CASCADE NATURAL GAS CORPORATION
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In the Community to Serve®

CARES Advisory Group Meeting Agenda
October 21, 2026 2:00 – 3:00pm Pacific

Advisory Group Member	
Blue Mountain Action Council (BMAC)	Sylvia Schaefer, Judith Gidley
Benton-Franklin Community Action Connections (CAC)	Dalia Ochoa
Community Action of Lewis, Mason, & Thurston Counties (CACLMT)	Ester Castro, Mar Cuellar, Esmeralda Triplett, Jazmin Maldonado
Coastal Community Action Program (CCAP)	Debbie Gregg, Craig Dublanko
Chelan-Douglas Community Action Council (CDCAC)	Tom Bonwell, Sarah Brito, Alan Walker
Kitsap Community Resources (KCR)	Kandi Balandran
Lower Columbia Community Action Center (LCCAP)	Kathy Bates, Ilona Kirby
NW Community Action Center (NCAC)	Jose Alvarez, Cristal Reyes, Lisa Campbell-John
OIC of Washington (OIC)	Heidi Silva, Casandra Ochoa, Candi Jaeger, Frank Martinez, Anthony Peterson
Opportunity Council (OPPCO)	Marie Stanley, Melissa Gong, Greg Winter, Jen Rightsell, Jonathan Sharp
Community Action of Skagit County (SCCAA)	Misty Velasquez, Bill Henkel
Snohomish County Human Services Dept (SCEAP)	Constance Hockett, Traci Baugh, Matthew Bell
WUTC Staff	Andrew Roberts, Andy Sellards, Jacque Hawkins-Jones, Keith Quinata, Heather Moline, Lisa Gafken, Sylvanna Sorrells
The Energy Project	Shaylee Stokes, Yochi Zakai
Public Counsel	Kai Hiatt
NW Energy Coalition	Charlee Thompson
Department of Commerce	Michelle DeBell
Cascade Natural Gas	
Dan Tillis, Dir Customer Experience	Jennifer Gross, Regulatory Affairs Mgr
Teri Sovak, Mgr Customer Service, Credit & Collections	Arabella Blomstedt, Regulatory Analyst
Shannon Steed, Consumer Specialist	Noemi Ortiz, Mgr Energy Efficiency & Conservation
Rodney Fowler, Business Analyst	Luisa Perez, Energy Efficiency Analyst

1. CARES enrollment update (Jennifer)
2. Open Discussion

Meeting notes:

- **September Cares Enrollment:** Jennifer reported that Cares enrollment reached 20,775 customers at the end of September, a net increase of 33 customers, with most enrollments generated through Cascade's Customer Service and the Community Action Agencies.

- **Enrollment Total:** Jennifer stated that end-of-September enrollment totaled 20,775 CARES customers across the listed tiers, representing an increase of 33 customers from the previous month.
- **Enrollment Sources:** Jennifer reported that 58% of enrollments came through the call center, 22% came from agency enrollments, and approximately eight enrollments came through the text outreach campaign.
- **Future Tracking:** Jennifer characterized the monthly change as a slight upward movement and said enrollment may increase as bills rise. The group will continue tracking the metric.

- **CBO Pilot Discussion:** Jennifer deferred the planned discussion about future CBO engagement until the November meeting so Dan can participate after returning from vacation.
  - **Discussion Deferral:** Jennifer said participants had previously discussed the CBO Pilot and how to engage with community-based organizations on a forward-looking basis but requested that the topic be addressed in November instead.
  - **Participant Availability:** The November timing was selected because Dan was on vacation and Jennifer said Dan should be included in the conversation.

- **Next Meeting Planning:** Jennifer invited participants to raise concerns, questions, or additional agenda items related to the start of the new program year, but no further topics were brought forward and the meeting concluded early.
  - **Program Year Transition:** Jennifer noted that the new program year had begun and that participants might be signing or finalizing agreements while related activities continued to change during the start-of-year period.
  - **Agenda Requests:** Jennifer asked whether participants had concerns, questions, issues, or topics to add to the November meeting beyond the continued CBO work. No additional discussion items were raised.
  - **Meeting Close:** With no further business, Jennifer ended the meeting and said the group would reconvene the following month.