

NW Natural

GREAT Annual Report

Washington Bill Discount Program

Items a and d: a - cumulative enrollments by discount tier

d - cumulative and monthly enrollments by zip code (by discount tier)

Zip code	January 2024					February 2024				
	80% Disc Tier 0	40% Disc Tier 1	20% Disc Tier 2	15% Disc Tier 3	Total	80% Disc Tier 0	40% Disc Tier 1	20% Disc Tier 2	15% Disc Tier 3	Total
98607	25	74	25	86	210	31	88	32	110	261
98661	45	123	46	243	457	53	145	56	268	522
98683	28	95	45	146	314	31	102	52	177	362
98686	25	52	21	79	177	27	70	29	102	228
98604	23	78	36	121	258	36	87	40	158	321
98682	73	187	92	276	628	93	227	117	342	779
98662	44	120	71	248	483	59	136	82	277	554
98663	18	53	32	95	198	21	60	31	110	222
98642	8	37	20	83	148	11	46	25	113	195
98684	44	86	31	145	306	66	97	41	182	386
98665	47	95	42	183	367	57	106	48	208	419
98685	23	64	18	86	191	27	69	23	124	243
98671	11	47	29	96	183	15	56	31	123	225
98672	3	11	12	15	41	8	13	15	20	56
98664	36	95	28	149	308	40	104	34	171	349
98660	17	59	31	94	201	20	66	38	105	229
98629		10	5	17	32		12	8	20	40
98628	2	5	1		8	1	5	1		7
98610	3	15	4	8	30	3	17	5	12	37
98639		5		5	10	1	6	1	5	13
98606	1	3	3	3	10	1	4	3	3	11
98605	2	4	3	4	13	3	4	3	5	15
Grand Total	478	1,318	595	2,182	4,573	604	1,520	715	2,635	5,474

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Zip code	March 2024					April 2024				
	80% Disc Tier 0	40% Disc Tier 1	20% Disc Tier 2	15% Disc Tier 3	Total	80% Disc Tier 0	40% Disc Tier 1	20% Disc Tier 2	15% Disc Tier 3	Total
98607	37	91	37	125	290	36	99	38	133	306
98661	61	152	63	290	566	64	159	69	305	597
98683	35	113	58	198	404	36	118	59	209	422
98686	29	73	30	123	255	30	80	35	133	278
98604	37	92	47	176	352	39	95	51	189	374
98682	100	257	135	387	879	111	271	144	410	936
98662	63	147	91	304	605	73	163	100	319	655
98663	22	66	32	117	237	21	71	35	122	249
98642	13	48	29	138	228	15	50	31	148	244
98684	68	101	42	196	407	75	109	45	215	444
98665	60	112	54	226	452	65	118	57	244	484
98685	31	78	26	148	283	40	82	29	163	314
98671	20	64	35	129	248	23	67	40	135	265
98672	9	13	15	20	57	8	14	15	21	58
98664	45	109	37	181	372	51	122	43	201	417
98660	25	65	41	107	238	29	71	43	116	259
98629	1	13	10	25	49	1	13	10	32	56
98628	1	5	2		8	1	5	2	2	10
98610	3	18	6	13	40	3	18	6	13	40
98639	1	7	1	5	14	1	8	2	7	18
98606	1	4	3	4	12	2	6	3	5	16
98605	4	4	3	5	16	4	4	3	5	16
Grand Total	666	1,632	797	2,917	6,012	728	1,743	860	3,127	6,458

**NW Natural
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Zip code	May 2024					June 2024				
	80% Disc Tier 0	40% Disc Tier 1	20% Disc Tier 2	15% Disc Tier 3	Total	80% Disc Tier 0	40% Disc Tier 1	20% Disc Tier 2	15% Disc Tier 3	Total
98607	35	102	39	135	311	38	107	45	148	338
98661	66	172	75	314	627	72	178	85	341	676
98683	39	122	65	216	442	40	128	71	245	484
98686	28	85	36	147	296	27	88	36	157	308
98604	43	97	55	196	391	51	106	60	213	430
98682	122	282	151	430	985	128	294	157	470	1,049
98662	79	172	109	323	683	88	183	113	363	747
98663	22	71	35	129	257	25	74	37	146	282
98642	17	50	33	161	261	20	51	37	167	275
98684	77	117	47	231	472	77	127	54	245	503
98665	76	124	58	247	505	74	139	62	269	544
98685	42	87	29	163	321	41	92	30	171	334
98671	22	68	41	138	269	23	67	49	150	289
98672	7	14	15	22	58	7	14	16	25	62
98664	53	131	46	204	434	58	138	53	224	473
98660	29	76	45	121	271	31	78	48	129	286
98629	1	15	10	32	58	1	15	10	36	62
98628	2	2	2	2	8	1	2	2	2	7
98610	4	18	6	13	41	4	19	7	16	46
98639	1	8	2	7	18	1	8	2	6	17
98606	2	6	4	6	18	2	7	4	6	19
98605	4	4	4	6	18	4	5	4	8	21
Grand Total	771	1,823	907	3,243	6,744	813	1,920	982	3,537	7,252

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Zip code	July 2024					August 2024				
	80% Disc Tier 0	40% Disc Tier 1	20% Disc Tier 2	15% Disc Tier 3	Total	80% Disc Tier 0	40% Disc Tier 1	20% Disc Tier 2	15% Disc Tier 3	Total
98607	37	110	46	152	345	41	108	48	167	364
98661	80	178	91	340	689	83	179	94	334	690
98683	41	122	72	245	480	42	117	68	248	475
98686	26	87	42	166	321	28	84	40	172	324
98604	53	105	62	218	438	57	104	64	222	447
98682	140	296	157	476	1,069	144	302	155	493	1,094
98662	93	186	116	360	755	97	185	118	366	766
98663	27	72	36	142	277	27	70	36	142	275
98642	26	53	37	175	291	27	53	35	178	293
98684	80	130	53	251	514	86	139	54	264	543
98665	76	141	56	281	554	79	138	55	280	552
98685	41	90	30	174	335	42	90	31	183	346
98671	24	68	46	152	290	29	67	46	157	299
98672	7	16	18	25	66	10	15	17	29	71
98664	60	134	47	226	467	61	133	49	235	478
98660	34	76	45	139	294	35	73	47	142	297
98629	1	16	12	36	65	1	14	13	37	65
98628	1	2	2	2	7	1	3	2	4	10
98610	5	17	7	15	44	5	17	8	13	43
98639	2	8	2	6	18	2	8	2	8	20
98606	2	7	4	8	21	2	6	4	8	20
98605	4	3	4	9	20	4	3	3	9	19
Grand Total	860	1,917	985	3,598	7,360	903	1,908	989	3,691	7,491

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Zip code	September 2024				Total
	80% Disc Tier 0	40% Disc Tier 1	20% Disc Tier 2	15% Disc Tier 3	
98607	43	106	51	173	373
98661	84	179	95	339	697
98683	42	118	69	256	485
98686	29	88	40	179	336
98604	57	105	65	227	454
98682	145	313	156	512	1,126
98662	98	193	119	380	790
98663	29	71	36	145	281
98642	26	56	36	190	308
98684	90	145	56	278	569
98665	82	138	57	293	570
98685	41	92	30	187	350
98671	30	69	48	162	309
98672	9	16	17	32	74
98664	66	136	50	241	493
98660	34	76	47	146	303
98629	1	17	13	39	70
98628	1	4	2	4	11
98610	5	17	7	13	42
98639	2	8	2	8	20
98606	3	6	4	8	21
98605	4	3	3	10	20
Grand Total	921	1,956	1,003	3,822	7,702

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Washington Bill Discount Program

Item b: Cumulative enrollments by type and discount tier

As of September 30, 2024

Enrollment	80% Disc Tier 0	40% Disc Tier 1	20% Disc Tier 2	15% Disc Tier 3	Total
Auto-enrolled	1,082	322	851	266	2,521
Self declared	2,740	681	1,105	655	5,181
	3,822	1,003	1,956	921	7,702

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Washington Bill Discount Program
Item c: Arrearage Analysis

		Billing Information for All Enrolled WA Customers				
		January, 2024				
Discount Tier		15%	20%	40%	80%	Total
Averages						
Discount Amount	\$	(19)	\$ (28)	\$ (57)	\$ (110)	\$ (38)
Pre-Discount Bill	\$	128	\$ 140	\$ 142	\$ 137	\$ 134
Post-Discount Bill	\$	109	\$ 113	\$ 86	\$ 29	\$ 97
All Residential Bills						\$ 151
Customers in Arrears (%)						
Aged 31 - 60		12%	2%	5%	2%	22%
Aged 61 - 90		5%	1%	2%	1%	10%
Aged 91+		4%	1%	2%	0%	8%
Average Arrearage						
Aged 31 - 60	\$	21	\$ 19	\$ 23	\$ 30	\$ 22
Aged 61 - 90	\$	7	\$ 7	\$ 10	\$ 10	\$ 8
Aged 91+	\$	9	\$ 11	\$ 10	\$ 15	\$ 10
Total Arrearage						
Aged 31 - 60	\$	31,000	\$ 6,539	\$ 16,901	\$ 6,723	\$ 61,163
Aged 61 - 90	\$	10,829	\$ 2,416	\$ 7,653	\$ 2,365	\$ 23,263
Aged 91+	\$	12,919	\$ 3,749	\$ 7,118	\$ 3,334	\$ 27,119
Distinct Bills w/ Discount		1,500	347	748	228	2,821
Cumulative Bills w/ Discount		1,500	347	748	228	2,821
Discount Recipients with EA Received in prior 24 months		669	54	153	1,114	238

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Discount Tier	February, 2024					Total
	15%	20%	40%	80%		
Averages						
Discount Amount	\$ (17)	\$ (23)	\$ (48)	\$ (93)	\$ (37)	
Pre-Discount Bill	\$ 116	\$ 115	\$ 119	\$ 116	\$ 117	
Post-Discount Bill	\$ 99	\$ 92	\$ 72	\$ 24	\$ 80	
All Residential Bills					\$ 137	
Customers in Arrears (%)						
Aged 31 - 60	11%	3%	7%	4%	27%	
Aged 61 - 90	6%	2%	4%	3%	16%	
Aged 91+	3%	1%	2%	2%	9%	
Average Arrearage						
Aged 31 - 60	\$ 30	\$ 32	\$ 29	\$ 38	\$ 31	
Aged 61 - 90	\$ 13	\$ 15	\$ 17	\$ 26	\$ 16	
Aged 91+	\$ 9	\$ 16	\$ 15	\$ 18	\$ 13	
Total Arrearage						
Aged 31 - 60	\$ 47,995	\$ 15,517	\$ 31,660	\$ 17,442	\$ 112,614	
Aged 61 - 90	\$ 20,557	\$ 7,383	\$ 18,445	\$ 11,901	\$ 58,287	
Aged 91+	\$ 14,822	\$ 7,844	\$ 16,535	\$ 8,310	\$ 47,511	
Distinct Bills w/ Discount	1,594	488	1,086	461	3,629	
Cumulative Bills w/ Discount	3,094	835	1,834	689	6,450	
Discount Recipients with EA Received in prior 24 months	343	89	288	1,130	410	

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Discount Tier	March, 2024					Total
	15%	20%	40%	80%		
Averages						
Discount Amount	\$ (16)	\$ (21)	\$ (42)	\$ (84)	\$ (33)	
Pre-Discount Bill	\$ 104	\$ 103	\$ 105	\$ 105	\$ 104	
Post-Discount Bill	\$ 89	\$ 84	\$ 63	\$ 22	\$ 72	
All Residential Bills					\$ 111	
Customers in Arrears (%)						
Aged 31 - 60	14%	4%	8%	4%	33%	
Aged 61 - 90	8%	3%	5%	3%	20%	
Aged 91+	4%	1%	3%	2%	12%	
Average Arrearage						
Aged 31 - 60	\$ 35	\$ 34	\$ 26	\$ 22	\$ 31	
Aged 61 - 90	\$ 21	\$ 26	\$ 22	\$ 33	\$ 24	
Aged 91+	\$ 14	\$ 20	\$ 19	\$ 34	\$ 19	
Total Arrearage						
Aged 31 - 60	\$ 65,607	\$ 19,574	\$ 31,450	\$ 11,270	\$ 127,901	
Aged 61 - 90	\$ 39,843	\$ 14,856	\$ 26,830	\$ 17,450	\$ 98,979	
Aged 91+	\$ 26,340	\$ 11,786	\$ 23,545	\$ 17,877	\$ 79,549	
Distinct Bills w/ Discount	1,854	577	1,222	524	4,176	
Cumulative Bills w/ Discount	3,448	1,065	2,308	985	7,805	
Discount Recipients with EA Received in prior 24 months	319	111	281	1,139	428	

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April, 2024						
Discount Tier	15%	20%	40%	80%	Total	
Averages						
Discount Amount	\$ (11)	\$ (14)	\$ (29)	\$ (57)	\$ (22)	
Pre-Discount Bill	\$ 70	\$ 70	\$ 72	\$ 71	\$ 71	
Post-Discount Bill	\$ 61	\$ 56	\$ 44	\$ 15	\$ 49	
All Residential Bills					\$ 75	
Customers in Arrears (%)						
Aged 31 - 60	17%	5%	9%	4%	36%	
Aged 61 - 90	10%	3%	6%	3%	24%	
Aged 91+	5%	2%	4%	3%	15%	
Average Arrearage						
Aged 31 - 60	\$ 35	\$ 34	\$ 23	\$ 15	\$ 29	
Aged 61 - 90	\$ 25	\$ 29	\$ 21	\$ 20	\$ 24	
Aged 91+	\$ 20	\$ 29	\$ 30	\$ 49	\$ 28	
Total Arrearage						
Aged 31 - 60	\$ 67,813	\$ 19,965	\$ 29,626	\$ 8,239	\$ 125,643	
Aged 61 - 90	\$ 48,537	\$ 17,161	\$ 26,968	\$ 11,038	\$ 103,704	
Aged 91+	\$ 39,549	\$ 17,110	\$ 37,737	\$ 27,663	\$ 122,060	
Distinct Bills w/ Discount	1,954	593	1,270	565	4,382	
Cumulative Bills w/ Discount	3,808	1,170	2,492	1,089	8,558	
Discount Recipients with EA Received in prior 24 months	297	108	281	1,113	427	

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Discount Tier	May, 2024					Total
	15%	20%	40%	80%		
Averages						
Discount Amount	\$ (8)	\$ (11)	\$ (23)	\$ (46)		\$ (18)
Pre-Discount Bill	\$ 55	\$ 56	\$ 58	\$ 57		\$ 56
Post-Discount Bill	\$ 48	\$ 45	\$ 36	\$ 12		\$ 39
All Residential Bills						\$ 64
Customers in Arrears (%)						
Aged 31 - 60	17%	5%	9%	4%		35%
Aged 61 - 90	12%	3%	6%	3%		26%
Aged 91+	7%	2%	4%	3%		17%
Average Arrearage						
Aged 31 - 60	\$ 24	\$ 22	\$ 16	\$ 8		\$ 19
Aged 61 - 90	\$ 24	\$ 23	\$ 18	\$ 14		\$ 21
Aged 91+	\$ 27	\$ 35	\$ 33	\$ 48		\$ 33
Total Arrearage						
Aged 31 - 60	\$ 47,619	\$ 13,989	\$ 20,651	\$ 4,608		\$ 86,867
Aged 61 - 90	\$ 48,175	\$ 14,957	\$ 22,640	\$ 8,103		\$ 93,875
Aged 91+	\$ 53,825	\$ 22,313	\$ 41,942	\$ 29,017		\$ 147,098
Distinct Bills w/ Discount	1,995	644	1,263	600		4,502
Cumulative Bills w/ Discount	3,949	1,237	2,533	1,165		8,884
Discount Recipients with EA Received in prior 24 months	277	127	301	1,147		442

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Discount Tier	June, 2024					Total
	15%	20%	40%	80%		
Averages						
Discount Amount	\$ (6)	\$ (8)	\$ (16)	\$ (32)	\$ (12)	
Pre-Discount Bill	\$ 38	\$ 38	\$ 41	\$ 40	\$ 39	
Post-Discount Bill	\$ 33	\$ 31	\$ 25	\$ 9	\$ 27	
All Residential Bills					\$ 43	
Customers in Arrears (%)						
Aged 31 - 60	16%	4%	8%	4%	34%	
Aged 61 - 90	11%	3%	6%	3%	25%	
Aged 91+	8%	2%	5%	2%	19%	
Average Arrearage						
Aged 31 - 60	\$ 18	\$ 16	\$ 12	\$ 6	\$ 15	
Aged 61 - 90	\$ 17	\$ 15	\$ 12	\$ 7	\$ 14	
Aged 91+	\$ 31	\$ 34	\$ 31	\$ 43	\$ 33	
Total Arrearage						
Aged 31 - 60	\$ 39,467	\$ 11,147	\$ 16,898	\$ 3,872	\$ 71,384	
Aged 61 - 90	\$ 37,460	\$ 10,514	\$ 16,938	\$ 4,569	\$ 69,482	
Aged 91+	\$ 68,185	\$ 23,284	\$ 43,543	\$ 27,606	\$ 162,619	
Distinct Bills w/ Discount	2,186	690	1,390	644	4,910	
Cumulative Bills w/ Discount	4,181	1,334	2,653	1,244	9,412	
Discount Recipients with EA Received in prior 24 months	255	137	318	1,174	464	

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Discount Tier	July, 2024					Total
	15%	20%	40%	80%		
Averages						
Discount Amount	\$ (4)	\$ (5)	\$ (11)	\$ (22)	\$ (9)	
Pre-Discount Bill	\$ 27	\$ 27	\$ 28	\$ 28	\$ 27	
Post-Discount Bill	\$ 23	\$ 22	\$ 17	\$ 6	\$ 19	
All Residential Bills					\$ 28	
Customers in Arrears (%)						
Aged 31 - 60	15%	4%	8%	4%	32%	
Aged 61 - 90	11%	3%	6%	3%	26%	
Aged 91+	8%	2%	5%	3%	19%	
Average Arrearage						
Aged 31 - 60	\$ 12	\$ 13	\$ 9	\$ 4	\$ 10	
Aged 61 - 90	\$ 13	\$ 12	\$ 9	\$ 5	\$ 11	
Aged 91+	\$ 27	\$ 30	\$ 31	\$ 34	\$ 30	
Total Arrearage						
Aged 31 - 60	\$ 25,519	\$ 8,769	\$ 11,490	\$ 2,552	\$ 48,330	
Aged 61 - 90	\$ 28,119	\$ 8,157	\$ 12,419	\$ 3,617	\$ 52,312	
Aged 91+	\$ 60,188	\$ 20,126	\$ 41,975	\$ 22,764	\$ 145,053	
Distinct Bills w/ Discount	2,209	670	1,334	663	4,876	
Cumulative Bills w/ Discount	4,395	1,360	2,724	1,307	9,786	
Discount Recipients with EA Received in prior 24 months	251	136	324	1,171	460	

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Discount Tier	August, 2024					Total
	15%	20%	40%	80%		
Averages						
Discount Amount	\$ (4)	\$ (5)	\$ (10)	\$ (20)		\$ (8)
Pre-Discount Bill	\$ 23	\$ 24	\$ 25	\$ 25		\$ 24
Post-Discount Bill	\$ 21	\$ 19	\$ 15	\$ 5		\$ 17
All Residential Bills						\$ 25
Customers in Arrears (%)						
Aged 31 - 60	14%	4%	8%	4%		32%
Aged 61 - 90	11%	3%	6%	3%		25%
Aged 91+	8%	2%	5%	3%		19%
Average Arrearage						
Aged 31 - 60	\$ 8	\$ 8	\$ 6	\$ 3		\$ 7
Aged 61 - 90	\$ 9	\$ 11	\$ 7	\$ 3		\$ 8
Aged 91+	\$ 26	\$ 29	\$ 29	\$ 35		\$ 28
Total Arrearage						
Aged 31 - 60	\$ 18,328	\$ 5,232	\$ 7,986	\$ 2,261		\$ 33,807
Aged 61 - 90	\$ 19,860	\$ 7,015	\$ 9,082	\$ 2,389		\$ 38,347
Aged 91+	\$ 57,729	\$ 19,588	\$ 38,357	\$ 23,647		\$ 139,322
Distinct Bills w/ Discount	2,237	668	1,344	687		4,936
Cumulative Bills w/ Discount	4,446	1,338	2,678	1,350		9,812
Discount Recipients with EA Received in prior 24 months	246	131	320	1,163		466

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September, 2024						
Discount Tier	15%	20%	40%	80%	Total	
Averages						
Discount Amount	\$ (4)	\$ (5)	\$ (11)	\$ (22)	\$ (8)	
Pre-Discount Bill	\$ 26	\$ 26	\$ 27	\$ 27	\$ 26	
Post-Discount Bill	\$ 22	\$ 21	\$ 16	\$ 6	\$ 18	
All Residential Bills					\$ 27	
Customers in Arrears (%)						
Aged 31 - 60	14%	4%	7%	4%	31%	
Aged 61 - 90	11%	3%	6%	3%	24%	
Aged 91+	8%	2%	5%	3%	20%	
Average Arrearage						
Aged 31 - 60	\$ 7	\$ 7	\$ 5	\$ 3	\$ 6	
Aged 61 - 90	\$ 6	\$ 7	\$ 4	\$ 3	\$ 5	
Aged 91+	\$ 24	\$ 33	\$ 28	\$ 28	\$ 27	
Total Arrearage						
Aged 31 - 60	\$ 16,221	\$ 4,661	\$ 6,467	\$ 1,748	\$ 29,096	
Aged 61 - 90	\$ 13,928	\$ 4,270	\$ 5,584	\$ 2,025	\$ 25,807	
Aged 91+	\$ 53,067	\$ 21,097	\$ 35,126	\$ 19,731	\$ 129,022	
Distinct Bills w/ Discount	2,192	642	1,266	699	4,794	
Cumulative Bills w/ Discount	4,429	1,310	2,610	1,386	9,730	
Discount Recipients with EA Received in prior 24 months	233	131	309	1,148	475	

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Discount Tier	October, 2024					Total
	15%	20%	40%	80%		
Averages						
Discount Amount	\$ (5)	\$ (7)	\$ (14)	\$ (27)		\$ (11)
Pre-Discount Bill	\$ 34	\$ 34	\$ 35	\$ 35		\$ 34
Post-Discount Bill	\$ 29	\$ 27	\$ 22	\$ 8		\$ 24
All Residential Bills						\$ 34
Customers in Arrears (%)						
Aged 31 - 60	15%	5%	9%	6%		34%
Aged 61 - 90	12%	3%	7%	4%		27%
Aged 91+	9%	3%	6%	4%		23%
Average Arrearage						
Aged 31 - 60	\$ 8	\$ 9	\$ 7	\$ 3		\$ 7
Aged 61 - 90	\$ 6	\$ 6	\$ 5	\$ 3		\$ 5
Aged 91+	\$ 24	\$ 33	\$ 33	\$ 34		\$ 29
Total Arrearage						
Aged 31 - 60	\$ 14,955	\$ 5,247	\$ 7,340	\$ 1,905		\$ 29,447
Aged 61 - 90	\$ 11,117	\$ 3,660	\$ 5,397	\$ 1,902		\$ 22,077
Aged 91+	\$ 47,396	\$ 19,317	\$ 33,050	\$ 19,495		\$ 119,258
Distinct Bills w/ Discount	1,964	583	989	574		3,988
Cumulative Bills w/ Discount	4,156	1,225	2,255	1,273		8,782
Discount Recipients with EA Received in prior 24 months	154	84	167	666		261

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Washington Bill Discount Program

Item e: Discounted dollars by month and discount tier

Month	Tier 3 Discounts Applied	Tier 2 Discounts Applied	Tier 1 Discounts Applied	Tier 0 Discounts Applied	Total Discounts Applied
202401	(\$36,318.69)	(\$12,155.38)	(\$52,600.73)	(\$29,769.84)	(\$130,844.64)
202402	(\$35,246.22)	(\$14,146.22)	(\$63,848.71)	(\$47,242.79)	(\$160,483.94)
202403	(\$37,054.55)	(\$14,636.22)	(\$62,790.70)	(\$49,295.24)	(\$163,776.71)
202404	(\$27,098.13)	(\$10,508.65)	(\$44,558.12)	(\$37,302.97)	(\$119,467.87)
202405	(\$23,042.49)	(\$9,064.26)	(\$38,213.86)	(\$32,366.81)	(\$102,687.42)
202406	(\$15,132.68)	(\$6,162.26)	(\$25,406.72)	(\$21,185.51)	(\$67,887.17)
202407	(\$11,847.92)	(\$4,449.16)	(\$18,542.51)	(\$16,815.80)	(\$51,655.39)
202408	(\$10,920.06)	(\$4,001.33)	(\$16,688.20)	(\$15,874.01)	(\$47,483.60)
202409	(\$10,374.66)	(\$3,789.89)	(\$15,011.49)	(\$16,152.18)	(\$45,328.22)
Total	(\$207,035.40)	(\$78,913.37)	(\$337,661.04)	(\$266,005.15)	(\$889,614.96)

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Washington Bill Discount Program
Item f: Other Program Costs

Month	Amount	
202401	\$65,653.00	Start-up costs related to IT and web integration
202402	\$2,874.00	Start-up costs related to IT and web integration
202403	\$0.00	
202404	\$0.00	
202405	\$0.00	
202406	\$0.00	
202407	\$0.00	
202408	\$0.00	
202409	\$0.00	
Total	\$68,527.00	

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 Washington Bill Discount Program

Item i: Disconnects among those on programs; program enrollment in the last twenty-four months at the time of disconnection

Month	Residential Accounts	Known Low Income Accounts	Bill				
			GREAT	LIHEAP	Discount	OLGA	Other
202310	95	3	1	1	2	1	1
202311	71	7	4	3	3	2	4
202312	63	1	1	1	1	1	1
202401	101	14	6	6	14	4	6
202402	143	28	7	6	28	5	7
202403	109	19	1	0	19	0	1
202404	185	49	7	7	49	6	7
202405	196	57	6	4	57	4	6
202406	165	49	3	5	49	4	3
202407	182	59	3	4	59	3	3
202408	123	41	1	2	41	2	1
202409	14	4	0	0	4	0	0
Total	1,447	320	34	34	320	28	34

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Item j: Customers that participated in energy assistance programs in the last two years AND the bill discount program

Program	Count
GAP	36
GREAT	2,810
LIHEAP	2,609
Other	1,437
Total	6,892