

SCHEDULE 304  
TEMPORARY COVID-19 RESIDENTIAL BILL ASSISTANCE PROGRAM

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**PURPOSE:**

Implement a temporary residential bill assistance program (“Big HEART grant” or “program”) to help with financial hardship due to the COVID-19 pandemic, as described in the “UTC Staff Proposed COVID-19 Response Term Sheet” in Docket U-200281. The Big HEART grant is intended to help alleviate bad debt accumulation on customer accounts.

**AVAILABILITY:**

Applies to any customer receiving natural gas service for domestic purposes under the Company’s Rate Schedule 503, general residential service, within the Company’s service territory, account carrying a past due balance, and who has a household income up to 200 percent (200%) of the Federal Poverty Level (“FPL”).

Eligible customers may receive a Big HEART grant by calling Cascade’s Customer Service at (888) 522-1130 during business hours (Monday – Friday, 7:30 A.M. – 6:30 P.M.).

**BIG HEART GRANT:**

Customers with a documented history of low-income program eligibility in which the customer has received energy assistance within the previous 24 months will automatically receive a Big HEART grant equal to the amount of their outstanding past due balance, not to exceed \$2,500 and not to result in an account credit. The Company will start in chronological order from oldest to most recent balance, plus administer these eligibility report starting April 2021 and periodically thereafter.

For customers who have not received energy assistance but express financial hardship to Cascade, either verbally or in written form, may qualify for the Big HEART grant. Cascade will work with customers to determine which payments or arrangements can be made before a grant credit is provided for the remaining balance. Any payments made by the customer will be deducted from the customer’s account balance to be paid with a Big HEART grant. Cascade will help direct the customer to seek additional assistance with their local agencies. Monthly income would be provided verbally by the customer where documentation is not required and shall be the combined current income amounts of all adult household members. The grant will be equal to the amount of their outstanding past due balance, not to exceed \$2,500 and not to result in an account credit.

**FUNDING:**

Funding to be distributed ~~at~~ is one and a half percent (1.5%) of the Company’s Washington retail revenues, not to be increased without prior WUTC approval, based on the Company’s Commission Basis Report in Docket UG-200393, which the amount is ~~\$23,473,709,250,875~~.

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**TERMS:**

The Big HEART program, as described above, will be in operation from April 2021 until the Company reaches its spending limit, or until the WUTC closes the program.

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Issued ~~March 1~~ October 15, 2021

Effective for Service on and after

~~April~~ November 1, 2021

Issued by **CASCADE NATURAL GAS CORPORATION**

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Director, Regulatory Affairs