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COMPANY NAME:

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Portland, OR 97204

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December 22, 2020

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 (2019-2020 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 2019-2020 Program Year in accordance with the Company's Tariff P.U.C. Or. 25, Schedule 310.

Please call me at (503) 610-7326, 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
2019-2020 PROGRAM YEAR**

NW Natural's Oregon Low-Income Gas Assistance (OLGA) October 2019 through September 2020 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) funding.

HISTORY OF PROGRAM FUNDING

NW Natural began collecting public purposes funds for low-income bill payment assistance in October 2002 in accordance with the 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 to 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 of the Agencies have jointly formed the OLGA Advisory Council. This group meets regularly to ensure that application and program administration processes or other concerns remain streamlined and managed so that the shared goal of serving as many qualifying customers as possible is attained.

The OLGA Advisory Council has met quarterly since July of 2005. In 2009, physical meetings were largely replaced with teleconferences with at least one face-to-face meeting each Program Year. However, this Program Year due to COVID-19, we were unable to hold our planned annual face-to-face meeting at NW Natural's new headquarters. When COVID-19 restrictions are lifted, NW Natural will schedule an annual face-to-face meeting with the Council.

In 2020, the Company still managed to work very closely with the Agencies, OHCS and the OPUC to implement program administration changes in response to feedback from CAPO and the need to be responsive to the COVID-19 pandemic. In March, the Company offered guidance to the Agencies to provide flexibility in the intake process, which allowed for remote work and accommodation of applications by phone as well as flexible documentation processes, such as verbal signatures. This guidance followed OHCS' Oregon Energy Assistance Program (OEAP) – Temporary Eligibility Standards COVID-19 Emergency Declaration. In July, the Company updated the OLGA tariff to allow the Agencies to qualify clients for OLGA grants using categorical eligibility. With categorical eligibility, customers are deemed automatically eligible for assistance from OLGA by participation in select federal programs, such as SNAP (Food Stamps), SSI (Supplemental Security Income), or TANF (Temporary Aid to Needy Families).

PROGRAM YEAR RESULTS

Two tables are attached:

Table 1 provides the 2019-2020 Program Year actual revenues less actual expenditures by month, October 2019 through September 2020. The Agencies distributed \$2,459,130 in OLGA funds, which assisted 5,942 households in NW Natural's service territory. The Agencies were paid \$491,826 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 2019-2020 Program Year.

CONCLUSION

The Agencies have done an excellent job in their delivery of the OLGA funds during the 2019-2020 Program Year despite the many challenges presented by the pandemic.

NW NATURAL

Table 1 - October 2019 through September 2020
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		
772,413.34	2,982,993.58	11,008.85	3,766,415.77	2,459,129.79	491,825.96	2,950,955.75	5,942	

2019-2020		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	
2019								
October	\$772,413.34	\$93,387.88	\$1,990.32	\$867,791.54	\$263,398.00	\$52,679.60	\$316,077.60	\$551,713.94
November	\$551,713.94	\$166,387.86	\$1,825.11	\$719,926.91	\$322,680.00	\$64,536.00	\$387,216.00	\$332,710.91
December	\$332,710.91	\$276,830.58	\$1,617.81	\$611,159.30	\$251,180.00	\$50,236.00	\$301,416.00	\$309,743.30
2020								
January	\$309,743.30	\$424,632.78	\$1,310.32	\$735,686.40	\$352,916.00	\$70,583.20	\$423,499.20	\$312,187.20
February	\$312,187.20	\$487,930.16	\$1,107.49	\$801,224.85	\$262,902.00	\$52,580.40	\$315,482.40	\$485,742.45
March	\$485,742.45	\$407,804.96	\$1,133.87	\$894,681.28	\$204,860.00	\$40,972.00	\$245,832.00	\$648,849.28
April	\$648,849.28	\$362,207.77	\$1,157.47	\$1,012,214.52	\$178,419.00	\$35,683.80	\$214,102.80	\$798,111.72
May	\$798,111.72	\$294,409.91	\$704.91	\$1,093,226.54	\$137,370.00	\$27,474.00	\$164,844.00	\$928,382.54
June	\$928,382.54	\$190,453.20	\$131.21	\$1,118,966.95	\$138,722.00	\$27,744.40	\$166,466.40	\$952,500.55
July	\$952,500.55	\$81,212.01	\$13.94	\$1,033,726.50	\$113,084.00	\$22,616.80	\$135,700.80	\$898,025.70
August	\$898,025.70	\$101,185.97	\$8.07	\$999,219.74	\$104,367.00	\$20,873.40	\$125,240.40	\$873,979.34
September	\$873,979.34	\$96,550.50	\$8.33	\$970,538.17	\$129,231.79	\$25,846.36	\$155,078.15	\$815,460.02
2019-2020		\$2,982,993.58	\$11,008.85		\$2,459,129.79	\$491,825.96	\$2,950,955.75	\$815,460.02

Deposits and Interest \$2,994,002.43

