
	January, 2024					February, 2024					March, 2024				
	15%	20%	25%	40%	Total	15%	20%	25%	40%	Total	15%	20%	25%	40%	Total
Averages															
Discount Amount	\$ (21)	\$ (30)	\$ (37)	\$ (58)	\$ (33)	\$ (15)	\$ (22)	\$ (26)	\$ (42)	\$ (24)	\$ (16)	\$ (23)	\$ (28)	\$ (44)	\$ (25)
Pre-Discount Bill	\$ 140	\$ 150	\$ 147	\$ 145	\$ 145	\$ 101	\$ 108	\$ 106	\$ 105	\$ 105	\$ 106	\$ 113	\$ 111	\$ 109	\$ 110
Post-Discount Bill	\$ 120	\$ 122	\$ 112	\$ 88	\$ 113	\$ 87	\$ 87	\$ 80	\$ 64	\$ 82	\$ 91	\$ 92	\$ 84	\$ 66	\$ 86
All Residential Bills					\$ 150					\$ 110					\$ 115
Customers in Arrears (%)															
Aged 31 - 60	12%	11%	9%	6%	40%	13%	12%	10%	7%	44%	14%	13%	11%	7%	46%
Aged 61 - 90	8%	7%	6%	4%	27%	8%	7%	6%	4%	27%	9%	9%	7%	5%	32%
Aged 91+	5%	5%	5%	3%	20%	4%	4%	4%	3%	17%	4%	4%	4%	3%	17%
Average Arrearage															
Aged 31 - 60	\$ 38	\$ 43	\$ 40	\$ 34	\$ 39	\$ 50	\$ 56	\$ 53	\$ 44	\$ 51	\$ 41	\$ 46	\$ 42	\$ 35	\$ 42
Aged 61 - 90	\$ 16	\$ 19	\$ 18	\$ 17	\$ 17	\$ 21	\$ 25	\$ 24	\$ 24	\$ 23	\$ 31	\$ 36	\$ 34	\$ 33	\$ 33
Aged 91+	\$ 22	\$ 29	\$ 30	\$ 33	\$ 28	\$ 20	\$ 25	\$ 25	\$ 30	\$ 24	\$ 22	\$ 28	\$ 28	\$ 35	\$ 27
Total Arrearage															
Aged 31 - 60	\$ 394,319	\$ 354,347	\$ 294,161	\$ 167,704	\$ 1,210,531	\$ 547,550	\$ 492,702	\$ 411,602	\$ 232,670	\$ 1,684,524	\$ 465,121	\$ 426,905	\$ 345,806	\$ 197,865	\$ 1,435,698
Aged 61 - 90	\$ 169,939	\$ 156,259	\$ 131,237	\$ 84,870	\$ 542,305	\$ 231,458	\$ 223,728	\$ 190,326	\$ 126,610	\$ 772,122	\$ 347,155	\$ 332,433	\$ 284,519	\$ 186,163	\$ 1,150,271
Aged 91+	\$ 229,733	\$ 240,525	\$ 218,880	\$ 166,953	\$ 856,091	\$ 214,778	\$ 218,134	\$ 197,380	\$ 160,609	\$ 790,901	\$ 246,559	\$ 258,236	\$ 232,980	\$ 193,744	\$ 931,518
Distinct Bills w/ Discount	10,515	8,224	7,407	5,006	31,150	10,995	8,832	7,825	5,336	32,988	11,351	9,312	8,261	5,594	34,516
Cumulative Bills w/ Discount	148,054	75,321	69,877	46,269	339,521	159,049	84,153	77,702	51,605	372,509	170,400	93,465	85,963	57,199	407,027
Discount Recipients with EA Received in prior 24 months	4,439	1,892	2,567	2,098	10,996	4,240	1,979	2,654	2,141	11,014	4,125	2,037	2,731	2,187	11,080

**NW Natural
Residential Bill Discount Program
1st Quarter 2024**

Monthly Enrollments by Discount Tier and Zip

	January 2024					February 2024					March 2024				
	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total
97002	1	1	1		3	1	2			3	3		1		4
97003	7	12	10	4	33	20	13	8	6	47	15	16	10	6	47
97004						1				1			1		1
97005	2	3	5	3	13	11	8	5	1	25	7	1	6	6	20
97006	9	9	5	5	28	20	9	9	3	41	12	8	6	4	30
97007	18	11	11	7	47	15	10	7	8	40	13	9	8	7	37
97008	4	6	3	2	15	9	8	4	4	25	6	9	3	1	19
97009	1	1	1	1	4	1	2			3	1	1			2
97013	4	4	2	3	13	2	5	3	1	11	3	3	4	1	11
97015	18	14	9	4	45	11	7	5	3	26	7	5	7	3	22
97016						1	1			2					2
97018	3		1		4	2				2	1	2			3
97020		1			1		1			1	1			1	2
97024	4	8	4		16	3	4	3	2	12	4	2	3	1	10
97026	1		1	1	3			1		1	1		1		2
97027	2	3	2	3	10	7	7	4	5	23	5	6	4	4	19
97030	12	12	18	11	53	18	17	19	4	58	17	16	9	8	50
97031	2	5	2	2	11	4	4	3	2	13	1	3	1		5
97032	1	1	1	1	3	1	1	2	1	5	2	1	4		7
97034	2	4	4		10	2	4		2	8	2		3	4	9
97035	6	6	3	1	16	3	5	3	3	14	2	4	2	3	11
97038	4	3	2	2	11	6	6	2	1	15	9	6	1		16
97042			1		1			1		1					1
97045	23	9	15	9	56	21	20	10	4	55	10	9	5	2	26
97048	2	2			4	2	1			3				1	1
97051	9	7	3	1	20	7	4	2	2	15	5	1	2	1	9
97053	1		2		3		2			2	1		1		2
97054	1	1			2										
97055	13	9	2	5	29	11	10	6	4	31	3	5	5	2	15
97056	3	4	2	4	13	5	1	1	1	8	1	2	4	1	8
97058	4	8	4	2	18	1	6	4	2	13	2	1			3
97060	10	11	11	9	41	9	14	11	3	37	7	9	10	2	28
97062	3	3	4	2	12	7	3	2	2	14	1	5	5	2	13
97064		1	1		2	3	1			4	2	2		2	6
97068	15	8	3	5	31	13	10	5	5	33	8	8	6	4	26
97070	5	2	2	4	13	2	5	1	3	11	3	2	2	3	10
97071	15	19	12	7	53	14	17	12	5	48	17	11	8	3	39
97078	11	12	12	7	42	15	12	2	5	34	13	22	9	6	50
97080	16	12	15	14	57	26	28	17	15	86	16	27	14	12	69
97086	10	11	7	4	32	14	13	6	6	39	11	20	8	9	48
97089	1	5	2	2	10	6	5		4	15	3	3	5	3	14
97101	1	1	2		4	1				1					1
97103	5	2	3	5	15	10	2	5	4	21	7	6	2	1	16
97106			2		2	1	2			3	1				1
97110							1			1		1			1
97113	7	4	9	1	21	10	7	3	7	27	2	5	6	2	15
97115						1	2			3			1		1
97116	2	3	6	3	14	4	5	3		12	1	6	4	3	14
97121		1	1		2		1			1					1
97123	15	19	5	9	48	34	14	16	6	70	22	16	7	4	49
97124	20	7	4	6	37	18	12	10	5	45	13	7	9	5	34
97127	1	2			3	2	2	1	1	6		1	1	1	3
97128	3		1		4	4	2	1	1	8		2	1	2	5
97132	7	10	3	3	23	9	4	5	3	21	6	6	2	3	17
97133	1		1		2	2	1	1		4	1			1	2
97138	5	11	7		23	2	5	5	1	13	4	2	1	2	9
97140	6	7	5	1	19	11	1	2	5	19	9	3	3		15
97146	7	2	2	4	15	5	6	2	1	14	5	3		1	9
97201	4	1		1	6			1	2	3	1	4		2	7
97202	8	10	5	7	30	16	17	9	7	49	9	10	5	7	31
97203	8	13	8	11	40	11	7	10	8	36	10	8	9	4	31
97204	1				1										
97205	2	1	4	4	11	2	1			3	1	1	2	1	5
97206	19	25	21	20	85	25	27	19	22	93	23	12	20	8	63
97209	1	3	3	4	11	2	6		3	11	3	4		3	10
97210	10	6	3	3	22	3	1	6	4	14	2	5	4	2	13
97211	10	11	13	8	42	12	10	10	6	38	15	16	9	9	49
97212	5	11	2	3	21	7	4	4	6	21	8		5	5	18
97213	9	11	8	5	33	12	15	13	8	48	8	11	10	5	34
97214	11	16	11	6	44	17	9	9	6	41	9	8	8	6	31
97215	3	2	1	6	12	6	4	6	3	19	3	4	1	6	14
97216	9	17	8	4	38	16	4	9	3	32	9	9	5	5	28
97217	7	12	13	17	49	11	12	14	6	43	16	15	4	7	42
97218	12	5	6	6	29	7	7	11	4	29	6	3	6		15
97219	5	4	5	9	23	7	10	15	7	39	3	7	7	4	21
97220	13	19	10	10	52	16	14	16	12	58	24	11	14	6	55
97221	1	2	3	1	7	1	1	2	2	6	3	2	1	2	8
97222	22	11	7	9	49	14	18	7	6	45	12	7	9	4	32
97223	14	12	6	4	36	26	12	13	9	60	14	16	9	10	49
97224	10	17	7	6	40	9	12	5	4	30	11	8	4	3	26
97225	7	4	3	1	15	8	8	1	4	21	3	9	3	1	16
97227	1	2	1	1	5	3	3	4	1	11	1		4		5
97229	9	16	7	9	41	13	12	7	11	43	13	7	11	9	40
97230	18	27	24	8	77	32	41	29	12	114	22	22	9	11	64
97231	1	1			2			1		1			1		1
97232	7	4	1	3	15	1	1	4	5	11	4	3	1	2	10
97233	22	22	17	12	73	30	18	22	20	90	21	13	15	8	57
97236	19	15	15	10	59	31	36	24	19	110	16	20	18	15	69
97239		3	4	2	9	2	3	3	2	10	2	4	5	5	16
97266	26	19	28	12	85	23	25	31	21	100	16	21	18	9	64
97267	16	14	3	6	39	16	12	8	7	43	12	14	5	2	33

Monthly Enrollments by Discount Tier and Zip

	January 2024					February 2024					March 2024				
	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total
97301	38	28	27	15	108	42	23	20	9	94	30	16	22	8	76
97302	12	9	17	3	41	14	11	15	5	45	15	15	6	3	39
97303	26	21	15	8	70	13	13	12	6	44	11	14	10	6	41
97304	8	11	7	5	31	7	6	5	4	22	5	7	3	3	18
97305	29	15	24	13	81	23	12	12	8	55	20	14	8	4	46
97306	18	17	14	10	59	16	12	9	6	43	11	9	9	2	31
97317	15	9	7	8	39	9	6	8	4	27	8	5	10	1	24
97321	14	13	6	5	38	5	8	10	6	29	9	17	7	2	35
97322	20	16	14	7	57	11	10	18	6	45	14	9	6	5	34
97325	1	2			3	1	3		1	5	1		1		2
97327				2	2	1	1	2		4					
97330	4	14	15	7	40	7	9	9	7	32	4	5	8	6	23
97333	2	8	3	1	14	5	3	2	2	12	2	6	4	2	14
97338	14	14	10	3	41	16	8	3	4	31	6	8	5	1	20
97341	3	1	1		5		2			2	1	1	1	1	4
97347	2	1			3	3				3	2			1	3
97348												1			1
97351	4	3	3	1	11	5	6	3		14	3	4		2	9
97352	2	1	3		6	2	2	2	1	7		4		1	2
97355	9	11	16	11	47	11	9	13	6	39	4	8	7	2	21
97358	1				1			1		1					
97360	4		3		7	2	1	1	1	5	1			1	2
97361	3	3	2	1	9	1	2			3	1		1		2
97362		1	1	1	3		1	2		3			1	1	2
97364			1		1	2				2		1			1
97365		3	4		7	3		3	2	8	3	1	3	1	8
97367	5	4	3	4	16	3	3	5	2	13	3	4	2	1	10
97368		1	3		4	1	1		1	3		1			1
97370		2	4	2	8	2	3	1	1	7	1		1		2
97374			1		1	2	1			3	2	3			5
97377		1			1										
97378	3	2			5	4	5			9	1	2	1		4
97380						6	1			7	3	1	2	1	7
97381	3	7	3	2	15	3	4	6	1	14	1	1	2		6
97383	2		5	3	10	2	2	3	1	8	3	5		2	10
97384												1			1
97385	1	1	2		4	1				1		2			2
97386	5	5	7	2	19	8	18	7	6	39	9	7	2	6	24
97388			3		3		1			1		1			1
97389		1			1			1		1					
97391						1	1			2					
97392	2	1	2		5	3		2	1	6	3		1		4
97396		1	1		2	1	2	3	1	7	2	1	2		5
97401	3	7	4	3	17	3	6	4	3	16	5	8	3	2	18
97402	6	7	4	1	18	6	8	2	4	20	5	5	6	4	20
97403		2	2		4	1	2			5			1		1
97404	7	2	6	7	22	3	3	3	3	12	2	3	6	2	13
97405	8	3	4	2	17	3	3	1	6	13	4	3	4	2	13
97408	1	1	1	1	4	2	3	1	3	9	1	1	1		3
97420	2	3	2	1	8	2	3	1	1	7		2			2
97423								1		1					
97424	15	4	4	1	24	8	9	3	2	22	11	6	2	2	21
97426	2	2		1	5		2	2		4	1	1	1		3
97446		1	2	1	4	1		1		2					
97448	3	4	4		11	4	2	2	2	10	2			1	3
97455						1				1					
97458		1		1	2							1			1
97459		1	1		2	2				2	1	1	1		3
97477	3	4	4	1	12	6	3	3	1	13	4	1	3	1	9
97478	3	3			6	3	1	4	3	11	2	2	1	2	7
Grand Total	936	905	745	499	3,085	1,068	918	731	493	3,210	803	755	572	370	2,500

**NW Natural
Residential Bill Discount Program
1st Quarter 2024**

CUMULATIVE Enrollments by Discount Tier and Zip

	January 2024					February 2024					March 2024				
	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total
97002	9	11	5	4	29	9	13	5	4	31	12	13	6	4	35
97003	269	154	137	99	659	285	164	144	104	697	294	177	149	108	728
97004	4	2	1	2	9	5	2	1	2	10	4	2	2	2	10
97005	130	78	61	47	316	140	86	64	47	337	143	85	69	53	350
97006	218	127	85	88	518	231	134	93	90	548	237	134	97	92	560
97007	261	159	110	109	639	270	163	114	115	662	281	172	120	120	693
97008	126	75	61	48	310	134	83	65	52	334	137	91	65	53	346
97009	14	10	9	6	39	15	11	9	6	41	16	12	7	6	41
97013	41	57	30	11	139	42	62	33	12	149	45	61	37	13	156
97015	118	94	77	39	328	120	98	78	41	337	120	101	82	43	346
97016	2	1	2	1	6	3	2	2	1	8	3	2	2	1	8
97018	14	6	5	2	27	15	6	5	2	28	15	8	5	2	30
97020	5	1	1	1	7	6	1	1	1	8	1	6	1	2	10
97024	67	50	40	23	180	68	52	42	25	187	72	53	45	26	196
97026	10	9	9	7	35	10	9	10	7	36	11	9	11	7	38
97027	93	58	39	34	224	97	64	42	39	242	97	67	45	42	251
97030	223	199	165	94	681	236	213	178	96	723	247	221	182	103	753
97031	57	44	40	21	162	57	46	43	22	168	54	48	44	21	167
97032	25	21	18	10	74	26	21	20	11	78	28	22	24	11	85
97034	26	35	25	18	104	27	39	25	20	111	28	39	25	24	116
97035	62	58	34	31	185	64	63	37	34	198	64	67	37	37	205
97038	92	40	37	31	200	97	46	37	31	211	104	49	38	31	222
97042	1	1	4	2	8	1	1	5	2	9	1	1	5	2	9
97045	255	153	125	82	615	272	170	134	84	660	276	176	137	86	675
97048	16	13	7	9	45	17	14	7	9	47	17	13	7	10	47
97051	146	82	64	35	327	151	83	66	37	337	151	83	67	37	338
97053	8	6	5	1	20	8	7	5	1	21	9	6	6	1	22
97054	2	3			5	1	2			3	1	2			3
97055	128	101	77	51	357	133	106	83	54	376	129	109	84	54	376
97056	57	37	24	23	141	61	38	25	24	148	59	39	29	25	152
97058	65	45	41	20	171	65	49	44	22	180	63	49	44	22	178
97060	126	105	101	46	378	131	115	107	49	402	137	119	113	50	419
97062	68	53	34	22	177	73	56	36	23	188	73	60	41	24	198
97064	39	19	16	21	95	41	20	16	21	98	43	20	16	23	102
97068	111	70	50	45	276	121	79	53	50	303	124	84	59	54	321
97070	66	55	26	34	181	67	60	27	36	190	68	61	28	38	195
97071	184	199	179	75	637	195	211	187	80	673	209	217	189	80	695
97078	277	152	143	78	650	289	160	141	82	672	292	180	144	85	701
97080	290	238	228	131	887	310	259	243	144	956	313	280	252	151	996
97086	158	125	114	70	467	167	137	118	76	498	177	153	124	85	539
97089	48	59	24	23	154	54	62	24	27	167	53	65	29	30	177
97101	14	9	10	5	38	14	9	10	5	38	14	9	9	5	37
97103	141	93	87	58	379	145	92	92	62	391	147	97	92	63	399
97106	14	7	7	1	29	14	9	7	1	31	14	9	7	1	31
97110	7	5	3	1	16	7	6	3	1	17	7	7	3	1	18
97113	150	62	69	30	311	156	67	71	37	331	153	72	74	38	337
97115	12	13	4	4	33	13	15	4	4	36	13	15	5	4	37
97116	107	54	46	33	240	111	55	47	32	245	109	61	51	33	254
97121	14	10	7	8	39	13	11	7	8	39	13	10	7	8	38
97123	404	243	192	132	971	428	256	205	136	1,025	434	266	211	137	1,048
97124	285	131	107	97	620	297	140	116	102	655	299	145	123	105	672
97127	26	25	15	5	71	27	27	16	6	76	27	28	17	7	79
97128	62	41	31	19	153	66	43	32	20	161	63	45	33	22	163
97132	97	83	63	36	279	105	83	67	38	293	109	86	68	40	303
97133	15	11	13	4	43	17	12	14	4	47	18	11	14	5	48
97138	81	78	57	24	240	80	80	62	25	247	83	81	61	27	252
97140	107	61	55	32	255	115	60	57	36	268	120	62	60	36	278
97146	73	41	25	33	172	76	46	27	34	183	78	49	25	35	187
97201	49	32	12	24	117	49	31	13	26	119	50	35	13	28	126
97202	124	125	109	95	453	139	140	117	101	497	145	147	121	106	519
97203	168	126	133	121	548	179	132	142	128	581	181	140	149	130	600
97205	32	29	40	33	134	34	30	40	33	137	35	31	42	34	142
97206	338	261	257	195	1,051	354	283	271	213	1,121	364	290	289	217	1,160
97209	40	37	25	43	145	42	42	25	44	153	45	46	25	47	163
97210	76	52	42	27	197	78	53	48	31	210	78	58	51	33	220
97211	252	188	157	129	726	260	196	162	132	750	264	209	167	140	780
97212	79	67	75	60	281	85	70	78	64	297	91	68	83	68	310
97213	185	148	106	91	530	192	160	114	98	564	193	169	124	103	589
97214	143	139	119	110	511	156	144	126	115	541	162	150	131	121	564
97215	71	52	39	34	196	77	55	45	37	214	78	58	44	43	223
97216	145	94	110	70	419	158	94	117	70	439	158	101	118	75	452
97217	229	193	165	156	743	234	203	176	159	772	242	216	176	166	800
97218	136	84	97	68	385	138	91	106	72	407	138	93	111	71	413
97219	123	100	96	94	413	129	109	111	101	450	131	114	114	103	462
97220	291	189	178	130	788	293	195	190	140	818	307	200	199	144	850
97221	15	19	19	12	65	16	20	21	14	71	19	22	21	15	77
97222	275	140	121	91	627	281	155	126	95	657	285	162	131	96	674
97223	267	146	114	96	623	288	154	126	104	672	289	169	131	112	701
97224	159	130	74	54	417	163	140	78	58	439	171	146	81	59	457
97225	85	72	40	36	233	90	79	41	40	250	92	85	44	41	262
97227	36	24	25	23	108	39	27	29	24	119	39	26	29	23	117
97229	230	139	82	98	549	241	150	87	105	583	251	157	97	110	615
97230	332	279	255	164	1,030	358	315	278	175	1,126	369	329	282	182	1,162
97231	8	8	7	8	31	7	8	8	8	31	7	8	9	9	33
97232	53	36	30	31	150	54	35	34	36	159	56	38	35	37	166
97233	363	230	261	177	1,031	373	241	277	194	1,085	377	248	286	196	1,107
97236	396	264	265	184	1,109	416	291	284	199	1,190	416	304	292	208	1,220
97239	24	32	25	26	107	26	35	27	28	116	28	38	31	33	130
97266	456	259	316	230	1,261	468	277	340	248	1,333	467	293	350	253	1,363
97267	209	157	94	69	529	217	166	102	75	560	219	177	103	74	573
97301	615	345	359	208	1,527	635	358	372	214	1,579	639	373	388	220	1,620

CUMULATIVE Enrollments by Discount Tier and Zip

	January 2024					February 2024					March 2024				
	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total	Level - 15%	Level - 20%	Level - 25%	Level - 40%	Total
97302	234	139	158	96	627	246	150	169	101	666	256	161	175	100	692
97303	272	193	173	96	734	278	201	181	99	759	287	212	186	104	789
97304	112	100	87	50	349	115	106	88	54	363	119	110	91	56	376
97305	341	221	238	121	921	348	228	246	129	951	360	237	246	131	974
97306	216	150	153	82	601	226	158	157	85	626	231	164	163	87	645
97317	176	123	121	74	494	176	122	125	77	500	181	124	134	78	517
97321	228	158	120	72	578	228	161	129	76	594	232	175	133	77	617
97322	328	240	179	104	851	330	244	195	108	877	334	252	198	111	895
97325	15	7	15	4	41	16	10	15	5	46	17	9	16	5	47
97327	21	18	11	6	56	21	19	13	6	59	21	19	12	5	57
97330	165	115	152	95	527	169	122	160	100	551	172	125	167	104	568
97333	77	57	55	49	238	80	58	57	51	246	82	64	60	52	258
97338	161	88	78	33	360	171	95	79	37	382	173	101	82	38	394
97341	24	12	16	3	55	23	14	16	3	56	24	15	17	4	60
97347	72	12	14	6	104	74	12	13	6	105	73	12	13	7	105
97348	4	7	3	1	15	4	7	3	1	15	4	8	3	1	16
97351	68	57	40	18	183	73	62	41	17	193	74	66	41	19	200
97352	75	23	12	7	117	77	24	14	8	123	76	22	14	9	121
97355	239	162	178	90	669	245	167	188	95	695	244	172	191	95	702
97358	14	6	6	4	30	14	6	7	4	31	14	6	7	4	31
97360	28	12	19	18	77	27	12	20	19	78	28	12	20	20	80
97361	28	22	18	16	84	29	24	17	16	86	30	24	18	16	88
97362	20	20	10	9	59	20	21	12	9	62	20	20	13	10	63
97364	8	6	2	1	17	10	6	2	1	19	9	7	2	1	19
97365	33	24	38	17	112	36	24	41	19	120	39	24	44	20	127
97366	1		2	1	4	1		2	1	4	1		2	1	4
97367	79	64	69	27	239	79	67	74	28	248	80	71	76	29	256
97368	29	18	15	10	72	30	19	15	11	75	30	20	15	11	76
97370	24	24	15	9	72	24	26	16	10	76	24	25	17	9	75
97372	1				1	1				1	1				1
97374	5	8	6	7	26	7	9	5	7	28	9	12	4	7	32
97377	5	2			7	4	2			6	4	2			6
97378	58	21	25	18	122	60	26	25	18	129	60	28	26	18	132
97380	60	4	6	6	76	66	4	6	6	82	62	5	7	7	81
97381	56	61	45	25	187	58	65	51	26	200	56	66	53	25	200
97383	46	32	37	23	138	46	33	40	24	143	47	38	39	26	150
97384	3	2	1	1	7	3	2	1	1	7	3	3	1	1	8
97385	6	10	10	4	30	7	9	10	4	30	7	11	10	4	32
97386	118	69	81	40	308	120	85	83	46	334	122	88	85	50	345
97388	3	9	10	3	25	3	10	10	3	26	3	11	10	3	27
97389	14	10	8	3	35	14	9	9	3	35	14	9	9	3	35
97391	11	5	11	5	32	12	6	11	5	34	12	6	11	5	34
97392	25	18	20	8	71	26	18	21	9	74	29	17	22	8	76
97396	56	17	17	10	100	56	18	20	11	105	58	18	21	9	106
97401	103	71	58	65	297	104	77	62	67	310	109	82	64	68	323
97402	146	110	99	44	399	148	117	99	48	412	151	120	104	52	427
97403	22	18	16	17	73	23	20	16	19	78	23	19	17	19	78
97404	120	77	79	48	324	121	79	81	48	329	120	82	86	48	336
97405	95	77	52	38	262	94	79	53	44	270	98	82	56	45	281
97408	33	27	15	18	93	35	29	16	20	100	33	29	17	18	97
97420	22	13	17	5	57	24	15	18	6	63	23	16	18	6	63
97423	6	5	6		17	6	5	6		17	6	5	6		17
97424	175	80	69	42	366	172	89	70	44	375	174	95	71	46	386
97426	46	23	16	10	95	45	25	18	10	98	46	26	19	10	101
97446	16	16	13	4	49	17	16	14	4	51	17	16	13	4	50
97448	39	24	28	14	105	40	25	29	16	110	41	25	28	17	111
97455	5		1	1	7	6		1	1	8	5		1	1	7
97458	4	5	6	2	17	4	5	6	2	17	4	6	6	2	18
97459	17	6	9	5	37	19	6	9	5	39	19	7	10	5	41
97477	63	55	38	23	179	68	57	40	24	189	69	57	43	24	193
97478	31	42	24	28	125	33	43	28	31	135	34	45	28	33	140
97204	3	5	2	3	13	3	5	2	3	13	3	5	2	3	13
97250			1		1			1		1			1		1
97111	1				1	1				1	1				1
Grand Total	16,025	10,972	9,714	6,642	43,353	16,677	11,655	10,273	7,046	45,651	16,993	12,197	10,638	7,293	47,121

**NW Natural
Residential Bill Discount Program
1st Quarter 2024**

Discounts Applied

Calendar Month	Discount Totals
202211	\$ (183,295.95)
202212	\$ (384,227.48)
202301	\$ (496,417.54)
202302	\$ (518,382.14)
202303	\$ (622,348.46)
202304	\$ (555,334.10)
202305	\$ (346,806.02)
202306	\$ (218,363.46)
202307	\$ (165,884.51)
202308	\$ (171,168.28)
202309	\$ (169,502.73)
202310	\$ (279,103.91)
202311	\$ (533,237.80)
202312	\$ (881,521.16)
202401	\$ (1,155,213.87)
202402	\$ (882,378.63)
202403	\$ (971,990.57)

Notes:

This data was not previously reported, thus history back to program inception has been included here.
NW Natural is still developing the reporting for this item; we plan to add discount totals by discount tier in future repor

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**NW Natural
 Residential Bill Discount Program
 1st Quarter 2024**

Expenses

Calendar Month	Expenses Recorded	Expense Type
202211	\$ 65,827.87	Internal and External Admin/Startup
202212	\$ 45,835.00	Internal and External Admin/Startup
202301	\$ -	
202302	\$ -	
202303	\$ -	
202304	\$ -	
202305	\$ -	
202306	\$ -	
202307	\$ -	
202308	\$ -	
202309	\$ -	
202310	\$ -	
202311	\$ -	
202312	\$ -	
202401	\$ 2,097.56	Internal and External Admin
202402	\$ -	
202403	\$ -	

Notes:

This data was not previously reported, thus history back to program inception has been included here.
 NW Natural is still developing the reporting for this item; we plan to add refinement and granularity as available

**NW Natural
Residential Bill Discount Program
1st Quarter 2024**

No survey data to report this quarter.

Availability of survey data has been impacted by technical difficulties - we will resume surveys as soon as possible.