

**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](http://www.cngc.com), which can either be printed and mailed or submitted electronically. A customer may also ask the Company or an Agency to mail a hardcopy application to their residence. Applications submitted on the Company's website or received via mail 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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Issued by **CASCADE NATURAL GAS CORPORATION**

By:  Lori A. Blattner

Director, Regulatory Affairs

**SCHEDULE 303  
WASHINGTON ENERGY ASSISTANCE FUND (WEAF) PROGRAM**

\*\*\*\*\*Service on this Schedule is Not Available after September 30, 2023\*\*\*\*\*

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**PROGRAM ADMINISTRATION (continued)**

- 3) The Agency has executed a contract with the Company establishing roles and responsibilities consistent with this Schedule. Failure to comply with requirements in the contract may result in termination from the role of program administrator.

**WEAF FUNDING**

Eligible WEAF customers may receive a WEAF grant or grants totaling no more than \$625 WEAF per household per program year and no less than \$125 per household per program year; these changes apply to the entire program year. In no instance will the Company accept a WEAF grant or grants when the customer's account has an existing credit equal to or greater than \$300 where that credit is solely from a charitable grant or grants such as WEAF, LIHEAP, and Winter Help.

A qualifying customer who has received a WEAF grant who moves and re-establishes service within the Company's Washington service territory within ten business days may have the credit balance from the grant(s) transferred to the account for the new service address.

In no instance shall WEAF grants or credits on an account attributed to a WEAF grant be paid in cash to a customer or any other household member.

**ADMINISTRATION FEES**

The Company will pay Agencies an administrative fee of \$75 per household qualified for a WEAF grant. One fee per household will be paid per program year.

**COMMUNITY-BASED ORGANIZATIONS COSTS**

The Company will fund community-based outreach programs and authorize a budget of \$73,000 in the first year and up to five percent of the annual WEAF program budget each year afterwards. This pilot will run for three years, which will allow the Company and its advisory group to collaborate, establish, and reevaluate the program.

**PROGRAM COSTS**

Program costs will be collected through Schedule 593. The Schedule 593 rate will be set annually to ensure collections for the program year budget plus any unspent funding from the prior year are no more than ~~\$1,531,200~~1,800,000 annually.

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