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250 SW Taylor Street Portland, OR 97204 503-226-4211 nwnatural.com

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



December 2020

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-Da	ate Summary		Revenues			Expenditures		Number of Customers Served
					Total	Customer	Agency	Total	
	_	Roll-Over	Revenues	Interest	Revenues	Payments	Payments	Expenditures	5,942
L		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	

2019-	2020		Revenues				Expenditures		
Program Month	Beginning Account Balance	Monthly Program Revenues	Interest	Total Revenues Balance		Payments to Customers	Payments to Agencies [1]	Total Expenditures	Actual Revenu less Actual Expenditure
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
November	\$551,713.94	\$166,387.86	\$1,825.11	\$719,926.91		\$322,680.00	\$64,536.00	\$387,216.00	\$332,710
December	\$332,710.91	\$276,830.58	\$1,617.81	\$611,159.30	F	\$251,180.00	\$50,236.00	\$301,416.00	\$309,743
2020					ŀ				
January	\$309,743.30	\$424,632.78	\$1,310.32	\$735,686.40	-	\$352,916.00	\$70,583.20	\$423,499.20	\$312,187
February	\$312,187.20	\$487,930.16	\$1,107.49	\$801,224.85		\$262,902.00	\$52,580.40	\$315,482.40	\$485,742
March	\$485,742.45	\$407,804.96	\$1,133.87	\$894,681.28		\$204,860.00	\$40,972.00	\$245,832.00	\$648,849
April	\$648,849.28	\$362,207.77	\$1,157.47	\$1,012,214.52	ſ	\$178,419.00	\$35,683.80	\$214,102.80	\$798,111
May	\$798,111.72	\$294,409.91	\$704.91	\$1,093,226.54		\$137,370.00	\$27,474.00	\$164,844.00	\$928,382
June	\$928,382.54	\$190,453.20	\$131.21	\$1,118,966.95		\$138,722.00	\$27,744.40	\$166,466.40	\$952,500
July	\$952,500.55	\$81,212.01	\$13.94	\$1,033,726.50		\$113,084.00	\$22,616.80	\$135,700.80	\$898,025
August	\$898,025.70	\$101,185.97	\$8.07	\$999,219.74		\$104,367.00	\$20,873.40	\$125,240.40	\$873,979
September	\$873,979.34	\$96,550.50	\$8.33	\$970,538.17		\$129,231.79	\$25,846.36	\$155,078.15	\$815,460
2019-2020		\$2,982,993.58	\$11,008.85			\$2,459,129.79	\$491,825.96	\$2,950,955.75	\$815,460

Deposits and Interest	\$2,994,002.43

Oregon Low-Income Gas Assistance Program (OLGA)

Agency Statistics

Program Year 2019 - 2020

TABLE 2 AGENCY STATISTICS

YTD PROGRAM TOTALS # of Households Served 5,942 Average Payment Per Household \$413.86

		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 \$
Community A CAO	ction Organization # of Households Served		86	40	63	58	96	94	52	30	30	13	14	647	10.89%	11.56%	
	Average Payment per household % funds disbursed to Administration	\$412 20%	\$406 20%	\$434 20%	\$423 20%	\$444 20%	\$457 20%	\$432 20%	\$490 20%	\$487 20%	\$450 20%	\$484 20%	\$431 20%	\$439 20%			
Community A		20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
CAT	# of Households Served	0	34	81	84	62	28	17	16	8	17	7	15	369	6.21%	5.60%	
	Average Payment per household	\$0	\$347	\$352	\$358	\$371	\$361	\$439	\$415	\$460	\$411	\$381	\$441	\$373			
	% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
	ounty Social Services																
CCSSD	# of Households Served	67 \$360	93 \$347	39 \$394	50 \$414	47 \$399	58 \$388	40 \$406	26 \$448	37 \$429	34 \$422	38 \$427	37 \$410	566 \$394	9.53%	9.07%	
	Average Payment per household % funds disbursed to Administration	\$360 20%	\$347 20%	\$394 20%	\$414 20%	\$399 20%	\$388 20%	\$406 20%	\$448 20%	\$429 20%	\$422 20%	\$427 20%	20%	\$394 20%			
Community S	ervice Consortium	2078	2076	20 %	2078	2076	2076	2076	2076	2076	2076	2076	2076	20 /8			
CSC	# of Households Served	146	180	147	146	135	51	47	40	46	23	36	102	1.099	18.50%	17.21%	
	Average Payment per household	\$347	\$344	\$358	\$403	\$399	\$412	\$395	\$401	\$451	\$463	\$457	\$409	\$385			
	% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Health & Hum																	
H&HS	# of Households Served	11	56	26	55	35	19	44	25	34	29	15	18	367	6.18%	5.59%	
	Average Payment per household	\$416	\$378	\$387	\$355	\$368	\$399	\$358	\$374	\$372	\$389	\$398	\$369	\$374			
	% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Human Soluti HSI		64	99	05	400	64	40	1		10	0	7	00	504	0.700/	40.500/	04.750/
H5I	# of Households Served Average Payment per household	64 \$440	99 \$402	85 \$434	162 \$429	\$416	46 \$459	1 \$495	14 \$633	10 \$515	9 \$728	\$634	20 \$557	581 \$445	9.78%	10.52%	34.75%
	% funds disbursed to Administration	\$440 20%	\$402 20%	\$434 20%	\$429 20%	20%	\$459 20%	\$495 20%	20%	3015 20%	\$728 20%	\$034 20%	\$557 20%	\$445 20%			
Impact NW	78 Turius dispursed to Administration	2070	2078	2078	2078	2070	2078	2078	2070	2070	2070	2078	2070	2078			
IMPCT	# of Households Served	90	96	63	107	80	27	49	33	23	28	18	14	628	10.57%	11.85%	39.13%
-	Average Payment per household		\$410	\$423	\$417	\$459	\$420	\$500	\$494	\$673	\$542	\$759	\$577	\$464			
	% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
	Community Action																
MCCAC	# of Households Served		19	23	9	22	3	0	0	7	0	12	1	107	1.80%	1.86%	
	Average Payment per household		\$360	\$373	\$477	\$397	\$355	\$0	\$0	\$437	\$0	\$599	\$2,000	\$428			
Mi al Milliana est	% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
MIC-Willamette	e Valley Community Action Agency # of Households Served	157	98	73	102	113	125	84	74	84	63	48	40	1.061	17.86%	17.49%	
IVIV VCA	Average Payment per household		90 \$405	\$392	\$406	\$402	\$392	64 \$415	\$413	8449	\$417	40 \$428	40 \$412	\$405	17.00%	17.49%	
	% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
Oregon Coast	t Community Action Agency	2070	2070	2070	2070	2070	2070	2070	2070	2070	2070	2070	2070	2078			
ORCCA	# of Households Served	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			
	% funds disbursed to Administration													0%			
SEI Communi																	
SEI	# of Households Served	45	71	57	81	20	31	38	21	11	13	19	21	428	7.20%	7.91%	26.12%
	Average Payment per household		\$393	\$386	\$398	\$450	\$519	\$503	\$529	\$730	\$543 20%	\$548 20%	\$614	\$454			
Vambill Comm	% funds disbursed to Administration nunity Action Partnership	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
YCAP	# of Households Served	14	19	13	14	6	3	2	3	4	3	1	7	89	1.50%	1.35%	
	Average Payment per household		\$368	\$345	\$358	\$358	\$398	\$425	\$462	\$421	\$433	\$500	, \$351	\$372	1.5078	1.0070	
	% funds disbursed to Administration	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%	20%			
0																	
0	# of Households Served	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			
	% funds disbursed to Administration													0%			
0																	
0	# of Households Served Average Payment per household	0 \$0	0 \$0	0 \$0	0 \$0	0 \$0	0 \$0	0.00%	0.00%								
	% funds disbursed to Administration	Ф О	φU	Ф О	Ф О	Ф О	φU	Ф О	Ф О	Ф О	Ф О	Э О	φU	\$U 0%			
	/o runus dispursed to Administration		1	1					1					U70			