

**SCHEDULE 32
OREGON LOW-INCOME ASSISTANCE PROGRAM**

PURPOSE

The purpose of this provision is to define the mechanism for providing low-income bill assistance funding to the independent entities delivering the program and to define the process through which those funds will be allocated to the various entities providing services to low-income residential customers within Cascade Natural Gas's service territory in Oregon. This tariff schedule works in conjunction with Schedule 31 and Schedule 33.

GENERAL TERMS AND CONDITION

The monies provided by the public purpose funding, defined in Schedule 31, will be transferred to an internal program account and dispersed to Community Action Agencies (Agencies) for the purpose of adding or expanding low-income bill assistance and weatherization programs on a monthly basis.

SPECIAL TERMS AND CONDITIONS

1. In order to participate in the program, an Agency must be a legal entity, contracting or subcontracting with the State of Oregon, Department of Housing and Community Services (OHCS), which is eligible to administer funding under the Federal Low-Income Home Energy Assistance Program (LIHEAP).
2. All funds allocated to the Agencies will be distributed only to income-eligible residential customers of Cascade Natural Gas. Fund distribution will be accomplished using a cashless voucher system. The cashless voucher system will allow the transfer of authorized payments to an individual customer's utility account from the Oregon Low-Income Bill Assistance program account based on an electronic voucher list submitted to the company by each participating Agency. The company will process the voucher as soon as possible following receipt of the voucher list. In the event the Company receives a voucher authorization for a single customer from two or more Agencies, the Company will process only one voucher authorization.
3. The company will determine the allocation of bill assistance funds to the participating Agencies at the beginning of each program year based on the same allocation used by OHCS to allocate funds under LIHEAP during the previous program year, except that the funds may be reallocated at any time during the program year, if the company, at its sole discretion, determines that such a re-allocation is the most effective and efficient use of the available funds.

(continued)

RULE 32

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SPECIAL TERMS AND CONDITIONS (continued)

- 4. Each participating Agency will have sole responsibility to screen and approve applicants for eligibility. Each Agency shall follow the established protocols for the qualification of and disbursement to eligible participants in accordance with the guidelines promulgated by OHCS. The Oregon Low-Income Bill Assistance Program (OLIBA) or agencies may separately choose to make eligible for assistance any household of which the account holder is a recipient of Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI), benefits under the Supplemental Nutritional Assistance Program (SNAP, formerly Food Stamps), or other state or federal programs that meet the eligibility guidelines of OLIAP. Agencies will document enrollment into adjacent poverty programs in client files. The amount of assistance for eligible participants shall be based on the LIHEAP/OEA Poverty Guidelines and Payment Matrix from the OHCS/OEA Manual for these programs. Any voucher authorization received by the Company that exceeds these guidelines will be appropriately adjusted. If a customer has a credit balance due to the receipt of low-income assistance and the customer's service is disconnected, the credit balance will be redirected to the Agency's allocation fund for distribution to other clients.
- 5. Each Agency will be reimbursed from the Oregon Low-Income Bill Assistance Program account for certain administrative costs and direct program costs incurred by them in the administration and delivery of the program to Cascade's customers. Total program administration and delivery costs shall not exceed 20 percent of the total low-income bill payment assistance funds applied to customers' utility accounts. Should actual administrative and program delivery costs be lower than the 20 percent, the remaining funds shall be allocated into the program fund to support direct services.
- 6. Each Agency will provide a summary report providing information on the prior month's program activities. The report must identify the number of families assisted and their location, as well as the amount of funds dispersed. The Company must receive all reports by the 20th business day of each month.
- 7. The Bill Payment Program year will extend from October 1 through September 30. Any amounts not disbursed in the program year will carry over to the next program year. The Company will provide an annual summary evaluation report on the progress of the program for review by the Commission by December 1 following the end of each program year.

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