

**Exh. JG-5
Docket UG-240008
Witness: Jana Grenn**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

**CASCADE NATURAL GAS
CORPORATION,**

Respondent

DOCKET UG-240008

**EXHIBIT TO
TESTIMONY OF
JANA GRENN**

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

CNGC's Response to UTC Staff Data Request No. 74

September 25, 2024

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**Docket UG-240008
Cascade Natural Gas Corporation
2024 General Rate Case**

WUTC STAFF DATA REQUEST NO. 74:

Re: Energy Justice and Equity

How has the Company pursued Recognition and Restorative justice since Order 09 was issued in Docket UG-210755?

Response:

Please see Cascade Natural Gas Corporation's ("Cascade" or "the Company") Response to WUTC Staff Data Request No. 61 for an overview of Cascade's equity related activities.

Recognition Justice

Cascade has pursued recognition justice by researching its customer base to identify low-income, disadvantaged, or vulnerable communities. Cascade recruited representatives from these communities to participate in its Equity Advisory Group so the low-income, disadvantaged, or vulnerable communities would have a space to provide comment on Company initiatives and decisions. Please see the research and the supporting data sources in Exh. NO-2, Exh. NO-3, Exh. NO-4, Exh. NO-5, and Exh. NO-6.

Cascade purchased a Low-Income Needs Assessment or a "LINA Report" (Exh. DLT-6) and a Low-Income Propensity Model (Exh. DLT-9) to identify its low-income, high-energy burden customers. These resources have been used to design Cascade's low-income energy discount program and to perform ongoing outreach to likely low-income customers.

Cascade further pursued recognition justice by mapping highly impacted communities ("HIC"), as determined by the Washington State Department of Health, within its service territory and correlating customer billing data with HIC status to identify potential inequitable outcomes. Please see Exh. DLT-10, which is explained in the direct testimony of Daniel Tillis, Exh. DLT-1T.

Restorative Justice

Cascade has pursued restorative justice by implementing its Cascade Arrearage Relief and Energy Savings ("CARES") program, which offers generous energy discounts and arrearage relief grants aimed at keeping customers energy burden between 3 and 3.5 percent. Please see Exh. DLT-3, which is explained in Exh. DLT-1T.

Cascade has been working to bring restorative justice to its customer communications by improving its foreign language translations for improved readability and making more translations available. These efforts are discussed on pages 17-18 of Exh. DLT-1T.