

NORTHWEST NATURAL GAS COMPANY

WN U-6 Thirteenth Revision of Sheet viii
 Cancels Twelfth Revision of Sheet viii

TARIFF INDEX
 (continued)

Sheet Number

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NORTHWEST NATURAL GAS COMPANY

WN U-6

Original Sheet K.2

SCHEDULE K
COVID-19 ASSISTANCE PROGRAM (CAP)
(continued)

(N)

TERM

This Program shall continue through January 31, 2022, or until the Company reaches the spending limit, or until the Commission closes the Program.

GENERAL TERMS:

This Schedule is governed by its terms, the General Rules and Regulations contained in this Tariff, any other Schedules that by their terms or by the terms of this Schedule apply to service under this Schedule, and by all rules and regulations prescribed by regulatory authorities, as amended from time to time.

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WN U-6

Original Sheet K.1

**SCHEDULE K
COVID-19 ASSISTANCE PROGRAM (CAP)**

(N)

PURPOSE:

The purpose of this schedule is to implement the residential COVID-19 Assistance Program (CAP) consistent with Commission Order 02 in docket U-200281. The Order authorizes a Term Sheet that directs Utilities to establish a temporary COVID-19 assistance program to provide eligible residential customers, to include customers earning up to 200 percent (200%) of the Federal Poverty Level (FPL), with an annual maximum award amount of \$2,500 per household.

The CAP will be funded at an initial total amount of \$652,000, not to be increased without prior Commission approval. This amount represents one percent (1%) of the Company's 2019 Washington retail revenues.

ELIGIBILITY:

Residential customers taking service under Rate Schedule 2 of this Tariff and earning up to 200 percent (200%) of the FPL.

APPLICATION:

1. NW Natural will identify past-due customers who have received energy assistance since January 1, 2019 and will proactively apply CAP funds to those accounts to bring them current via auto-enrollment in the CAP. Proactive auto-enrollments may occur periodically based on customer need and availability of funds.
 - a. CAP grants will not exceed the customer's full account balance or the maximum annual award of \$2,500 per household. Any credit balance as a result of a CAP grant will not be refunded to the customer if the account is closed. Credit balances will be returned to the CAP for distribution to other customers. For purposes of this tariff, the first annual period begins on its effective date.
 - b. NW Natural will send each customer a letter informing them of the CAP funds being applied to their account, providing references for other available energy assistance and asking customers to contact the Company with any questions.
2. Customers not otherwise receiving a CAP grant in 1(a) will apply for energy assistance at their local agency to determine income eligibility and can receive CAP grants directly from NW Natural up to the maximum annual award of \$2,500 per household.
3. CAP grants can be applied to quotes for reconnection after a disconnection for non-payment or to a past due or full account balance on an active account.

SPECIAL CONDITIONS:

1. The Company will defer and seek recovery of all associated program costs, not otherwise included in rates, in accordance with Commission Order 02 in docket U-200281 and Order 01 in docket UG-200264.
2. In addition to the reporting requirements outlined in Commission Order 02 in docket U-200281, the Company will provide quarterly reporting on the amount of assistance that has been provided and the number of customers enrolled in the Program, and any additional reporting may be provided as determined by the Commission.

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