

From: Steed, Shannon

Sent: Wednesday, November 9, 2022 4:31 PM

To: Blattner, Lori <LORI.BLATTNER@intgas.com>; Mickelson, Christopher <Christopher.Mickelson@cngc.com>; Chiles, Mark <MARK.CHILES@mdu.com>; Parvinen, Michael <Michael.Parvinen@cngc.com>; Archer, Pamela <Pamela.Archer@cngc.com>; Pfordte, Byron <Byron.Pfordte@mdu.com>; Tillis, Daniel <Daniel.Tillis@mdu.com>

Subject: 11/09/22 WEAF Small Group Mtg Notes

Present:

Mark Chiles
Lori Blattner
Dan Tillis
Chris Mickelson
Pam Archer
Charlee Thompson
Hanna Navarro
Lorena Shah
Andrew Sellards
Byron Pfordte
Yochi Zakai
Corey Dahl
Shannon Steed

Offered for discussion:

1. Discuss interim EDP
2. Ideas for potential WEAF enhancements or funding for this coming winter

Interim EDP Proposal slide deck presentation

Plan to file on 11/10/22 for January 1 start. The filing date was to allow CNG to begin to prepare the billing system for the program.

Discussion Topics:

- CNG's concern to meet the Commission's instruction and expectation that CNG would implement a program this winter help customers, and desire to provide customers with immediate help by reducing their monthly bills.
- EDP is an interim program that can be the foundation to create a perfected, long-term program. It doesn't require additional work by the CAAs because we would use the EA benefit information they currently provide. It also wouldn't interfere with a one-time arrearage forgiveness program which is a possibility, but the EDP program would benefit many more customers, have greater impact on reducing monthly bills, and for two years.
- External attendees expressed surprise and disagreement with filing on 11/10/22 as they have not had time to discuss the proposal with their internal teams, each other, and provide feedback to the company for necessary changes. CNG was reminded this is required by law to be a collaborative process with the advisory group. The group expressed they were not being involved and the concerns they previously brought up were not being heard or considered. There is no consensus on a program design and the members are being cut out. CNG expressed the intention is not to cut them out

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- CNG noted the concerns brought by the group since the program was first introduced have been addressed in later versions of the proposal, including most recently.
- CNG requested specific objections to help address them to continue progress. Issues include:
 - Having time to develop a program design that considers how to maximize the use of LIHEAP. The LIHEAP calculation must be done before discounts are applied to maximize the use of federal dollars.
 - Communication strategy for addressing media concerns about fraud in self-attestation programs.
 - Scripting to be developed for CXT agent to use when speaking with customers about wrap-around programs available at CAAs, and getting recipients to CAAs to apply for them.
- Suggested design additions by members:
 - Increasing the maximum WEAF pledge amount
 - Using Experian data to help identify low-income customers
 - Identifying customers who have previously received EA
 - Identifying customers with past due balances
- Customer communications can be created and improved while the interim EDP program is in place and are not required to be sent to customers until the rate increase.
- Next steps:
 - Members will provide a response to the proposal within one week.
 - CNG will target November 18 as the filing date instead of 11/10/22.

Thank you,
Shannon Steed, Consumer Specialist
Cascade Natural Gas - Kennewick General Office
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