

February 10, 2023

**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  
2/10/2023  
State of WASH. UTIL.  
AND TRANSP.  
COMMISSION

**Re: UG-200994 Compliance Filing; Low Income Needs Assessment**

Northwest Natural Gas Company, dba NW Natural (NW Natural or Company), files herewith its Low Income Needs Assessment in compliance with Order 05 in docket UG-200994.

**Background**

As a result of a multi-party settlement agreement in docket UG-200994, approved on October 21, 2021 through Order 05 of the docket, the Company agreed to conduct a Low Income Needs Assessment (LINA). Developed by an independent third-party in consultation with NW Natural and the Company's GREAT Advisory Group, the LINA consists of a compilation and analysis of relevant data that will inform NW Natural's low-income programs in both Washington and Oregon. Some of the broad topics the LINA evaluated are eligibility/participation in NW Natural low-income programs, penetration rate, characteristics of communities, identifying barriers to program participation, and energy burden. The LINA will help NW Natural better understand its customers' needs to design programs that are adapted specifically for the benefit of our customers.

After conducting request for proposals, NW Natural contracted with Applied Energy Group (AEG) in February 2022 to estimate the total number of customers eligible to receive energy assistance benefits in its service territory. AEG conducted a survey of known low-income customers, the results of which are included the final LINA.

NW Natural appreciates the consultation and support from the GREAT Advisory Group provided throughout the development of the final LINA.

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

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250 SW Taylor Street  
Portland, Oregon 97204  
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Respectfully submitted,

*/s/ Rebecca Trujillo*

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Attachment:

200994-NWN-LINA-Rpt-Cmpl-02-10-2023