

CASCADE NATURAL GAS CORPORATION

First Revision of Sheet No. 20-B

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Canceling  
Original Sheet No. 20-B

**RULE 20  
CASCADE ARREARAGE RELIEF ENERGY SAVINGS (CARES) PROGRAM**

**AGENCY PAYMENT**

Cascade will reimburse Agencies for CARES program administration by paying Agencies \$75 for each customer touchpoint completed in the prior program year. A touchpoint is defined as an Agency-processed CARES enrollment whether initiated independently or through the processing of a LIHEAP grant; an Agency-processed CARES grant; or an Agency’s verification of a CARES customer’s self-attested income.

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**AUTO-ENROLLMENT**

Upon program commencement, customers who received LIHEAP, Washington Energy Assistance Fund (WEAF), or Winter Help in the 2022-2023 program year will be automatically enrolled in the energy discount portion of CARES. The Company will utilize available information to place customers into the appropriate income tier for the energy discount. If income information is not available, the customer will be placed in Tier 4 of the program. If an auto-enrolled customer declares having a household income that qualifies them for a higher discount rate, the Company will enroll the customer in the appropriate tier at the next billing cycle.

**PROGRAM MARKETING**

The Company and Agencies will collaborate on a joint communications plan to market the CARES program using various channels. The Agencies will also engage Community Based Organizations (CBOs) for outreach to disadvantaged and hard-to-reach customer groups, per Commission Order No. 09 issued in Docket UG 210755.

The use of CBOs will be piloted for three years (October 1, 2022, through September 30, 2025). The annual budget authorized for CBO activities will be between \$73,000 and 5% of the program budget. At the end of the pilot period, the Advisory Group will assess the CBOs’ work and determine if any refinements are needed.

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