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**CASCADE NATURAL GAS**  
**COMMUNITY BASED ORGANIZATION REFERRAL PROGRAM**  
**FOR BILL PAYMENT ASSISTANCE**

The Community-Based Organization (CBO) Referral Program will be established throughout our Oregon and Washington service territory during the 2021-2022 program year in order to increase the number of customers participating in the OLIBA and WEAf bill payment assistance programs. Participating CBOs will include organizations that provide service and connections to customers who are difficult to reach and/or underserved by these programs.

This program will center on the long-standing and well-established relationships between our CAA partners and the CBOs in the communities they each serve.

CBOs will have the ability to refer their clients to CAAs to apply for CNG rate-based bill payment assistance programs and earn a referral fee in return. CAAs will assist referrals with the application process and submit grants to CNG. The compensation structure will be as follows:

Oregon CBOs	\$25 per approved household
Oregon CAAs	20% of OLIBA grant amount per approved household
Washington CBOs	\$25 per approved household
Washington CAAs	\$75 per WEAf grant per approved household

When submitting OLIBA and WEAf grants to CNG using Assist, CAAs must provide the name and Tax ID number of the CBO that provided the referral resulting in an approved grant. The monthly administrative fee payment by CNG will include the CAA's administrative fees plus CBO referral fees for grants approved in the previous fiscal month. It will be the responsibility of each CAA to pay referral fees to CBOs. Administrative and referral fees shall be paid out of the OLIBA and WEAf program funds.

CAAs shall abide by the established program requirements as agreed in each fund's Administrative Agreement for the program year. CBOs shall not be provided confidential customer information or the outcome of a customer's application in any format by CNG or CAAs.