

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,

Complainant,

v.

CASCADE NATURAL GAS  
CORPORATION,

Respondent.

DOCKET UG-240008

**CASCADE NATURAL GAS CORPORATION**

**THIRTEENTH EXHIBIT TO THE  
DIRECT TESTIMONY OF NOEMI ORTIZ**

**March 29, 2024**

# ENERGY ASSISTANCE FOR LOW-INCOME HOUSEHOLDS

## Energy Assistance Funds

### CASCADE ARREARAGE RELIEF ENERGY SAVINGS (CARES)



If you are having difficulty paying your natural gas bill, Cascade Natural Gas and our Community Action agency partners are available to help with solutions through our new CARES bill payment assistance program.

#### **Applying for CARES**

Applying for CARES is easy. It does not require a lot of documentation. You may simply self-declare your household income to establish your eligibility.

As a Washington customer, you may apply for available assistance by completing [an online application form](#). After which, a Community Action agency representative will contact you.

Alternatively, you may [download](#) and print a hard-copy application.

You may also contact your local Community Action agency, all of which are listed below and on the application.

#### **Eligibility for CARES**

Eligibility to the CARES program is based on your household income and the number of residents in your home. If your net household income is 200% or less of the Federal Poverty Level (FPL) or 80% or less of the Area Median Income (AMI), you qualify for CARES.

Income eligibility for CARES is based on net income rather than gross income since net income better represents a household's accessible cash for living expenses. To determine your net household income, apply any discounts as listed for income type in Table 1 below.

Table 1

Gross Income Type	Types of Income	Gross Deduction
Fixed Income, not taxed	SSA, SSDI, SSI, Pension, Unemployment, VA	0%
Fixed income, taxed	SSA, SSDI, Pension, Unemployment	10%
Earned Income, taxed	Regular earnings from a job	20%
Self-Employment	1040 or Any type of self-employment that has costs associated with it	50%
Other Cash Income	TANF, Child Support	0%

Federal Poverty Guidelines may be found at this [site](#). To determine if you are eligible, compare your net household income with the income provided for the number of residents in your household.

Cascade understands that determining eligibility is a multi-stepped process that may be complex, and for this reason, Cascade encourages you to call a Community Action agency to walk you through the process or to answer your questions.

#### **CARES Bill Discounts**

The energy bill discounts and the arrearage relief grants are provided based on your income level. Table 2 shows the energy discounts and, if applicable, the arrearage relief grants available based on your percentage of FPL or AMI.

Table 2

Tier	Income Tier Level		Energy Discount	Arrearage Relief (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%

### WINTER HELP

Winter Help is a program funded by customer and Company donations. Winter Help has heled more than 10,000 families since the program started in 1989.

Cascade matches each dollar donated to Winter Help up to a yearly total of \$50,000. Contributions are tax deductible and are guaranteed to be used in your community.

If you would like to contribute a one-time donation or make a monthly pledge, please complete the [Winter Help form](#) and mail it either with your gas payment or mail it with your donation to:

Cascade Natural Gas  
Winter Help  
8113 W Grandridge Blvd  
Kennewick, WA 99336

If you are including your donation on your natural gas payment stub, please remember to check the box noted on your stub for your donation to be applied correctly.

Winter Help is registered under the [Charitable Solicitations Act in Washington](#). Financial disclosure information may be obtained at [360-725-0378](tel:360-725-0378).

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

The Low-Income Home Energy Assistance Program(LIHEAP) provides low-income households with financial grants to be applied toward their energy bills. You can find out if you are eligible for this program and apply for help at one of the Community Action agencies listed below. Please note, these income guidelines are updated periodically, so be sure to check back regularly.

- Income guidelines for LIHEAP for Washington are found [here](#).
- The [Washington LIHEAP brochure](#) provides more information, including income guidelines, essential energy facts, and contact information in your area

### WEATHERIZATION ASSISTANCE

Cascade is pleased to partner with Community Action agencies in offering free home weatherization and energy efficiency improvements to income-qualified residential dwellings heated with natural gas. Please contact your Community Action agency for additional information or to apply for weatherization assistance.

Your Community Action agency will qualify you, perform an energy savings review, and install the energy efficiency and weatherization measures in your home. Potential improvements may include:

- Insulation in attics, walls, and floors
- Insulation around duct work and hot water pipes
- Air sealing to prevent leaks, especially around windows and doors
- Heating and cooling system cleaning, tuning, and repairing
- Installation of high efficiency natural gas furnace and hot water heaters

## COMMUNITY ACTION AGENCIES

### Aberdeen

[Coastal Community Action Program](#)

*Application available on their website or by phone*

101 E Market St.

Aberdeen, WA 98520-0304

[800-828-4883](tel:800-828-4883)

[360-533-5100](tel:360-533-5100)

### Moses Lake

[OIC of Washington](#)

*Application available by phone*

309 5th Avenue

Moses Lake, WA 98837

Appointment line: [509-955-7100](tel:509-955-7100)

Reception line: [509-765-9206](tel:509-765-9206)

### Bellingham

[Opportunity Council](#)

*Application available by phone*

1111 Cornwall Avenue

Bellingham, WA 98225

[360-255-2192](tel:360-255-2192)

### Mount Vernon/Burlington

[Community Action Agency of Skagit County](#)

*Application available on their website or by phone  
(8:30a, first Wednesday of each month)*

160 Cascade Place

Burlington, WA 98233

[360-428-1011](tel:360-428-1011)

### Bremerton

[Kitsap Community Resources](#)

*Application available by phone*

1201 Park Avenue

Bremerton, WA 98337

[360-479-1507](tel:360-479-1507)

### Oak Harbor

[Opportunity Council of Oak Harbor](#)

*Application available by phone*

231 SE Barrington Dr, Ste 100

Oak Harbor, WA 98277

[360-679-6577](tel:360-679-6577)

### Everett

[Snohomish County Human Service Department](#)

*Application available by phone or online  
by [clicking here](#).*

3000 Rockefeller Avenue

Everett, WA 98201

[425-388-3880](tel:425-388-3880)

### Toppenish

[NW Community Action Center](#)

*Application available by phone*

PO Box 831

706 Rentschler Lane

Toppenish, WA 98948

[509-865-7630](tel:509-865-7630)

### Lacey

[Community Action Council of Lewis, Mason &](#)

### Walla Walla

[Blue Mountain Action Council](#)

### Thurston Counties

*Application available on their website or by phone*

807 W Railroad Ave  
Shelton, WA 98584

[800-878-5235](tel:800-878-5235)

[360-426-9726](tel:360-426-9726)

*Application available on their website or by phone*

8 E Cherry Street  
Walla Walla, WA 99362

[509-529-4980](tel:509-529-4980)

### **Kennewick/Pasco**

#### Community Action Connections (CAC)

*Application available on their website*

720 W. Court Street  
Pasco, WA 99301

[509-545-4042](tel:509-545-4042)

Prosser: [509-786-3379](tel:509-786-3379)

### **Wenatchee**

#### Chelan-Douglas Community Action Council

*Application available by phone*

620 Lewis Street  
Wenatchee, WA 98801

[509-662-6156](tel:509-662-6156)

### **Longview**

#### Lower Columbia Community Action Program

*Application available on their website*

1526 Commerce Avenue  
Longview, WA 98632

[800-383-2101](tel:800-383-2101)

[360-425-3430](tel:360-425-3430)

### **Yakima**

#### OIC of Washington

*Application available by phone*

815 Fruitvale Boulevard  
Yakima, WA 98902

Appointment line: [509-955-7100](tel:509-955-7100)

Reception line: [509-452-7145](tel:509-452-7145)

## **ADDITIONAL RESOURCES**

### **Dial 2-1-1**

211 works a bit like 911. Calls to 211 are routed to a local or regional calling center. The 211 center's referral specialists have databases of resources available from private and public health and human service agencies. They match callers' needs to available resources and may directly link or refer callers to an agency or organization that can provide assistance.

### **Types of Referrals Offered by 211**

- **Basic Human Needs Resources**— including food and clothing banks, shelters, rent assistance, and utility assistance.
- **Physical and Mental Health Resources** – including health insurance programs, Medicaid and Medicare, maternal health resources, health insurance programs for children, medical information lines, crisis intervention services, support groups, counseling, and drug and alcohol intervention and rehabilitation.
- **Work Support** – including financial assistance, job training, transportation assistance and education programs.
- **Access to Services in Non-English Languages** – including language translation and interpretation services to help non-English-speaking people find public resources (Foreign language services vary by location.)

- **Support for Older Americans and Persons with Disabilities** – including adult day care, community meals, respite care, home health care, transportation and homemaker services.
- **Children, Youth and Family Support** – including childcare, after-school programs, educational programs for low-income families, family resource centers, summer camps and recreation programs, mentoring, tutoring and protective services.
- **Suicide Prevention** – referral to suicide prevention help organizations.