

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,

Complainant,

v.

CASCADE NATURAL GAS
CORPORATION,

Respondent.

DOCKET UG-240008

CASCADE NATURAL GAS CORPORATION

**SEVENTH EXHIBIT TO THE
DIRECT TESTIMONY OF DANIEL L. TILLIS**

March 29, 2024

WA Community Action Agency Quarterly Report to Cascade Natural Gas
CBO WEAFF Outreach Services

Please send to: shannon.steed@mdu.com

Organization: Opportunity Council

Completed by: Melissa Gong

Quarterly Period:

Jul/Aug/Sept 2023 (Due Oct 15, 2023)

Oct/Nov/Dec 2023 (Due Jan 15, 2024)

Jan/Feb/Mar 2024 (Due April 15, 2024)

Apr/May/June 2023 (Due July 15, 2023)

What CBOs did you partner with in the reporting quarter for the promotion of WEAFF?

We partnered with the Whatcom Council on Aging (Bellingham and Ferndale sites), World Relief, Blaine Community Action Program, Lighthouse Mission, Vamos Outdoor Project, and Goodwill.

Please list the WEAFF funds provided to each CBO for the reporting quarter. Please include the purpose/use of the funds – e.g., Outreach/Staffing, Event Cost, Printing, Food/Meals, etc.

We did not provide funds to CBOs this quarter because of the timing of when funds were received in May and funds were used to support agency personnel costs to engage in outreach.

Briefly describe examples of outreach activities conducted by the CBOs during the reporting quarter. – e.g., Workshops, Mailers, Meetings, etc. (in what languages?)

We attended community resource fairs in Ferndale and Bellingham focused specifically on the Senior population. Exchanged outreach materials with partners at community meetings including the Blaine CAP and Community Resource Network. In addition, we dropped off outreach materials at CBO's including Vamos Outdoors and World Relief.

Briefly describe any successes the CBOs had connecting people to WEAFF during the reporting quarter, including any data available on the number of referrals.

We received a lot of positive feedback from the Senior community about receiving services for their CNG bills. We provided information about CNG services available and many of the connections we made in June 2023 were with new organizations who were not aware of these services. This allowed us to connect with new client populations including non-English speaking populations. We also solicited feedback from these new organizations, and as a result we were able to make changes to our website which included simplifying the language about programs and expanding language capacities on the webpage and in our printed materials.

Please provide any insight available into communities served by the CBOs during the quarter funds – e.g., Demographics reached, Strategies tried and results, Feedback provided, etc.

We engaged specifically with CBO's who have connections with Seniors, Spanish, Ukrainian, and Punjabi speaking clients. We received feedback from our Senior population partners that Seniors were served well and were satisfied with services. Our non-English speaking partners provided us with feedback on how to improve our webpage to make our services more accessible for people who do not speak English as their first language. In addition, we made changes to make the navigation of our webpage easier for those who are not as familiar with technology. Finally, we expanded our webpage translations to include Punjabi and Ukrainian based on the feedback from partners.

What additional help/resources do you need to enhance or improve CBO outreach?

We would appreciate having access to materials in the following languages: Spanish, Ukrainian, Russian, Punjabi, Arabic, Vietnamese, Korean, and ASL videos.

WA Community Action Agency Quarterly Report to Cascade Natural Gas
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Please send to: shannon.steed@mdu.com

Organization: Chelan-Dougal Community Action Council

Completed by: Vern Gurnard – Program Director EAP & WX

Quarterly Period:

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What CBOs did you partner with in the reporting quarter for the promotion of WEAFF?

We have recruited a person through AmeriCorps and is starting training for the CNG-CBO position the week of 10/3/2023 and will begin outreach the following week.

Please list the WEAFF funds provided to each CBO for the reporting quarter. Please include the purpose/use of the funds – e.g., Outreach/Staffing, Event Cost, Printing, Food/Meals, etc.

The AmeriCorps position has been secured so we will give them \$5,000.00 for the Stipend amount and use the balance for Mileage reimbursement and advertisement, Outreach Supplies.

Briefly describe examples of outreach activities conducted by the CBOs during the reporting quarter. – e.g., Workshops, Mailers, Meetings, etc. (in what languages?)

We will have our Outreach person take flyers and discuss what CNG has to offer them through the low-income program.

Briefly describe any successes the CBOs had connecting people to WEAFF during the reporting quarter, including any data available on the number of referrals.

N/A, we expect good results as our CBO person gets into the field promoting the program.

Please provide any insight available into communities served by the CBOs during the quarter funds – e.g., Demographics reached, Strategies tried and results, Feedback provided, etc.

We intend to reach our low-income people in a demographic area of Spanish, and Elderly people who live in the areas where Natural Gas is in use, as you know we have a very high area of low income that is on electricity because of our Utility presence in both counties we serve.

What additional help/resources do you need to enhance or improve CBO outreach?

N/A, thanks for the additional fund for PY 2024 to continue the CBO Program.

WA Community Action Agency Quarterly Report to Cascade Natural Gas
CBO WEAFF Outreach Services

Please send to: shannon.steed@mdu.com

Organization: Community Action of Skagit County

Completed by: Misty Velasquez

Quarterly Period:

Jul/Aug/Sept 2023 (Due Oct 15, 2023)

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Jan/Feb/Mar 2024 (Due April 15, 2024)

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What CBOs did you partner with in the reporting quarter for the promotion of WEAFF?

Evergreen Goodwill, Skagit County Housing Authority, The Skagit County Weatherization Program, DSHS, Boys and Girls Club, Skagit County Schools. Skagit County Fair,

Please list the WEAFF funds provided to each CBO for the reporting quarter. Please include the purpose/use of the funds – e.g., Outreach/Staffing, Event Cost, Printing, Food/Meals, etc.

We did not provide any funds to the CBO's we provided them with Flyers, and held meetings with them to give them the correct information on how to refer clients to the cares program. The funding was used for Swag to give out at resource fairs, Printing of Flyers, and staff time to do meetings and training on how to apply and what the program is and how it benefits the clients they serve.

Briefly describe examples of outreach activities conducted by the CBOs during the reporting quarter. – e.g., Workshops, Mailers, Meetings, etc. (in what languages?)

Resource day at the fair, so a booth was set up so we could talk to the public about upcoming program, Swag items to be handed out at Resource Fairs, Meetings were held to explain program to team members of the CBO's that work with community.

Briefly describe any successes the CBOs had connecting people to WEAFF during the reporting quarter, including any data available on the number of referrals.

We just started the new program year and have not had any time to gather referral information yet, We start seeing the general public in December for our appointments, but we have had a number of people calling and asking about the programs and when they can apply, the online applications are slowly coming in as people are learning they do not have to apply through us. We are completing any applications that come through us at this time. During the month of August and September we were very busy completing WEAFF files from applicants that were coming in due to referrals from some of the CBO's we are working with. We are working on a way to keep track of those referrals within our Database, but that is still being worked on by our Data Base Manager.

Please provide any insight available into communities served by the CBOs during the quarter funds – e.g., Demographics reached, Strategies tried and results, Feedback provided, etc.

I have not had the chance to contact the CBO's since the new season started, but I am planning on reaching out to them in November to provide new materials and talk about what we can do to support them and if they need anything we can provide to them to help them with the referrals they are giving for us.

I don't have any demographic information at this time.

What additional help/resources do you need to enhance or improve CBO outreach?

I would like to get a link to the 30 second voice ad so we can add that to our phone system for when clients are on hold, but I don't think I need anything more for CBO Outreach other than time at this moment, I will be working more on this in November as we are very crazy with our Senior outreach this month.

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Please send to: shannon.steed@mdu.com

Organization: Opportunity Council

Completed by: Melissa Gong

Quarterly Period:

Jul/Aug/Sept 2023 (Due Oct 15, 2023)

Oct/Nov/Dec 2023 (Due Jan 15, 2024)

Jan/Feb/Mar 2024 (Due April 15, 2024)

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What CBOs did you partner with in the reporting quarter for the promotion of WEAFF?

We partnered with Vamos Outdoors Project, Immigrant Resources & Immediate Support (IRIS), The Chardi Kala Project, World Relief, Mercy Housing, The Lighthouse Mission, Bellingham Public Library, Ferndale School District, Blaine School District, Lynden Public Schools, Goodwill Job Training & Education.

Please list the WEAFF funds provided to each CBO for the reporting quarter. Please include the purpose/use of the funds – e.g., Outreach/Staffing, Event Cost, Printing, Food/Meals, etc.

We are currently working with CBOs on agreements and will have funds to CBOs to report next quarter.

Briefly describe examples of outreach activities conducted by the CBOs during the reporting quarter. – e.g., Workshops, Mailers, Meetings, etc. (in what languages?)

We participated in outreach at Bellingham Public Library, Mercy Housing locations, and at school district led community resource fairs. We also attended Community Resource Network meetings where we exchanged outreach materials with community members and other organizations. Additionally, we dropped off printed outreach materials at CBO's including The Chardi Kala Project, World Relief, and IRIS in English, Spanish, Russian, Ukrainian, and Punjabi.

Briefly describe any successes the CBOs had connecting people to WEAFF during the reporting quarter, including any data available on the number of referrals.

We provided information about CNG services such as the CARES program and highlighted the online application process that makes it easier for qualifying households to access financial assistance. In addition, we made connections with low-income families and individuals at outreach events who were not previously aware of CNG services for bill payment assistance.

Please provide any insight available into communities served by the CBOs during the quarter funds – e.g., Demographics reached, Strategies tried and results, Feedback provided, etc.

We engaged in outreach with CBO's who have connections with seniors, low-income families, and Spanish, Ukrainian, Russian, and Punjabi speaking clients. We received positive feedback regarding translated outreach material and the CARES program particularly from CBOs who work with non-English speaking households. We also met with CBOs to brainstorm collaborative methods in resource sharing to promote programs with historically underserved populations such as hosting in office workshops, assist with scheduling, and assist with filling out application forms.

What additional help/resources do you need to enhance or improve CBO outreach?

We would appreciate having access to materials and CARES program flyers in the following languages: Spanish, Ukrainian, Russian, Punjabi, Arabic, Vietnamese, Korean and ASL videos.

WA Community Action Agency Quarterly Report to Cascade Natural Gas
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Please send to: shannon.steed@mdu.com

Organization: Community Action of Skagit County

Completed by: Misty Velasquez

Quarterly Period:

Jul/Aug/Sept 2023 (Due Oct 15, 2023)

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What CBOs did you partner with in the reporting quarter for the promotion of WEAFF?

Since we got the money in May, and our agency had to create a process for this we did not get a good start to working with CBO's until July.

Please list the WEAFF funds provided to each CBO for the reporting quarter. Please include the purpose/use of the funds – e.g., Outreach/Staffing, Event Cost, Printing, Food/Meals, etc.

We did not offer any CBO any funds at this time.

Briefly describe examples of outreach activities conducted by the CBOs during the reporting quarter. – e.g., Workshops, Mailers, Meetings, etc. (in what languages?)

There was one outreach activity that was through Goodwill On June 30th.

Briefly describe any successes the CBOs had connecting people to WEAFF during the reporting quarter, including any data available on the number of referrals.

Please provide any insight available into communities served by the CBOs during the quarter funds – e.g., Demographics reached, Strategies tried and results, Feedback provided, etc.

What additional help/resources do you need to enhance or improve CBO outreach?

WA Community Action Agency Quarterly Report to Cascade Natural Gas
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Please send to: shannon.steed@mdu.com

Organization: NCAC/YVFWC

Completed by: Jose Alvarez

Quarterly Period:

Jul/Aug/Sept 2023 (Due Oct 15, 2023)

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What CBOs did you partner with in the reporting quarter for the promotion of WEAFF?

The Yakima Valley Farm Workers Clinic system has an established communication resources to utilize for promotion. Further, we have partnered with local Spanish language radio station KDNA (Granger) for program promotion.

Please list the WEAFF funds provided to each CBO for the reporting quarter. Please include the purpose/use of the funds – e.g., Outreach/Staffing, Event Cost, Printing, Food/Meals, etc.

N/A.

Briefly describe examples of outreach activities conducted by the CBOs during the reporting quarter. – e.g., Workshops, Mailers, Meetings, etc. (in what languages?)

Our staff will be going to our area of service and post CARES program flyers in different public areas. During our mail list for LIHEAP, we will be mailing flyers to CNG customers.

Briefly describe any successes the CBOs had connecting people to WEAFF during the reporting quarter, including any data available on the number of referrals.

N/A.

Please provide any insight available into communities served by the CBOs during the quarter funds – e.g., Demographics reached, Strategies tried and results, Feedback provided, etc.

With our access to clinic resources and radio KDNA we are able to reach our Spanish speaking community.

What additional help/resources do you need to enhance or improve CBO outreach?

N/A

WA Community Action Agency Quarterly Report to Cascade Natural Gas
CBO CARES Outreach Services

Please send to: shannon.steed@mdu.com

Organization: CHELAN DOUGLAS COMMUNITY ACTION COUNCIL

Completed by: VERN GURNARD

Quarterly Period:

Jul/Aug/Sept 2023 (Due Oct 15, 2023)

Oct/Nov/Dec 2023 (Due Jan 15, 2024)

Jan/Feb/Mar 2024 (Due April 15, 2024)

Apr/May/June 2023 (Due July 15, 2023)

What CBOs did you partner with in the reporting quarter for the promotion of CARES?

We recruited a person through AmeriCorps (CDCAC), and started the CNG-CBO position the week of 10/3/2023 and we have been doing active outreach in both Chelan & Douglas County weekly.

Please list the CBO funds provided to each CBO for the reporting quarter. Please include the purpose/use of the funds – e.g., Outreach/Staffing, Event Cost, Printing, Food/Meals, etc.

The AmeriCorps position was secured at a Full Time Position 32 to 40 weekly, we gave AmeriCorps a total of \$10,000.00 for the Stipend amount and we are using the balance of money for Mileage reimbursement and Outreach Supplies.

Briefly describe examples of outreach activities conducted by the CBOs during the reporting quarter. – e.g., Workshops, Mailers, Meetings, etc. (in what languages?)

Our Outreach person goes to different Outreach locations daily, and takes Flyers and discusses what CNG has to offer them through the Low-Income program.

Briefly describe any successes the CBOs had connecting people to CARES during the reporting quarter, including any data available on the number of referrals.

We have had good results at our Outreach locations in the field promoting the program and letting people know that there is natural gas assistance available through the CNG Low-Income Program.

Please provide any insight available into communities served by the CBOs during the quarter funds – e.g., Demographics reached, Strategies tried and results, Feedback provided, etc.

We are reaching our Low-Income people in our demographic areas of Spanish and Elderly Population who live in the areas we serve where Natural Gas is in use, as it is well known in the areas we serve for Low-Income we have a high electricity base because of our Hydro Power Utility Agencies in both Chelan & Douglas Counties.

What additional help/resources do you need to enhance or improve CBO outreach?

N/A, Thanks for the additional funds for PY2024 to continue the CBO Program.

WA Community Action Agency Quarterly Report to Cascade Natural Gas
CBO CARES Outreach Services

Please send to: shannon.steed@mdu.com
Organization: Kitsap Community Resources
Completed by: Kandi Balandran

Quarterly Period:

Jul/Aug/Sept 2023 (Due Oct 15, 2023)
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What CBOs did you partner with in the reporting quarter for the promotion of CARES?

We have not worked with any other agencies, this quarter.

Please list the CBO funds provided to each CBO for the reporting quarter. Please include the purpose/use of the funds – e.g., Outreach/Staffing, Event Cost, Printing, Food/Meals, etc.

NA

Briefly describe examples of outreach activities conducted by the CBOs during the reporting quarter. – e.g., Workshops, Mailers, Meetings, etc. (in what languages?)

20 CARES applications have been sent out to clients that have applied for Energy Assistance. We have also hung a flyer in our waiting area along with the upstairs lobby. I have also sent out the flyer to other departments in our agency.

Briefly describe any successes the CBOs had connecting people to CARES during the reporting quarter, including any data available on the number of referrals.

We have had a handful of clients come in asking for the CARES application. A few have said that they had applied online.

Please provide any insight available into communities served by the CBOs during the quarter funds – e.g., Demographics reached, Strategies tried and results, Feedback provided, etc.

What additional help/resources do you need to enhance or improve CBO outreach?

WA Community Action Agency Quarterly Report to Cascade Natural Gas CBO WEAFF Outreach Services

Please send to: shannon.steed@mdu.com

Organization: Opportunity Council

Completed by: Allyson Halverson

Quarterly Period:

Jul/Aug/Sept 2023 (Due Oct 15, 2023)

Oct/Nov/Dec 2023 (Due Jan 15, 2024)

Jan/Feb/Mar 2024 (Due April 15, 2024)

Apr/May/June 2023 (Due July 15, 2023)

What CBOs did you partner with in the reporting quarter for the promotion of WEAFF?

We partnered with Vamos Outdoors Project, Immigrant Resources & Immediate Support (IRIS), The Chardi Kala Project, Mercy Housing, The Lighthouse Mission, Bellingham Public Library, and Maple Alley Inn's free meal events.

Please list the WEAFF funds provided to each CBO for the reporting quarter. Please include the purpose/use of the funds – e.g., Outreach/Staffing, Event Cost, Printing, Food/Meals, etc.

Funds were used to support agency personnel costs to participate in outreach events and working 1:1 with clients to provide information and support to engage in services.

Briefly describe examples of outreach activities conducted by the CBOs during the reporting quarter. – e.g., Workshops, Mailers, Meetings, etc. (in what languages?)

We participated in outreach at Bellingham Public Library, Mercy Housing locations, and at weekly free meal events. We also attended Community Resource Network meetings where we exchanged outreach materials with community members and other organizations from our region. We provided both The Chardi Kala Project and Vamos Outdoors Project with additional outreach materials for their events in English, Spanish, and Punjabi at their request.

Briefly describe any successes the CBOs had connecting people to WEAFF during the reporting quarter, including any data available on the number of referrals.

Our CBO's made connections with low-income and English as a second language, families and individuals, including seniors, at their outreach events who were not previously aware of CNG services for bill payment assistance. Specifically, our CBO's have been helping individuals understand their eligibility status and overcome any language barriers or technology barriers, so they are able to successfully complete their applications.

Please provide any insight available into communities served by the CBOs during the quarter funds – e.g., Demographics reached, Strategies tried and results, Feedback provided, etc.

We engaged in outreach via CBO's who have connections with seniors, low-income families/individuals, and Spanish, Ukrainian, Russian, and Punjabi speaking clients. We met again with CBOs to understand how their outreach efforts have been going and troubleshoot new ideas for continued outreach. Some CBO's have had their greatest success completing outreach at larger events they are attending/hosting, while others have found more success working 1:1 with individuals to complete applications. CBO's are leaning into the strategies that have been most successful for the populations they are working with.

What additional help/resources do you need to enhance or improve CBO outreach?

One of our CBO's voiced a need for paper applications available in Punjabi. They work with seniors who are not comfortable using a computer to complete applications and have language barriers.

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Please send to: shannon.steed@mdu.com

Organization: Community Action of Skagit County

Completed by: Misty Velasquez

Quarterly Period:

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What CBOs did you partner with in the reporting quarter for the promotion of CARES?

Skagit County Housing Authority & Weatherization Department.
Skagit County Schools
Senior services, Low-Income Senior Apartments,
Evergreen Goodwill

Please list the CBO funds provided to each CBO for the reporting quarter. Please include the purpose/use of the funds – e.g., Outreach/Staffing, Event Cost, Printing, Food/Meals, etc.

Wages for the Community Action staff to meet with CBO's, Swag for Outreach events, Printing costs for Materials, While partnering with the local schools they offered to let us come and meet with parents on back to school events, used funds to pay for staff time to go to these events.

Briefly describe examples of outreach activities conducted by the CBOs during the reporting quarter. – e.g., Workshops, Mailers, Meetings, etc. (in what languages?)

Referring current clients, customers to the Energy Assistance department at Community Action. Spanish and English flyers.
Did workshops with Senior Apartments in September and October to get seniors who are over income for LIHEAP to apply for the CARES BDR program We did the first ones with the senior apartments to train them on how to answer their customers questions.

Briefly describe any successes the CBOs had connecting people to CARES during the reporting quarter, including any data available on the number of referrals.

Schools will provide information to parents if they ask their resource officers for information, but the best way with schools is to build the relationship to allow us to come to their events. We reach the most diverse amount of families that may or may not be within the income guidelines for LIHEAP, so we can refer more people to the CNG Care programs.

Please provide any insight available into communities served by the CBOs during the quarter funds – e.g., Demographics reached, Strategies tried and results, Feedback provided, etc.

We have had great success with the schools referring households, and when we attended the back to school events we spoke to hundreds of households that did not know about the programs.

What additional help/resources do you need to enhance or improve CBO outreach?

Honestly we have enough resources at the moment with working with the CBO's I intend to do more outreach during February as we have been slammed due to being understaffed and trying to play catch up.