



March 1, 2021

Agency Name
Agency Address
City, State Zip

Cascade Natural Gas Corporation (Company) wishes to enter into an agreement with your agency to distribute our Big Heart Financial Hardship bill payment assistance program from April 1, 2021 until the available program funds have been exhausted and on the following terms:

1. Big Heart funds must be used for a one-time bill payment assistance grant for Cascade Natural Gas Corporation Washington residential customers' account balance, including current and past due charges.
2. Cascade Natural Gas Corporation will make the full balance of the fund available to the agency each month beginning on April 1, 2021. The balance will be updated monthly and provided to the agency by the 20th of each month.
3. Qualifying recipients will not have received energy assistance within 24 months prior to April 1, 2021, will have an income which is less than 200% of the Federal established Poverty Level (FPL) for their current income and household size, and will have an active Residential service account. The most recent month of the household's total income shall be used.
4. Pledges must be made directly to Cascade Natural Gas Corporation by submitting the Company-issued pledge form located on this Company webpage: <https://www.cngc.com/energy-assistance-pledge-form/>. Any disbursement of these funds to an individual household shall not exceed \$2500 and shall not create an account credit. The Company may increase, reduce, or reject a pledge to be in alignment with the recipient's account balance, active status, and service agreement type at the time the pledge is received.
5. The agency will be issued a payment monthly in the amount of \$25 per pledge approved by the Company for the administration and delivery fee of service. Payments will be issued for the pledges approved by the Company during the previous month.
6. All credit balances stemming from Big Heart funds at the termination of a recipient's gas account will be returned to the Big Heart fund to aid future qualifying applicants.
7. Cascade Natural Gas Corporation may refer customers to your agency to apply for Big Heart funds.
8. Either party may cancel this agreement with 30 days written notification to the other party.

Thank you for your participation in the Big Heart program. Cascade Natural Gas Corporation appreciates your commitment to our customers in need. If you agree to these terms, please print and sign this agreement. Return a signed copy to Cascade Natural Gas Corporation by scanning the document and emailing it as an attachment to pledgecascade@cngc.com. Please retain a copy for your records.

Signature

Signature

Dan Tillis

Printed Name

Printed Name

Director, Customer Service

Title

Title

March 1, 2021

Date

Date

