

RULE 20

CASCADE ARREARAGE RELIEF ENERGY SAVINGS (CARES) PROGRAM

PURPOSE

The purpose of this rule is to define the parameters for applying an energy burden discount on a qualifying customer’s monthly gas bill and a one-time, up-front arrearage relief discount on a customer’s outstanding balance, if applicable.

AVAILABILITY

This rule applies to residential customers or household members of a dwelling served on Schedule 503, Residential Service Rate, who have declared that their household is low-income.

LOW-INCOME DEFINITION

A customer is considered low-income if their gross cumulative household income inclusive of deductions in alignment with the Low Income Home Energy Assistance Program (LIHEAP), for a specific timeframe within the last twelve months, extrapolated for twelve months, does not exceed 80% of the county’s area median income (AMI) or 200% Federal Poverty Level (FPL) for a household with the same number of occupants.

PROGRAM DELIVERY

The program will be administered by both the Company and the designated Agencies listed in the table below that already administer LIHEAP funds to Cascade’s customers and have executed agreements for program delivery with the Company.

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Agencies	
Blue Mountain Action Council	Kitsap Community Resources
Chelan-Douglas Community Action Council	Lower Columbia Community Action Program
Coastal Community Action Council	Northwest Community Action Program
Community Action Connections	Opportunities Industrialization Center of WA
Community Action Council of Lewis, Mason & Thurston Counties	Opportunity Council
Community Action of Skagit County	Snohomish County Human Services Department

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By: 

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CASCADE NATURAL GAS CORPORATION**First Revision of Sheet No. 20-A****Canceling**

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Original Sheet No. 20-A**RULE 20****CASCADE ARREARAGE RELIEF ENERGY SAVINGS (CARES) PROGRAM****APPLICATION FOR CARES**

Customers or household members may apply for the program by calling the Company or an Agency, meeting with an Agency, or completing the online application found on 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.

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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 the Company or an Agency, or by 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 shall make sufficient effort to notify the customer prior to the end of their term of service in the CARES Program. Customers will be provided with a mailed notice 60 and 30 days prior to the end of the customer's CARES term of service. In addition, the utility must provide an electronic copy of the notice, if the utility has such contact information for the customer and the customer has consented to electronic delivery of notices from the utility, at the time the utility mails or delivers the paper copy of the notice. Upon sending the second notice, the Company will also make at least two attempts to contact the customer by telephone.

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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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