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COMPANY NAME:

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November 30, 2021

Oregon Public Utility Commission  
201 High Street SE, Suite 100  
Salem, OR 97301-3398

Attn: Records Center

Re: RG-6 Cascade Natural Gas Corporation Oregon Low-Income Bill Assistance Program  
(OLIBA) Annual Report Program Year 2020-2021

In compliance with the terms established in Cascade Natural Gas Corporation's (Company) Tariff Schedule 32, "Oregon Low Income Bill Assistance Program", the Company herewith files its OLIBA Annual Report for the 2020-2021 program year.

If you have any questions, please feel free to contact Dan Tillis at [dan.tillis@mdu.com](mailto:dan.tillis@mdu.com) or 208.898.7175.

Sincerely,

*/s/ Lori A. Blattner*

Lori A. Blattner  
Director, Regulatory Affairs  
Cascade Natural Gas Corporation  
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Kennewick, WA 99336-7166  
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Attachment

*In the Community to Serve®*

**CASCADE NATURAL GAS CORPORATION**  
**Oregon Low Income Bill Assistance Program Annual Report**  
**2020-2021 Program Year**

**History**

Cascade Natural Gas Corporation's (Cascade's or the Company's) Oregon Low Income Bill Assistance (OLIBA) program was first implemented in May 2006 with the Public Utility Commission of Oregon (OPUC) approval of the Company's Schedule 31, "Public Purposes Funding" (now called the "Public Purpose Charge").

The Oregon Low-Income Bill Assistance (OLIBA) program was designed to supplement the Federal Low-Income Energy Assistance Program (LIHEAP) by providing additional financial assistance to income-eligible households in Cascade's service territory. When the Public Purpose Charge was established, 0.29 percent of Oregon residential and commercial gross billing revenues were dedicated to the program. The percentage is updated annually to meet the requirements of programs funded by the Public Purpose Charge. At the beginning of this program year, the program had a budget increase of \$63,911 that was collected from customers at a rate of 0.097% of all core customers' billing revenues.

**Program Results**

Since the inception of the program in May 2006, a total of 3205 energy assistance pledges have been provided totaling \$880,115 in direct payments to residential customers. During the 2020-2021 Program Year, the Community Action agencies (CAAs or Agencies) in Cascade's service territory distributed \$101,354 of OLIBA funds to 260 households.

**2020-2021 Program Year Results**

The 2020-2021 Program Year marks the 15<sup>th</sup> full year of the OLIBA program. Public Purpose Charge collections for OLIBA funding this Program Year totaled \$94,713. With a carryover balance of \$-14,537, total program funding was \$80,176. \$24,776 was used to pay Agencies' costs for program administration. \$101,354 was credited to 260 customers at an average pledge of \$390. Pledge spending was allowed to exceed the funding level by \$45,954 in response to the needs of our customers during the COVID-19 pandemic and because the account is a deferral account which provides a simple method of recovery.

Table 1 below provides statistics on the program's performance on a month by month basis.

<b>2020-2021 OLIBA</b>					
<b>Q4 2020</b>	<b>Recipients</b>	<b>Dollars Distributed</b>	<b>Payments to Agencies</b>	<b>Total</b>	<b>Average Pledge</b>
Oct	3	\$ 1,525.00	\$ 2,091.60	\$ 3,616.60	\$ 508.33
Nov	6	\$ 255.00	\$ 2,207.70	\$ 2,462.70	\$ 42.50
Dec	28	\$ 15,000.78	\$ 441.54	\$ 15,442.32	\$ 535.74
<b>Q4</b>	<b>37</b>	<b>\$ 16,780.78</b>	<b>\$ 4,740.84</b>	<b>\$ 21,521.62</b>	<b>\$ 453.53</b>
<b>Q1 2021</b>					
Jan *	7	\$ (401.36)	\$ 2,376.16	\$ 1,974.80	\$ (57.34)
Feb	68	\$ 31,176.00	\$ 612.00	\$ 31,788.00	\$ 458.47
March	53	\$ 22,048.00	\$ 6,367.80	\$ 28,415.80	\$ 416.00
<b>Q1</b>	<b>128</b>	<b>\$ 52,822.64</b>	<b>\$ 9,355.96</b>	<b>\$ 62,178.60</b>	<b>\$ 412.68</b>
<b>Q2 2021</b>					
April	23	\$ 9,231.65	\$ 4,409.60	\$ 13,641.25	\$ 401.38
May	23	\$ 6,515.75	\$ 1,879.40	\$ 8,395.15	\$ 283.29
June	10	\$ 3,840.00	\$ 1,467.60	\$ 5,307.60	\$ 384.00
<b>Q2</b>	<b>56</b>	<b>\$ 19,587.40</b>	<b>\$ 7,756.60</b>	<b>\$ 27,344.00</b>	<b>\$ 349.78</b>
<b>Q3 2021</b>					
July	11	\$ 4,070.00	\$ 768.00	\$ 4,838.00	\$ 370.00
Aug	18	\$ 5,425.75	\$ 814.00	\$ 6,239.75	\$ 301.43
Sept	10	\$ 2,667.09	\$ 1,341.00	\$ 4,008.09	\$ 266.71
<b>Q3</b>	<b>39</b>	<b>\$ 12,162.84</b>	<b>\$ 2,923.00</b>	<b>\$ 15,085.84</b>	<b>\$ 311.87</b>
<b>Season Totals</b>	<b>260</b>	<b>\$ 101,353.66</b>	<b>\$ 24,776.40</b>	<b>\$ 126,130.06</b>	<b>\$ 389.82</b>

\* The Company identified duplicate pledges in December 2020 which were adjusted out of the account in January 2021. The negative average pledge amount is reflective of the accounting adjustments.

Table 2 summarizes the results for the life of the OLIBA program as well as for the 2020-2021 Program Year. Additional historical Program Year summaries can be found in annual reports for prior Program Years filed in RG-6.

<b>Table 2</b>	<b>Program Life</b>	<b>2020-2021</b>
No. Customers Served	3205	260
Average pledge*	\$ 274.61	\$ 389.82
<b>Revenues:</b>		
Balance from Prior Year	\$ -	\$ (14,537)
Program Year Revenues	\$ 944,922	\$ 94,713
Accrued Interest	\$ 42,332	\$ -
Total Available Funds	\$ 987,254	\$ 80,176
<b>Payments:</b>		
To Customers	\$ 880,115	\$ 101,354
To Agencies	\$ 154,792	\$ 24,776
Total Payments	\$ 1,034,907	\$ 126,130
Ending Balance in OLIBA Account	\$ (45,954)	\$ (45,954)
<b>% Available Funds Used:</b>		
Payments to Customers	89%	126%
Payments to Agencies	16%	31%
Total	105%	157%

**OLIBA Funding to Agencies**

The full fund balance is available to all Agencies at the first of each month to use as need demands. Because the fund is deferred, all pledges submitted for qualifying customers will be honored and the collection rate will be adjusted at the end of the program year should spending exceed the available funding level.

**Payment Process**

Cascade uses a cashless voucher payment system where OLIBA allocations to Agencies and grants made to customers are made without a transfer of actual cash between the Company and Agencies. This process has proven to be efficient for all participants. Cascade believes that this process ensures customers receive their assistance payments in a timely manner.

**Agency Coordination**

The Company believes the program is working well. We coordinate with the Agencies via teleconference to ensure that any new issues needing consideration or resolution are given a proper forum. Issues we discuss include timely processing of customer pledges, adherence to program guidelines, OLIBA funding, and reaching applicable customers.