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June 21, 2024

Jeff Killip  
Executive Director and Secretary  
Washington Utilities & Transportation Commission  
P.O. Box 47250  
Olympia, WA 98504-7250

RE: UG-\_\_\_\_\_, CNGC Advice No. W24-06-01, Cascade Arrearage Relief and Energy Savings (CARES) program

Director Killip,

Cascade Natural Gas Corporation ("Cascade" or "Company") herewith submits to the Washington Utilities and Transportation Commission ("Commission") the following revisions to its Tariff WN U-3, stated to become effective with service on and after August 1, 2024:

First Revision of Sheet No. 20  
First Revision of Sheet No. 20-A

This filing revises Rule 20, Cascade Arrearage Relief Energy Savings (CARES) Program, to allow Cascade employees to enroll customers into its bill discount and arrearage relief program.

#### Background

Currently, Community Action agencies ("Agencies") exclusively administer CARES. The Company now seeks to broaden customers' enrollment options by sharing administrative responsibilities with the Agencies. Since Cascade's call center representatives speak to hundreds of customers a day, the Company has the resources and opportunities to enroll customers in CARES. This revision is one step Cascade is taking to achieve the aggressive CARES enrollment target of 12,000 customers or 20% program penetration by December 31, 2024, which the Commission adopted in Order No. 01, issued in UG-240141.

Cascade and its CARES Advisory Group designed CARES to be fully administered by Agencies to ensure customers were channeled toward the other assistance programs which Agencies administer, including the Low-Income Home Energy Assistance Program ("LIHEAP"). While this works for many customers who are familiar with their local Agencies, this change will add another avenue for enrollment for customers who call Cascade for service and self-identify as low income. The proposed revisions to Rule 20 will allow Cascade's call center representatives to enroll customers into CARES.

*In the Community to Serve®*

With this filing, Cascade is removing a barrier to enrollment for some customers. Parties in the CARES Advisory Group have agreed to co-administration as herein defined under the agreement that Cascade will continue to work with its CARES Advisory Group to develop a referral system to ensure customers that Cascade enrolls into CARES are referred to Agencies for other services, including LIHEAP, and to reconsider the Agencies' compensation.

As a courtesy, Cascade includes legislative tariffs which show the proposed changes in redlined text.

This filing is comprised of the following files:

- NEW-CNGC-Advice-No.-W24-06-01-CARES-CLtr-06-21-24.pdf
- NEW-CNGC-Advice-No.-W24-06-01-CARES-Trf-06-21-24.pdf
- NEW-CNGC-Advice-No.-W24-06-01-CARES-LegTrf-06-21-24.pdf

Please direct any questions regarding this filing to Jennifer Gross at 509-975-9473 or [jennifer.gross@cngc.com](mailto:jennifer.gross@cngc.com).

Sincerely,

*/s/ Lori Blattner*

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Attachment