

**CASCADE NATURAL GAS CORPORATION**

First Revision of Sheet No. 20-C

Canceling

WN U-3

First Revision of Sheet No. 20-C

**RULE 20**

**CASCADE ARREARAGE RELIEF ENERGY SAVINGS (CARES) PROGRAM**

**ADVISORY GROUP**

An Advisory Group consisting of key stakeholders, including Public Counsel, Commission Staff, the Energy Project, NW Energy Coalition, Cascade, and representatives from each of the Agencies, will discuss and provide advice to the Company on program-related matters. This includes identifying and reviewing data necessary to design the program and meet the following goals: reduce customers' energy burden, keep customers connected to energy service, provide energy assistance to more customers than are currently served, collect data necessary to assess program effectiveness and inform ongoing policy discussions, and maximize the use of funding for energy assistance from government sources, e.g., LIHEAP. The advisory group will hold meetings at least twice a year via teleconference or in person. While the advisory group can offer guidance and suggestions, the Company is not bound to follow their recommendations when submitting proposals or tariff changes to the Commission.

**ENERGY DISCOUNT TERMS AND CONDITIONS**

1. The energy discount offered under CARES will not be prorated upon initiation of service but will begin at the start of the first full billing month after the customer has qualified for the program.
2. A customer receiving a bill discount may still be eligible to apply for other available financial assistance programs, such as LIHEAP and Winter Help. However, when state or federal financial assistance is applied (e.g., LIHEAP), the customer's enrollment in CARES will be paused. After state or federal assistance is applied, customer's enrollment in CARES will resume for a 24-month term. These provisions are not applicable to non-governmental, third-party payments such as those from friends, relatives, or churches.

**ARREARAGE RELIEF TERMS AND CONDITIONS**

1. The arrearage relief percentage is an upfront, irrevocable credit applied to the customer's bill within a few business days of qualifying for the program.
2. A customer who receives partial arrearage relief may be placed on a time payment arrangement (TPA) for up to 24 months to pay their remaining past due balance. The unpaid balance will be billed in equal amounts over the term of the TPA.
3. A customer may receive up to two arrearage relief grants within a program year, where the sum of the two grants does not exceed \$500. Exceptions may be allowed at the discretion of Cascade's management.

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CNG/W24-08-01  
Issued August 22, 2024

Effective for Service on and after  
October 1, 2024

**Issued by CASCADE NATURAL GAS CORPORATION**

By:  Lori A. Blattner

Director, Regulatory Affairs

CASCADE NATURAL GAS CORPORATION

Thirteenth Revision of Sheet No. 302

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Canceling

Twelfth Revision of Sheet No. 302

**SCHEDULE 302****CASCADE ARREARAGE RELIEF ENERGY SAVINGS (CARES) DISCOUNT RATES****PURPOSE**

The purpose of this schedule is to define the discount assistance for customers who have qualified for low-income bill payment assistance and arrearage relief, if applicable, as established in Rule 20, Cascade Arrearage Relief Energy Savings (CARES) Program.

**APPLICABILITY**

This schedule is for residential customers served on Schedule 503 who have qualified for CARES Program service per the parameters established in Rule 20.

**BILL ASSISTANCE**

The following energy discount and arrearage relief discounts are available to Customers receiving service on the CARES Program. The discount tier for which a customer qualifies corresponds to the customer's cumulative household income and the number of household occupants at the time the customer enrolled in the CARES Program.

Service on this schedule is available on and after October 1, 2023.

| Tier | Income Tier Level |        | Energy Discount | Arrearage Relief<br>(if applicable) * |
|------|-------------------|--------|-----------------|---------------------------------------|
|      | FPL               | AMI    |                 |                                       |
| 1    | 0-20%             | 0-4%   | 90%             | 100%                                  |
| 2    | 21-50%            | 5-12%  | 71%             | 100%                                  |
| 3    | 51-100%           | 13-24% | 40%             | 90%                                   |
| 4    | 101-150%          | 25-36% | 15%             | 70%                                   |
| 5    | 151-200%          | 37-80% | 8%              | 50%                                   |

\*Arrearage relief is limited by the terms and conditions established in Rule 20, Cascade Arrearage Relief Energy Savings (CARES) Program.

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The tiers are designed to reduce the customer's gas energy burden to a target percentage of three percent (3%) to three and a half percent (3.5%) of their total income, which aligns with the required six percent (6%) total gas and electric burden established in the Clean Energy Transformation Act and codified in RCW 19.405.120.

**GENERAL TERMS**

Service under this adjustment schedule is governed by the terms and conditions outlined in this schedule, the Rules contained in this Tariff, any other applicable schedules, and all rules and regulations prescribed by regulatory authorities, subject to amendments from time to time.

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