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July 23, 2020

Mr. Mark L. Johnson
Executive Director and Secretary
Washington Utilities & Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

Re: U-200281 Workshop, Cascade Natural Gas Response to COVID-19

Dear Mr. Johnson:

Cascade Natural Gas Corporation (Cascade) is providing this communication to the Commission in response to COVID-19 pandemic workshop conversations. On March 16, 2020, Cascade voluntarily suspended sending disconnect notices and disconnecting service for non-payment. In addition, effective with April bill statements, late payment fees were suspended on all past due amounts. Cascade is extending the suspension of these processes through September 30, 2020, or until the Commission provides COVID-19 guidance on timelines and processes.

Cascade continues to utilize various communication methods, such as, but not limited to, social media, radio, call- or text- or email-notifications, bill inserts and onserts, Cascade's website, and CAA partnerships to inform customers in both English and Spanish that are having difficulty making payments with the sole purpose of educating customers on both energy and financial assistance options available to them. To help facilitate outreach, Cascade established a special task force to make outbound calls in response to emails coming in from customers who expressed concern about paying their bills due to impacts from COVID-19. This personal contact again gives Cascade the opportunity to educate our customers on both energy and financial assistance options available to them.

Lastly, Cascade has enhanced payment arrangements guidelines to allow up to 12 months to pay a past due balance and established a new HEART grant that provides up to \$400 maximum grant for customers who are past due and unable to pay due to COVID-19; these are in addition to other existing and newly established grant and assistance programs available.

If you have any questions regarding this filing, please contact Michael Parvinen at (509)-734-4593.

Sincerely,

/s/ Michael Parvinen

Michael Parvinen
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