



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

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August 17, 2021

Mark L. Johnson, Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. SW
P. O. Box 47250
Olympia, Washington 98504-7250

RE: *Washington Utilities & Transp. Comm'n v. Northwest Natural Gas Company*
Docket UG-181053

Dear Mr. Johnson:

On October 21, 2019, the Washington Utilities and Transportation Commission (Commission) entered Order 06 Final Order Adopting Joint Settlement Agreement (Order 06) in the above-referenced docket. Order 06, among other things, required Northwest Natural Gas (NW Natural or Company) to present an action plan to improve the Gas Residential Energy Assistance Tariff (GREAT) program by July 1, 2020. Order 06 set goals for the advisory group to keep customers connected to service, provide energy assistance to more customers, lower energy burden of GREAT program participants, collect more data, and inform policy discussions.¹ On June 25, 2020, the Washington Utilities and Transportation Commission (Commission) entered Order 07 Granting Petition and Approving Extension for Low-Income Rate Assistance Program Compliance Filing (Order 07) in the above-referenced docket. Order 07, granted NW Natural permission to extend the compliance deadline from July 1, 2020 to April 1, 2021.

On April 1, 2021, NW Natural filed with the Commission its action plan to improve the GREAT program. The Company's action plan details how it will increase low-income eligibility, design a communications and outreach plan, establish a COVID-19 Program, examine future development of an Arrearage Management Plan, and complete a low-income evaluation study. The Company consulted the GREAT Advisory Group in developing the action plan.

Commission Staff (Staff) reviewed the compliance filing provided by NW Natural dated April 1,

¹ *Wash. Utils. & Transp. Comm'n v. Northwest Natural Gas Company.*, Docket UG-181053, Order 06, ¶85 (October 21, 2019).

2021 and finds that it contains sufficient detail with respect to the goals set in Order 06. Therefore, Staff believes that the filing complies with the Commission's Order 06 and 07, respectively.

Sincerely,

Molly Brewer
Regulatory Analyst
Energy Regulation