

CASCADE NATURAL GAS CORPORATION

WN U-3

Original Sheet No. 305

SCHEDULE 305 ARREARAGE MANAGEMENT PROGRAM AND ENERGY DISCOUNT

TERMS AND CONDITIONS

The purpose of this schedule is to define the mechanism for providing low-income billing assistance to qualifying residential customers under the Company's Arrearage Management Program and Energy Discount (AMPED).

This schedule is for qualifying residential customers served on Schedule 503 or household members of a dwelling served on Schedule 503. An applicant for service under this schedule must demonstrate their household income is less than or equal to 150% of the Federal Poverty Level (FPL) or less than or equal to 60% Washington State Median Income (SMI). Qualifications under AMPED:

1. Customers enrolled in AMPED, based on their qualifying household income and household size, will have their monthly natural gas bill discounted by the percentage of their qualifying income percentage tier listed below.
2. At the date of enrollment, or soon thereafter, the Company will reduce the qualifying customer's past due balance (arrearage) by the percentage of their qualifying income percentage tier listed below. The arrearage management instant grant is limited to once per program year per account and may not create a credit balance on the account.
3. Customers may apply for AMPED energy assistance by scheduling an appointment with a local Community Action Agency (CAA), at which time, the Customer's household income level will be verified, CAAs will submit the AMPED details to the Company to apply to the customer's account. At which time, the customer will be enrolled in the appropriate assistance. While not an exhaustive list of potential CAAs, the list includes all CAAs currently administering LIHEAP to Cascade's customers:
 - Blue Mountain Action Council
 - Chelan-Douglas Community Action Council
 - Coastal Community Action Council
 - Community Action Connections
 - Community Action Council of Lewis, Mason & Thurston Counties
 - Community Action of Skagit County
 - Kitsap Community Resources
 - Lower Columbia Community Action Program
 - Northwest Community Action Program
 - Opportunities Industrialization Center of WA
 - Opportunity Council
 - Snohomish County Human Services Department
4. The CAA will execute a contract with Cascade establishing roles and responsibilities consistent with this Schedule. Failure to comply with requirements in the contract may result in termination from the role of program administrator.
5. Cascade will pay CAAs an administrative fee of \$75 per household qualified for AMPED. One fee per household will be paid per program year.

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6. Customers may also enroll in AMPED by calling Cascade's customer service number at (888) 522-1130 (Monday – Friday, 7:30 A.M. – 6:30 P.M.). Monthly income and household size will be provided verbally by the customer and the Company will reduce the qualifying customer's past due balance (arrearage) by the percentage of qualifying discount and automatically enroll the customer in the AMPED energy discount within the qualifying tier. Since Cascade will not keep any financial information, Cascade will randomly choose up to 3 percent of participating customers to verify eligibility. This will only apply to self-attestation enrollment and those who have not received energy assistance in the past 12 months.
7. Customers enrolled in AMPED must reapply after two years from the date of their most recent enrollment. Any annual application of LIHEAP or Winter Help will reset the enrollment application reapply deadline.
8. A customer who is enrolled in AMPED and who moves or re-establishes service within the Company's service territory within fifteen (15) business days, may have the program transferred to the new account for the service address.
9. Customers who qualify for LIHEAP or Winter Help will be auto enrolled in AMPED based on their qualifying income percentage eligibility.
10. At implementation, all low-income customers who have received energy assistance in the last twelve months will be auto enrolled into the AMPED program. If the customer's qualifying income percentage is known, then they will be placed in the appropriate energy discount tier level. If the customer's income percentage is not known, then the customer will be placed in the lowest energy discount tier level at 101-150% FPL or 46-60% SMI.
11. Any AMPED instant grant is applied before any LIHEAP or Winter Help.

The annual program year begins October 1. Service under this schedule is subject to the rules and regulations contained in the Company's tariff.

ENERGY DISCOUNT & ARREARAGE MANAGEMENT TIERS

Income-qualified customers under AMPED will receive the following month energy discounts and arrearage management assistance:

Tier Levels	Energy Discount	Arrearage Management
0-25% FPL, 0-15% SMI	95%	100%
26-50% FPL, 16-30% SMI	70%	100%
51-100% FPL, 31-45% SMI	45%	100%
101-150% FPL, 46-60% SMI	15%	90%

PROGRAM FUNDING

Program costs incurred for this program and outreach will be recovered through tariff rates presented on Schedule 306, Low-Income Assistance Cost Recovery.

LOW-INCOME ADVISORY GROUP

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A low-income advisory group comprised of key stakeholders including but not limited to Company, Washington Utilities and Transportation Commission, Public Counsel, the Energy Project, and CAA representatives shall discuss and advise Cascade on program related matters such as the evaluation, program specifics, performance obligations, regulatory filings, rate impacts, and program outreach efforts. This advisory group will meet at least twice annually.

ENGAGEMENT

Cascade will fund Community-Based Organization (CBO) engagement that includes entities that serve marginalized communities, including but not limited to rural, immigrant, tribal, or people of color. Such organizations will focus on community-based outreach to target the hardest-to-reach customers with disabilities, language barriers, and limited access to communications. Funding for the community-based outreach would be up to three percent of the annual program budget with a floor of \$70,000 annually. In addition, Cascade will independently promote and engage in program outreach efforts and administering the AMPED program; these efforts will be funded through Schedule 306.

REPORTING

By January 31, the Company will file with the Commission an annual report on its AMPED program performance that will detail total customers enrolled, total dollars spent, grant dollars awarded to customers, dollars spent on CAAs' administrative costs, number of households served per CAA, and program dollars spent on outreach and administering that is done by Cascade, CBOs, or CAAs. After the first year, the report will include a discussion on how the program's performance compares to prior years.

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