

RULE 20

CASCADE ARREARAGE RELIEF ENERGY SAVINGS (CARES) PROGRAM

APPLICATION FOR CARES

Customers or household members may apply for the program by calling an Agency, meeting with an Agency, or completing the online application found on www.cngc.com, which can either be printed and mailed or submitted electronically. Applications submitted on the Company's website will be provided to the agencies for processing.

DECLARED INCOME VERIFICATION PROCESS

Customers may qualify for service under this rule by declaring that their household is low income. The Company may randomly select up to five percent (5%) of customers, who enrolled by declaring their low-income status, for post-enrollment verification of their declared income.

If a customer selected for income verification fails to provide timely documentation of income, they may be removed from the program but will not be required to reimburse the Company for any discounts received prior to removal.

If a customer who has been removed from CARES for failing to verify their household income provides the Agency documentation verifying income within 60 days after being removed from the program, the Company will reenroll the customer into CARES and will credit the customer's account for the discount the customer would have received had the customer not been removed from the program.

TERM

Qualifying customers are enrolled in CARES for twenty-four (24) months, after which time it is the customer's responsibility to reapply for continued service in this program by contacting an Agency or submitting a completed application form found on the Company's website. The twenty-four-month term restarts the full billing month after the complete expenditure of a newly applied federal or state credit (e.g., LIHEAP) on the customer's account or upon the application of a new Winter Help credit. The Company will notify the customer prior to the end of their term of service in the CARES Program.

PROGRAM YEAR

The program year is a 12-month period starting October 1 of each year.

PROGRAM COSTS

Program costs, including discounted amounts, outstanding arrearage relief amounts, program delivery, and marketing, will be tracked for collection through Schedule 592, CARES Cost Recovery.

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ADVISORY GROUP

An Advisory Group consisting of key stakeholders, including Public Counsel, Commission Staff, the Energy Project, NW Energy Coalition, Cascade, and representatives from each of the Agencies, will discuss and provide advice to the Company on program-related matters. This includes identifying and reviewing data necessary to design the program and meet the following goals: reduce customers' energy burden, keep customers connected to energy service, provide energy assistance to more customers than are currently served, collect data necessary to assess program effectiveness and inform ongoing policy discussions, and maximize the use of funding for energy assistance from government sources, e.g., LIHEAP. The advisory group will hold meetings at least twice a year via teleconference or in person. While the advisory group can offer guidance and suggestions, the Company is not bound to follow their recommendations when submitting proposals or tariff changes to the Commission.

ENERGY DISCOUNT TERMS AND CONDITIONS

1. The energy discount offered under CARES will not be prorated upon initiation of service but will begin at the start of the first full billing month after the customer has qualified for the program.
2. A customer receiving a bill discount may still be eligible to apply for other available financial assistance programs, such as LIHEAP and Winter Help. However, when state or federal financial assistance is applied (e.g., LIHEAP), the customer's enrollment in CARES will be temporarily suspended until the grant is fully utilized. Once the grant is exhausted, the customer will resume service in CARES at the beginning of the next full billing month and service will resume for a 24-month term. These provisions are not applicable to non-governmental, third-party payments such as those from friends, relatives, or churches.

ARREARAGE RELIEF TERMS AND CONDITIONS

1. The arrearage relief percentage is an upfront, irrevocable credit applied to the customer's bill within a few business days of qualifying for the program.
2. A customer who receives partial arrearage relief may be placed on a time payment arrangement (TPA) for up to 24 months to pay their remaining past due balance. The unpaid balance will be billed in equal amounts over the term of the TPA.
3. A customer may receive up to \$1,000 of arrearage relief once every twenty-four (24) months.
4. Payment credits or grants received, such as those from LIHEAP or Winter Help, will be applied to a full, non-discounted arrearage before any benefits from this program are applied.

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