

Attachment A

Data Report for the Commission’s Open Meeting in May on Disconnection Moratorium

1. Energy Assistance Disbursement in April 2021

	New COVID Bill Assistance Programs			LIHEAP	Utility's Current Permanent Bill Assistance Program
	Automatic Grants	New Applications	Total		
Total Benefits					
Number of accounts					
Average Benefits					

See: UG-210145-CNGC-COVID-19-Data-Report-05.05.21

Please provide the electric and gas fund disbursement separately if applicable.

2. Past Due Balances as of April 30, 2021, (the same data as listed in Section J-8 of the Second Revised Staff Term Sheet approved in Order 02 in Docket U-200281) in a consistent format and at the same level of details with the report for the first quarter of 2021, and a calculation of the difference from data as of March 31, 2021.
- a. The number of customers by customer class with past-due balances (arrearages);
 - b. The amount of past-due balances, by customer class, that are 30, 60, 90, and more than 90 days past due, and the total amount of arrearages;
 - c. The amount of past-due balances for known low-income households that are 30, 60, 90, and more than 90 days past due, and the total amount of these arrearages;
 - d. The amount of past-due balances classified as uncollectible;
 - e. If different than item d, the amount of past-due balances written off and classified as bad debt; and
 - f. The number of customer accounts referred to collection agencies, the total amount of debt referred for collection, and total revenue to the company from the collection process.

See: UG-210145-CNGC-COVID-19-Data-Report-05.05.21

3. Long-term Payment Agreement, Arrearage Management Plans (AMPs), and debt relief in April 2021 (the same data as listed in Section J-4 of the Second Revised Staff Term Sheet approved in Order 02 in U-200281) in a consistent format and at the same level of details with the report for the first quarter of 2021, and a calculation of the difference from data as of March 31, 2021.
- a. The number of customers, by customer class, taking service at the beginning of the month during the period under existing long-term payment agreements;
 - b. The number of customers by customer class, completing long-term payment agreements in the month;

- c. The number of customers, by customer class, enrolling in new long-term payment agreements in the month; and
- d. The number of customers, by customer class, renegotiating long-term payment agreements in the month.

See: UG-210145-CNGC-COVID-19-Data-Report-05.05.21

- 4. Outreach activities in April 2021, both a narrative and the specific number of contacts the company made by phone, mail, email, etc.

During the month of April CNG utilized the following Outreach methods to communicate the availability of and details for our Big Heart Energy Assistance program:

Company Website (cngc.com) – The Big Heart information is posted on our main page with additional information available on our Energy Assistance page. This outreach is targeted to all customers. In April, 3,273 unique CNG customers visited the Energy Assistance page with 63 of those customers translating the page into Spanish and 11 into Korean. We are not able to distinguish between site visits from WA or OR customers.

Letters – Financial Hardship grant outreach letters were mailed to 12,196 WA customers with past due balances who had not received energy assistance in the past 24 months. 1,129 letters were also mailed to customers to advise they received the Automatic Grant.

Email – 6,551 WA customers with past due balances who had not received energy assistance in the past 24 months received a Financial Hardship grant email with a 45% open rate. 582 customers received an Automatic Grant email with a 59% open rate.

Social Media – Facebook and Twitter posts combined were viewed by 8,600 WA customers

Google Ads – The three different Google Ads that ran in April were viewed by 1,756 WA customers with a click through rate of 9.11%, which is far greater than the average of approximately 2%.

Automated outbound calls – Utilizing our IVR 1,826 WA customers with past due balances who had not received energy assistance in the past 24 months received an automated call providing information about the Financial Hardship grant. 21% of those customers answered the call and we left voicemail messages on 29% of the calls. 582 customers received an automated call advising they received the Automatic Grant, of which 29% answered and voicemail messages were left for 32%.

Manual outbound calls by CNG Credit and Collections Reps – 1,942 manual outbound calls were made to WA customers who are in the oldest arrears bucket. We were able to reach and approve grants for 225 of these customers while leaving a message for 1,717 customers.

Bill Onserts – During the month of April Big Heart onserts were placed on customer bills with past due balances when white space was available (typically about 90% of the time). At this time we are unable to determine the number of onserts placed on bills or the % of bills receiving a specific onset.