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December 13, 2018

**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 (2017-2018 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 2017-2018 Program Year in accordance with the Company’s Tariff P.U.C. Or. 25, Schedule 310.

Please call me at (503) 721-2452, if you have any questions.

Sincerely,

*/s/ Onita R. King*

Onita R. King  
Rates & Regulatory Affairs

enclosure

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**NW NATURAL  
OREGON LOW-INCOME GAS ASSISTANCE (OLGA)  
ANNUAL REPORT  
2017-2018 PROGRAM YEAR**

# **NW Natural's Oregon Low-Income Gas Assistance (OLGA) October 2017 through September 2018 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 breakfast workshop on July 10, 2018. We reviewed the OLGA Advisory Council's Statement of Purpose and Objectives (developed when the Council was formed in 2005). We also provided foundational and historical training on the OLGA Program, i.e. the inception of

the OLGA Program and the OLGA Advisory Council, major program changes made collaboratively by the Council in the first 2 years of the Program and roles and responsibilities. Also, this workshop provided an opportunity 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 implemented on October 8, 2018.

In addition to the quarterly OLGA Advisory Council meetings, NW Natural met with Agency representatives to evaluate their request to offer a new 3-way calling process for housebound customers and extended office hours to accommodate customers who needed intake appointments outside of NW Natural's normal business hours. NW Natural presented a memo describing the new 3-way calling process to Agency staff at a conference call on January 17, 2018. NW Natural also agreed, as a pilot, to offer extended hours during the evaluation period from December 18, 2017 through May 15, 2018 for Community Action Organization (CAO) of Washington County and three Multnomah County agencies. At the end of the pilot period, it was evident that the number of customers requesting appointments outside of NW Natural's normal business hours did not warrant continuing to offer extended hours. This is something NW Natural would reconsider in the future if there was an ample and demonstrated need for a change.

NW Natural's VP of Utility Services and Customer Contact Center Senior Manager met with representatives from CAPO, Agency Directors and Coordinators and NW Energy in March to discuss OLGA administration guidelines and financial reporting. The group worked through a list of issues and written documentation was provided to CAPO. A status report for these same issues was submitted to CAPO and the OPUC on November 5, 2018.

### **PROGRAM YEAR RESULTS**

Two Tables are attached: Table 1 provides the 2017-2018 program year actual revenues less actual expenditures by month, October 2017 through September 2018. The Agencies distributed \$2,353,326 OLGA funds, which assisted 7,436 households in NW Natural's service territory. The Agencies were paid \$470,665.20 for Administration and Program Delivery of the OLGA funds to NW Natural's customers to assist them with their energy bills. Table 2 shows Agency statistics for the 2017-2018 program year.

### **CONCLUSION**

The Agencies have done an excellent job in their delivery of the OLGA funds this 2017-2018 Program Year.

## NW NATURAL

**Table 1 - October 2017 through September 2018  
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		
732,233.09	2,816,730.30	3,618.15	3,552,581.54	2,353,326.00	470,665.20	2,823,991.20	7,436	

2017-2018		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>2017</b>								
October	\$732,233.09	\$96,471.26	\$212.06	\$828,916.41	\$116,111.00	\$23,222.20	\$139,333.20	\$689,583.21
November	\$689,583.21	\$149,105.90	\$207.63	\$838,896.74	\$316,345.00	\$63,269.00	\$379,614.00	\$459,282.74
December	\$459,282.74	\$248,701.69	\$192.46	\$708,176.89	\$278,250.00	\$55,650.00	\$333,900.00	\$374,276.89
<b>2018</b>								
January	\$374,276.89	\$397,149.30	\$252.96	\$771,679.15	\$297,142.00	\$59,428.40	\$356,570.40	\$415,108.75
February	\$415,108.75	\$478,048.30	\$299.10	\$893,456.15	\$230,359.00	\$46,071.80	\$276,430.80	\$617,025.35
March	\$617,025.35	\$382,945.49	\$284.69	\$1,000,255.53	\$261,148.00	\$52,229.60	\$313,377.60	\$686,877.93
April	\$686,877.93	\$358,787.74	\$336.61	\$1,046,002.28	\$195,912.00	\$39,182.40	\$235,094.40	\$810,907.88
May	\$810,907.88	\$282,927.69	\$336.29	\$1,094,171.86	\$184,762.00	\$36,952.40	\$221,714.40	\$872,457.46
June	\$872,457.46	\$174,957.17	\$345.55	\$1,047,760.18	\$156,413.00	\$31,282.60	\$187,695.60	\$860,064.58
July	\$860,064.58	\$70,895.70	\$377.54	\$931,337.82	\$112,246.00	\$22,449.20	\$134,695.20	\$796,642.62
August	\$796,642.62	\$90,303.03	\$400.47	\$887,346.12	\$130,971.00	\$26,194.20	\$157,165.20	\$730,180.92
September	\$730,180.92	\$86,437.03	\$372.79	\$816,990.74	\$73,667.00	\$14,733.40	\$88,400.40	\$728,590.34
<b>2017-2018</b>		\$2,816,730.30	\$3,618.15		\$2,353,326.00	\$470,665.20	\$2,823,991.20	\$728,590.34

Deposits and Interest	\$2,820,348.45
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Oregon Low-Income Gas Assistance Program (OLGA)

Agency Statistics

Program Year 2017 - 2018

**TABLE 2  
AGENCY STATISTICS**

YTD PROGRAM TOTALS	
# of Households Served	7,436
Average Payment Per Household	\$316.48

	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 \$
<b>Community Action Organization</b>																
CAO																
# of Households Served	66	104	83	65	66	82	60	95	89	58	35	22	<b>825</b>	11.09%	11.52%	
Average Payment per household	\$294	\$310	\$295	\$321	\$332	\$373	\$334	\$362	\$344	\$319	\$316	\$317	<b>\$329</b>			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	<b>20%</b>			
<b>Community Action Team</b>																
CAT																
# of Households Served	0	76	110	73	30	40	25	16	11	3	14	6	<b>404</b>	5.43%	4.77%	
Average Payment per household	\$0	\$263	\$269	\$271	\$289	\$285	\$293	\$283	\$272	\$320	\$367	\$315	<b>\$278</b>			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	<b>20%</b>			
<b>Clackamas County Social Services</b>																
CCSSD																
# of Households Served	85	99	36	80	47	85	60	36	41	50	86	39	<b>744</b>	10.01%	9.23%	
Average Payment per household	\$289	\$288	\$288	\$289	\$296	\$297	\$292	\$288	\$307	\$296	\$290	\$289	<b>\$292</b>			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	<b>20%</b>			
<b>Community Service Consortium</b>																
CSC																
# of Households Served	8	202	303	187	144	132	80	62	42	64	42	26	<b>1,292</b>	17.37%	15.67%	
Average Payment per household	\$250	\$281	\$279	\$283	\$278	\$288	\$295	\$305	\$311	\$287	\$298	\$313	<b>\$285</b>			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	<b>20%</b>			
<b>Health &amp; Human Services</b>																
H&HS																
# of Households Served	10	78	55	27	24	64	42	23	17	30	29	19	<b>418</b>	5.62%	4.93%	
Average Payment per household	\$275	\$273	\$272	\$286	\$278	\$283	\$278	\$281	\$290	\$269	\$283	\$270	<b>\$278</b>			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	<b>20%</b>			
<b>Human Solutions</b>																
HSI																
# of Households Served	31	77	84	108	113	97	50	53	56	39	52	20	<b>780</b>	10.49%	12.25%	37.24%
Average Payment per household	\$334	\$288	\$319	\$329	\$358	\$434	\$368	\$453	\$493	\$359	\$352	\$423	<b>\$369</b>			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	<b>20%</b>			
<b>Impact NW</b>																
IMPCT																
# of Households Served	43	141	122	133	79	77	42	37	18	23	18	19	<b>752</b>	10.11%	11.31%	34.38%
Average Payment per household	\$326	\$317	\$307	\$312	\$341	\$418	\$439	\$486	\$436	\$438	\$394	\$416	<b>\$354</b>			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	<b>20%</b>			
<b>Mid-Columbia Community Action</b>																
MCCAC																
# of Households Served	1	25	29	44	9	9	7	0	0	0	1	0	<b>125</b>	1.68%	1.51%	
Average Payment per household	\$310	\$267	\$263	\$300	\$285	\$288	\$304	\$0	\$0	\$0	\$500	\$0	<b>\$285</b>			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	<b>20%</b>			
<b>Mid-Willamette Valley Community Action Agency</b>																
MWVCA																
# of Households Served	122	188	95	121	121	143	169	149	149	50	71	65	<b>1,443</b>	19.41%	18.23%	
Average Payment per household	\$283	\$294	\$291	\$292	\$300	\$289	\$295	\$301	\$304	\$316	\$318	\$311	<b>\$297</b>			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	<b>20%</b>			
<b>Oregon Coast Community Action Agency</b>																
ORCCA																
# of Households Served	0	0	0	0	0	0	0	0	0	0	4	0	<b>4</b>	0.05%	0.04%	
Average Payment per household	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$250	\$0	<b>\$250</b>			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	<b>20%</b>			
<b>SEI Community Services</b>																
SEI																
# of Households Served	24	90	41	120	74	43	49	35	26	15	37	6	<b>560</b>	7.53%	9.33%	28.38%
Average Payment per household	\$304	\$293	\$297	\$350	\$399	\$370	\$502	\$607	\$433	\$697	\$425	\$521	<b>\$392</b>			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	<b>20%</b>			
<b>Yamhill Community Action Partnership</b>																
YCAP																
# of Households Served	3	9	10	18	12	11	5	6	0	4	10	1	<b>89</b>	1.20%	1.21%	
Average Payment per household	\$270	\$286	\$258	\$298	\$281	\$328	\$482	\$331	\$0	\$303	\$389	\$560	<b>\$320</b>			
% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	<b>20%</b>			
<b>0</b>																
0																
# of Households Served	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>	0.00%	0.00%	
Average Payment per household	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	<b>\$0</b>			
% funds disbursed to Administration													<b>0%</b>			
<b>0</b>																
0																
# of Households Served	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>	0.00%	0.00%	
Average Payment per household	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	<b>\$0</b>			
% funds disbursed to Administration													<b>0%</b>			