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May 23, 2014

Steven King, Executive Director & Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. S.W.
Olympia, Washington 98504-7250

Re: U-140632-Low Income Assistance Program Design
Cascade Natural Gas Responses to WUTC Questions

Dear Mr. King,

Cascade Natural Gas Corporation provides the attached responses to the Washington Utilities Transportation Commission's questions related to low income assistance program design, issued in the Opportunity to File Written Comments, served April 23, 2014, in Docket No. U-140632.

If you have any questions please don't hesitate to contact me at 509-734-4593.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mike Parvinen", with a long horizontal flourish extending to the right.

Mike Parvinen
Director, Regulatory Affairs

Attachments

1. A brief description of the company's low-income assistance program.

- a. Funding is provided by Cascade Natural Gas to the Washington Energy Assistance Fund (WEAF) to assist qualified low income customers with utility bill assistance. Disbursement of this fund is allocated to and administered by the low income agencies. Payment awards are determined by application and may be awarded a maximum of \$500.
- b. Winter Help is a Cascade Natural Gas donation program by customers. Customers may contribute to the fund and Cascade Natural Gas matches each dollar donated up to a total of \$37,000. Donation contributions are tax-deductible. Disbursement of this fund is allocated to and administered by the low income agencies. Payment awards are determined by application and may be awarded a maximum of \$350.

2. A description of how the company measures the success of its low-income assistance program.

Cascade Natural Gas measures the number of households that receive energy assistance and the average assistance pledge.

3. The total number of residential customers in the company's service territory, an estimate of the total number of low-income customers in the company's service territory, and the number of customers participating in the company's low-income assistance program for each of the last five program years.

Heating Season	Residential WA Customers	Estimate L-I Customers	Energy Assist	Energy Assist
			L-I Customers	L-I Customers
			<i>WEAF</i>	<i>Winter Help</i>
2010	170,539	?	1529	153
2011	172,384	?	1601	249
2012	174,029	?	1566	428
2013	176,609	?	2341	357
YTD 2014	176,446	?	1786	240

4. The number of customers who receive low-income assistance two or more years in a row, and the distribution of the number of years that assistance was received by those customers in each of the last five program years.

Of the past five years the chart below represents the number of customers in consecutive years of participation receiving energy assistance grants in both Cascade Natural Gas' WEAF and Winter Help programs.

Customers Receiving Payments by Year		
	WEAF	Winter Help
1 Year	3331	1694
2 Consecutive Years	1184	68
3 Consecutive Years	404	3
4 Consecutive Years	161	0
5 Consecutive Years	3	0

5. The number and proportion of low-income assistance customers who also receive low-income weatherization, and the total number of customers who received low-income weatherization in each of the last five program years.

Year	Wetherization Customers	Both Energy Assistance and Weatherization	
2009	55		
2010	112		
2011	84	34	40%
2012	84	35	42%
2013	84	17	20%

6. A spreadsheet or distribution curve of the monthly energy usage of low-income assistance recipients.

This search entails an account by account evaluation and as such Cascade Natural Gas has not obtained all the necessary data and chart in time for the submittal deadline. Cascade will continue to pull the data for later submittal.

7. Disconnection ratios for the past three years comparing total customer population with low-income assistance recipients. Please indicate the percentage of disconnected low-income assistance recipients whose service was restored because of low-income programs.

Cascade Natural Gas does not track specific low-income customer disconnection. The chart below represents the number of energy assistance pledges received to reconnect services.

Year	Recipients	Reconnects due to EA	% EA to Reconnect
2011	1601	218	14%
2012	1566	301	19%
2013	2341	399	17%