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REPORT NAME: Oregon Low-Income Bill Assistance Program

COMPANY NAME: Cascade Natural Gas Corporation

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes

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If known, please select designation: RE (Electric) RG (Gas) RW (Water) RO (Other)

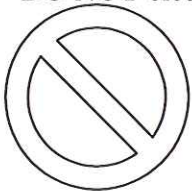
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Other CNGC Tariff P.U.C. OR. 9 Sheet 32

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If yes, enter docket number: Enter Docket number

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November 30, 2012

Oregon Public Utility Commission
550 Capitol Street NE
Salem, OR 97310-1380

Attn: Records Center

Re: Cascade Natural Gas Corporation Oregon Low-Income Bill Assistance Program
(OLIBA) Annual Report Program Year 2011-2012

Cascade Natural Gas Corporation encloses for filing the Company's Annual Report for the Oregon Low-Income Bill Assistance Program (OLIBA) for the 2011-2012 program in accordance with the Company's Tariff P.U.C. OR. 9 Original Sheet No. 32.

Please feel free to contact Jim Abrahamson at (503) 230-9607 with any questions or concerns you may have.

Sincerely,

Michael Parvinen
Manager, Regulatory Affairs

attachments

We make warm neighbors

Cascade Natural Gas Corporation's Oregon Low Income Bill Assistance Program
Annual Report for Program Year October 1, 2011 through September 30, 2012

Executive Summary

Cascade Natural Gas Corporation's (Cascade) Oregon Low Income Bill Assistance (OLIBA) program was originally implemented in May 2006 with the approval of the Company's Public Purposes Funding Tariff (Schedule 31). The OLIBA was designed to supplement Federal Low Income Energy Assistance Program (LIHEAP) funds by providing assistance to income eligible households to offset their natural gas heating costs. The Company's primary goal for the program is to increase the availability of bill payment assistance for low income customers located within Cascade's service territory. Low Income funding is equal to 0.29 percent (.29) of Oregon residential and commercial gross revenues and 25% of the low income funds are designated as available for the OLIBA Program.

Since the inception of the program in May 2006, a total of 1,700 energy assistance pledges have been provided, totaling \$454,180 in direct payments to customers. During the 2011-2012 program year, the Community Action Agencies (CAAs or Agencies) in Cascade's Oregon service territory distributed \$48,540 of OLIBA funds, providing energy assistance funding to 181 natural gas customers. The average pledge during the program year was \$268. In order to meet additional needs resulting from the rate increases associated with the 2008 annual purchased gas adjustment filing, the allocation formula was adjusted to temporarily provide 100% of low income funds for OLIBA. This adjustment lasted from September 1, 2008 through March 31, 2009. Funding reverted to the original 75/25 formula effective April 1, 2009.

Approximately \$45,775 of incremental revenue was collected through the public purpose charge during the 2011-2012 program year. Interest income was recorded as approximately \$87 for a total incremental OLIBA funding level of \$45,862. Total available program funds (when combined with the \$35,987 program balance from the 2010-2011 program year) were \$81,849. An accounting adjustment was made at the beginning of the 2011-12 OLIBA program year which resulted in an additional \$703.79 being available to the program at the beginning of the program year.

As mentioned above, \$48,540 was utilized by the Agencies for pledges to qualifying customers. Additionally, \$10,468 of the remaining funds were disbursed to the agencies to cover agency administration and program support which represents approximately 13 percent of the total program funds available for the period.

At the end of the program year ending September 30, 2009, undistributed funds totaled \$131,741. At the end of the program year ending September 30, 2010, the unspent balance amounted to \$54,980. At the end of the program year ending September 30, 2011, the unspent balance amounted to \$35,283. At the end of the program year ending September 30, 2012, the unspent balance amounted to \$22,841.

Cascade allocates the monthly bill assistance funding to the Agencies based on the same allocation used by Oregon Housing and Community Services (OHCS) to allocate funds under the federal LIHEAP during the previous year. For the 2011-2012 program year, the allocation was as follows:

NeighborImpact (Bend area)	36.00%
Community Action Program East Central Oregon (Pendleton Area)	28.00%
Community Connection of NE Oregon (Baker Area)	19.00%
Community in Action (Ontario Area)	17.00%

Cascade Natural Gas Corporation's Oregon Low Income Bill Assistance Program
Annual Report for Program Year October 1, 2011 through September 30, 2012

Additionally, beginning in the 2012-13 program year a portion of OLIBA funds will be made available to the Klamath/Lake Community Action Services (KLCAS) agency which is the community action agency that serves Klamath and Lake Counties in Oregon. Cascade has a small number of residential customers who live in Northern Klamath County and KLCAS is best positioned to be able to provide low-income bill assistance services to this area.

Payment Process

Cascade utilizes a cashless voucher payment system, which has proven to be an effective and efficient process for all participants. Cascade believes that this process is not only efficient for the Company and Agencies, but also ensures that customers received their payment assistance in a very timely manner.

Overall Program Performance

The 2011-2012 program year is the sixth full year of the OLIBA program and the program appears to be working well. During the 2011-2012 program year, 181 customers received assistance at an average pledge amount of approximately \$268. Exhibit A presents the summary of annual results for the OLIBA program. Exhibit B presents the monthly financial metrics for the program.

During the 2005-2006 program year, which was a partial program year covering five months from May through September of 2005, a total of \$34,224 in public purpose funds were raised and \$390 of interest was added to the program for a total available fund balance of \$34,613. The "Total Expenditures" total for that period of \$2,018 in program payments and \$225 in agency administration were actually expenses incurred as a weatherization completion.

Cascade Natural Gas Corporation
Exhibit A

Summary of Annual Program Results
OREGON LOW INCOME BILL ASSISTANCE PROGRAM

	<u>2005-2012</u>	<u>2011-2012</u>	<u>2010-2011</u>	<u>2009-2010</u>	<u>2008-2009</u>	<u>2007-2008</u>	<u>2006-2007</u>	<u>2005-2006</u>
No. Customers Served	1,700	181	271	385	358	244	261	N/A
Average pledge (excluding administration)	\$ 267	\$ 268	\$ 238	\$ 330	\$ 248	\$ 227	\$ 260	\$ N/A
Revenues:								
Balance from Prior Year		\$ 35,987	\$ 54,980	\$ 131,741	\$ 21,991	\$ 15,231	\$ 32,371	\$ N/A
Program Year Revenues	\$ 516,863	\$ 45,775	\$ 52,165	\$ 54,845	\$ 203,807	\$ 68,727	\$ 57,320	\$ 34,224
Accrued Interest	\$ 23,850	\$ 87	\$ 5,407	\$ 5,741	\$ 8,425	\$ 1,144	\$ 2,656	\$ 390
Total Available Funds	\$ 540,713	\$ 81,849	\$ 112,553	\$ 192,326	\$ 234,224	\$ 85,102	\$ 92,347	\$ 34,613
Payments to Agencies:								
To Customers	\$ 454,180	\$ 48,540	\$ 64,601	\$ 126,952	\$ 88,783	\$ 55,450	\$ 67,838	\$ 2,018
To Agencies	\$ 64,395	\$ 10,468	\$ 12,668	\$ 10,394	\$ 13,700	\$ 7,661	\$ 9,279	\$ 225
Total Payments	\$ 518,575	\$ 59,008	\$ 77,270	\$ 137,346	\$ 102,483	\$ 63,111	\$ 77,116	\$ 2,243
Ending Balance in OLIBA Account	\$ 22,841	\$ 22,841	\$ 35,283	\$ 54,980	\$ 131,741	\$ 21,991	\$ 15,231	\$ 32,371
% Available Funds Used:								
Payments to Customers	84.0%	59.3%	57.4%	66.0%	37.9%	65.2%	73.5%	
Payments to Agencies	11.9%	12.8%	11.3%	5.4%	5.8%	9.0%	10.0%	
Total	95.9%	72.1%	68.7%	71.4%	43.8%	74.2%	83.5%	

Cascade Natural Gas Corporation

Annual Report 2011-2012

OLIBA (Oregon Low Income Bill Assistance)

Program To Date Summary	Revenues			Expenditures			
	Revenues	Interest	Total Revenues	Customer Payments	Agency Payments	Total Expenditures	
	\$ 516,862.25	\$ 23,850.02	\$ 540,712.27	\$ (454,180.43)	\$ (64,394.58)	\$ (518,575.01)	

2011-2012 REPORTING PERIOD		Revenues			Expenditures			
Month	Beginning Balance	Monthly Program Revenues	Interest	Total Revenues Balance	Payments to Customers	Payments to Agencies	Total Expenditures	
2011								
October	35,986.85	\$ 3,319.14	\$ 259.41	\$ 39,565.40	\$ (8,247.59)	\$ -	(8,247.59)	31,317.81
November	31,317.81	\$ 9,672.55	\$ 48.08	\$ 41,038.44	\$ (1,534.69)	\$ (1,370.58)	(2,905.27)	38,133.17
December	38,133.17	\$ 3,346.72	\$ 52.10	\$ 41,531.99	\$ (5,126.00)	\$ (1,859.12)	(6,985.12)	34,546.87
2012								
January	34,546.87	\$ 7,455.35	\$ 51.38	\$ 42,053.60	\$ (1,113.00)	\$ (1,025.20)	(2,138.20)	39,915.40
February	39,915.40	\$ 5,215.89	\$ 55.86	\$ 45,187.15	\$ (10,681.00)	\$ (222.60)	(10,903.60)	34,283.55
March	34,283.55	\$ 5,652.67	\$ 53.14	\$ 39,989.36	\$ (4,595.00)	\$ (2,136.19)	(6,731.19)	33,258.17
April	33,258.17	\$ 3,088.40	\$ (635.38)	\$ 35,711.19	\$ (2,130.19)	\$ (919.00)	(3,049.19)	32,662.00
May	32,662.00	\$ 2,106.70	\$ 38.63	\$ 34,807.33	\$ (7,816.00)	\$ (426.04)	(8,242.04)	26,565.29
June	26,565.29	\$ 1,907.93	\$ 40.37	\$ 28,513.59	\$ (929.00)	\$ (1,563.20)	(2,492.20)	26,021.39
July	26,021.39	\$ 1,069.78	\$ 43.56	\$ 27,134.73	\$ (889.31)	\$ (131.80)	(1,021.11)	26,113.62
August	26,113.62	\$ 1,572.04	\$ 42.98	\$ 27,728.64	\$ (1,826.00)	\$ (168.00)	(1,994.00)	25,734.64
September	25,734.64	\$ 1,368.13	\$ 36.57	\$ 27,139.34	\$ (3,652.00)	\$ (646.29)	(4,298.29)	22,841.05
2011-2012 Total		\$ 45,775.30	\$ 86.70	\$ 45,862.00	\$ (48,539.78)	\$ (10,468.02)	(59,007.80)	22,841.05

2010-2011 REPORTING PERIOD		Revenues			Expenditures			
Month	Beginning Balance	Monthly Program Revenues	Interest	Total Revenues Balance	Payments to Customers	Payments to Agencies	Total Expenditures	
2010								
October	54,980.39	\$ 3,349.85	\$ 394.94	\$ 58,725.18	\$ (2,094.79)	\$ -	(2,094.79)	56,630.39
November	56,630.39	\$ 6,640.38	\$ 388.93	\$ 63,659.70	\$ (4,552.00)	\$ -	(4,552.00)	59,107.70
December	59,107.70	\$ 7,641.11	\$ 404.99	\$ 67,153.80	\$ -	\$ -	-	67,153.80
2011								
January	67,153.80	\$ 8,121.73	\$ 458.13	\$ 75,733.66	\$ (662.70)	\$ -	(662.70)	75,070.96
February	75,070.96	\$ 6,728.67	\$ 462.42	\$ 82,262.05	\$ (4,067.94)	\$ -	(4,067.94)	78,194.11
March	78,194.11	\$ 5,346.11	\$ 545.87	\$ 84,086.09	\$ (4,026.00)	\$ -	(4,026.00)	80,060.09
April	80,060.09	\$ 4,861.68	\$ 548.49	\$ 85,470.26	\$ (11,535.60)	\$ -	(11,535.60)	73,934.66
May	73,934.66	\$ 2,842.50	\$ 520.81	\$ 77,297.97	\$ (3,414.00)	\$ -	(3,414.00)	73,883.97
June	73,883.97	\$ 2,361.45	\$ 509.29	\$ 76,754.71	\$ (16,350.41)	\$ -	(16,350.41)	60,404.30
July	60,404.30	\$ 1,389.22	\$ 437.19	\$ 62,230.71	\$ (8,809.12)	\$ -	(8,809.12)	53,421.59
August	53,421.59	\$ 1,465.18	\$ 390.19	\$ 55,276.96	\$ (6,464.63)	\$ -	(6,464.63)	48,812.33
September	48,812.33	\$ 1,417.48	\$ 345.68	\$ 50,575.49	\$ (2,624.00)	\$ (12,668.43)	(15,292.43)	35,283.06
2010-2011 Total		\$ 52,165.36	\$ 5,406.93	\$ 57,572.29	\$ (64,601.19)	\$ (12,668.43)	(77,269.62)	35,283.06

2010-2011 REPORTING PERIOD		Revenues			Expenditures			
Month	Beginning Balance	Monthly Program Revenues	Interest	Total Revenues Balance	Payments to Customers	Payments to Agencies	Total Expenditures	
2009								
October	131,741.03	\$ 4,912.43	\$ 942.85	\$ 137,596.31	\$ (1,880.00)	\$ (745.81)	(2,625.81)	134,970.50
November	134,970.50	\$ 6,102.32	\$ 838.41	\$ 141,911.23	\$ (13,240.00)	\$ (1,328.25)	(14,568.25)	127,342.98
December	127,342.98	\$ 10,382.94	\$ 620.24	\$ 138,346.16	\$ (39,423.00)	\$ (129.40)	(39,552.40)	98,793.76
2010								
January	98,793.76	\$ 6,846.49	\$ 501.25	\$ 106,141.50	\$ (24,328.00)	\$ -	(24,328.00)	81,813.50
February	81,813.50	\$ 6,309.25	\$ 342.03	\$ 88,464.78	\$ (21,114.00)	\$ (4,991.92)	(26,105.92)	62,358.86
March	62,358.86	\$ 5,120.47	\$ 401.13	\$ 67,880.46	\$ (5,461.49)	\$ -	(5,461.49)	62,418.97
April	62,418.97	\$ 4,499.80	\$ 328.81	\$ 67,247.58	\$ (13,964.01)	\$ (705.60)	(14,669.61)	52,577.97
May	52,577.97	\$ 3,246.38	\$ 315.54	\$ 56,139.89	\$ (5,453.00)	\$ (1,294.65)	(6,747.65)	49,392.24
June	49,392.24	\$ 2,248.28	\$ 331.95	\$ 51,972.47	\$ (586.00)	\$ -	(586.00)	51,386.47
July	51,386.47	\$ 1,273.78	\$ 367.38	\$ 53,027.61	\$ -	\$ -	-	53,027.61
August	53,027.61	\$ 1,860.08	\$ 384.17	\$ 55,271.86	\$ (1,276.00)	\$ -	(1,276.00)	53,995.86
September	53,995.86	\$ 2,042.30	\$ 366.83	\$ 56,404.99	\$ (226.00)	\$ (1,198.60)	(1,424.60)	54,980.39
2009-2010 Total		\$ 54,844.50	\$ 6,740.59	\$ 60,585.09	\$ (126,951.50)	\$ (10,394.23)	(137,345.73)	54,980.39

2008-2009 REPORTING PERIOD		Revenues			Expenditures			
Month	Beginning Balance	Monthly Program Revenues	Interest	Total Revenues Balance	Payments to Customers	Payments to Agencies	Total Expenditures	
2008								

October	21,991.14	\$ 16,596.42	\$ 121.43	\$ 38,708.99	\$ (318.00)	\$ -	(318.00)	38,390.99
November	38,390.99	\$ 23,602.82	\$ 157.03	\$ 62,150.84	\$ (5,389.00)	\$ -	(5,389.00)	56,761.84
December	56,761.84	\$ 42,309.01	\$ 276.65	\$ 99,347.50	\$ (4,132.59)	\$ -	(4,132.59)	95,214.91
2009								
January	95,214.91	\$ 43,053.62	\$ 452.85	\$ 138,721.38	\$ (6,499.00)	\$ (196.50)	(6,695.50)	132,025.88
February	132,025.88	\$ 31,296.49	\$ 626.78	\$ 163,949.15	\$ (4,656.00)	\$ (2,800.30)	(7,456.30)	156,492.85
March	156,492.85	\$ 32,823.10	\$ 880.14	\$ 190,196.09	\$ (16,298.00)	\$ (1,012.52)	(17,310.52)	172,885.57
April	172,885.57	\$ 3,772.76	\$ 939.55	\$ 177,597.88	\$ (16,792.00)	\$ (2,955.00)	(19,747.00)	157,850.88
May	157,850.88	\$ 3,186.51	\$ 1,148.38	\$ 162,185.77	\$ (160.00)	\$ -	(160.00)	162,025.77
June	162,025.77	\$ 1,760.24	\$ 952.74	\$ 164,738.75	\$ (21,741.20)	\$ (5,059.32)	(26,800.52)	137,938.23
July	137,938.23	\$ 1,641.97	\$ 984.44	\$ 140,564.64	\$ (3,298.00)	\$ (413.00)	(3,711.00)	136,853.64
August	136,853.64	\$ 1,739.88	\$ 965.63	\$ 139,559.15	\$ (2,447.00)	\$ (403.00)	(2,850.00)	136,709.15
September	136,709.15	\$ 2,024.24	\$ 919.79	\$ 139,653.18	\$ (7,052.15)	\$ (860.00)	(7,912.15)	131,741.03
2008-2009 Total		\$ 203,807.06	\$ 8,425.41	\$ 212,232.47	\$ (88,782.94)	\$ (13,699.64)	(102,482.58)	131,741.03

2007-2008 REPORTING PERIOD				Revenues			Expenditures			Ending Balance
Month	Beginning Balance	Monthly Program Revenues	Interest	Total Revenues Balance	Payments to Customers	Payments to Agencies	Total Expenditures			
2007										
October	15,230.64	\$ 4,479.23	\$ 87.04	\$ 19,796.91	\$ (2,103.09)	\$ -	(2,103.09)	17,693.82		
November	17,693.82	\$ 7,744.96	\$ 100.58	\$ 25,539.36	\$ (342.96)	\$ (313.80)	(656.76)	24,882.60		
December	24,882.60	\$ 8,918.20	\$ 137.65	\$ 33,938.45	\$ (1,276.04)	\$ -	(1,276.04)	32,662.41		
2008										
January	32,662.41	\$ 10,940.63	\$ 143.89	\$ 43,746.93	\$ (7,456.00)	\$ -	(7,456.00)	36,290.93		
February	36,290.93	\$ 7,625.39	\$ 56.56	\$ 43,972.88	\$ (17,712.00)	\$ (2,858.85)	(20,570.85)	23,402.03		
March	23,402.03	\$ 7,227.17	\$ 99.93	\$ 30,729.13	\$ (4,085.34)	\$ (886.15)	(4,971.49)	25,757.64		
April	25,757.64	\$ 5,162.01	\$ 88.93	\$ 31,008.58	\$ (7,992.38)	\$ (522.27)	(8,514.65)	22,493.93		
May	22,493.93	\$ 3,071.93	\$ 93.35	\$ 25,659.21	\$ (6,543.03)	\$ -	(6,543.03)	19,116.18		
June	19,116.18	\$ 2,083.27	\$ 90.55	\$ 21,290.00	\$ (1,760.00)	\$ (2,658.44)	(4,418.44)	16,871.56		
July	16,871.56	\$ 1,556.94	\$ 72.98	\$ 18,501.48	\$ (5,478.00)	\$ (183.20)	(5,661.20)	12,840.28		
August	12,840.28	\$ 1,770.64	\$ 82.82	\$ 14,693.74	\$ (401.00)	\$ (238.00)	(639.00)	14,054.74		
September	14,054.74	\$ 8,146.40	\$ 90.00	\$ 22,291.14	\$ (300.00)	\$ -	(300.00)	21,991.14		
2007-2008 Total		\$ 68,726.77	\$ 1,144.28	\$ 69,871.05	\$ (55,449.84)	\$ (7,660.71)	(63,110.55)	21,991.14		

2006-2007 REPORTING PERIOD				Revenues			Expenditures			Ending Balance
Month	Beginning Balance	Monthly Program Revenues	Interest	Total Revenues Balance	Payments to Customers	Payments to Agencies	Total Expenditures			
2006										
October	32,370.76	\$ 3,678.74	\$ 225.38	\$ 36,274.88	\$ -	\$ -	-	36,274.88		
November	36,274.88	\$ 7,473.41	\$ 268.03	\$ 44,016.32	\$ (1,300.00)	\$ -	(1,300.00)	42,716.32		
December	42,716.32	\$ 8,667.83	\$ 279.36	\$ 51,663.51	\$ (3,915.00)	\$ -	(3,915.00)	47,748.51		
2007										
January	47,748.51	\$ 10,482.64	\$ 316.45	\$ 58,547.60	\$ (4,475.00)	\$ (880.00)	(5,355.00)	53,192.60		
February	53,192.60	\$ 7,390.39	\$ 307.52	\$ 60,890.51	\$ (12,595.90)	\$ (526.00)	(13,121.90)	47,768.61		
March	47,768.61	\$ 5,472.94	\$ 223.59	\$ 53,465.14	\$ (18,740.00)	\$ (1,833.00)	(20,573.00)	32,892.14		
April	32,892.14	\$ 4,348.81	\$ 223.97	\$ 37,464.92	\$ (3,278.00)	\$ -	(3,278.00)	34,186.92		
May	34,186.92	\$ 2,809.73	\$ 231.14	\$ 37,227.79	\$ (4,624.96)	\$ -	(4,624.96)	32,602.83		
June	32,602.83	\$ 1,727.76	\$ 206.29	\$ 34,536.88	\$ (4,629.55)	\$ (579.91)	(5,209.46)	29,327.42		
July	29,327.42	\$ 1,482.15	\$ 175.79	\$ 30,985.36	\$ (2,335.00)	\$ (2,111.00)	(4,446.00)	26,539.36		
August	26,539.36	\$ 1,677.19	\$ 113.64	\$ 28,330.19	\$ (7,636.52)	\$ (2,582.80)	(10,219.32)	18,110.87		
September	18,110.87	\$ 2,107.99	\$ 85.32	\$ 20,304.18	\$ (4,307.70)	\$ (765.84)	(5,073.54)	15,230.64		
2006-2007 Total		\$ 57,319.58	\$ 2,656.48	\$ 59,976.06	\$ (67,837.63)	\$ (9,278.55)	(77,116.18)	15,230.64		

2005-2006 REPORTING PERIOD				Revenues			Expenditures			Ending Balance
Month	Beginning Balance	Monthly Program Revenues	Interest	Total Revenues Balance	Payments to Customers	Payments to Agencies	Total Expenditures			
May	0.00	\$ 8,725.53	\$ -	\$ 8,725.53	\$ -	\$ -	-	8,725.53		
June	8,725.53	\$ 6,838.61	\$ 17.19	\$ 15,581.33	\$ (2,017.55)	\$ (225.00)	(2,242.55)	13,338.78		
July	13,338.78	\$ 5,589.08	\$ 73.30	\$ 19,001.16	\$ -	\$ -	-	19,001.16		
August	19,001.16	\$ 5,386.60	\$ 126.18	\$ 24,513.94	\$ -	\$ -	-	24,513.94		
September	24,513.94	\$ 7,683.86	\$ 172.96	\$ 32,370.76	\$ -	\$ -	-	32,370.76		
2005-2006 Total		\$ 34,223.68	\$ 389.63	\$ 34,613.31	\$ (2,017.55)	\$ (225.00)	(2,242.55)	32,370.76		