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November 7, 2022

VIA ELECTRONIC FILING

Amanda Maxwell, Executive Director and Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, Washington 98503

Received
Records Management
11/08/22 11:59
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Re: UG-200994 – NW Natural’s Revised 2021 GREAT Annual Report – Replacement Filing

Northwest Natural Gas Company, dba NW Natural (NW Natural or Company), files herewith its Revised 2021 Gas Residential Energy Assistance Tariff (GREAT) Annual Report in compliance with the terms in Order 05 in docket UG-200994 and WAC 480-07-0880(8). NW Natural originally filed the GREAT Annual Report on January 28, 2022. Subsequently, Staff sent an email on July 26, 2022, requesting that supplemental information be added to the report.

The primary changes the Company made, based on Staff’s request was as follows:

1. Page 1: Added language referencing the docket that approved COVID-19 Assistance Program (CAP), the date approved, and the date of the tariff filing.
2. Page 4: Added the names of community partners that NW Natural reached out to regarding the CAP and other low-income offerings.
3. Page 5: Added more detailed information about the CAP brochure.
4. Page 6: Added ‘energy burden’ as one of the broad topics that the low-income needs assessment (LINA) will evaluate. Energy Burden Analysis was a primary reason for the LINA which was inadvertently not mentioned in the original GREAT Annual Report. Staff also asked for specific information we had about energy burden. The results of the energy burden analysis will be included in the final LINA.
5. Attachment 2: Added the talking points used for outreach to community partners.
6. Staff also requested information regarding our bill discount program in Oregon; however, at the time the original report was filed in January 2022 plans for a bill discount program were not finalized. NW Natural’s Oregon Residential Bill Discount Program has since been developed and became available to Oregon customers on November 1, 2022. NW Natural will include a discussion of the Oregon bill discount program in the 2022 GREAT Annual Report. We are working with the GREAT Advisory Group on developing a Washington bill discount program.

Please address any correspondence on this matter to me with copies to the following:

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NW Natural Rates & Regulatory Affairs
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Sincerely,

/s/ Rebecca Trujillo

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Enclosures:

200994-NWN-2021-GREAT-Rev-ARpt-11-07-2022
200994-NWN-2021-GREAT-Rev-ARpt-Attach-1-11-07-2022
200994-NWN-2021-GREAT-Rev-ARpt-Attach-2-11-07-2022
200994-NWN-2021-GREAT-Rev-ARpt-COS-11-07-2022