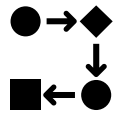


A pair of hands, one larger and one smaller, are shown from a top-down perspective, gently cupping a bright red, glossy heart. The hands are positioned on the left side of the frame, with the fingers slightly curled around the heart. The background is a plain, light-colored surface.

Big **HEART** Assistance Program

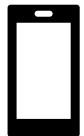
Agenda



Program Overview



Assistance Provided



Outreach Update

Program Overview

- Minimum burden and barriers to participate.
- Doesn't disqualify customers from other assistance, nor asks for payment upfront.
- Two types of grants: Automatic Hardship and Financial Hardship (Customers who verbally express hardship receive assistance based on benefit curve to determine grant amount).
- Time Payment Arrangements (TPAs) for outstanding balances (24-months for Residential; 6-months for Commercial).

Self-Certify

\$1,500 Limit

< 300% FPL

Auto-Apply

\$707,517

Assistance Provided

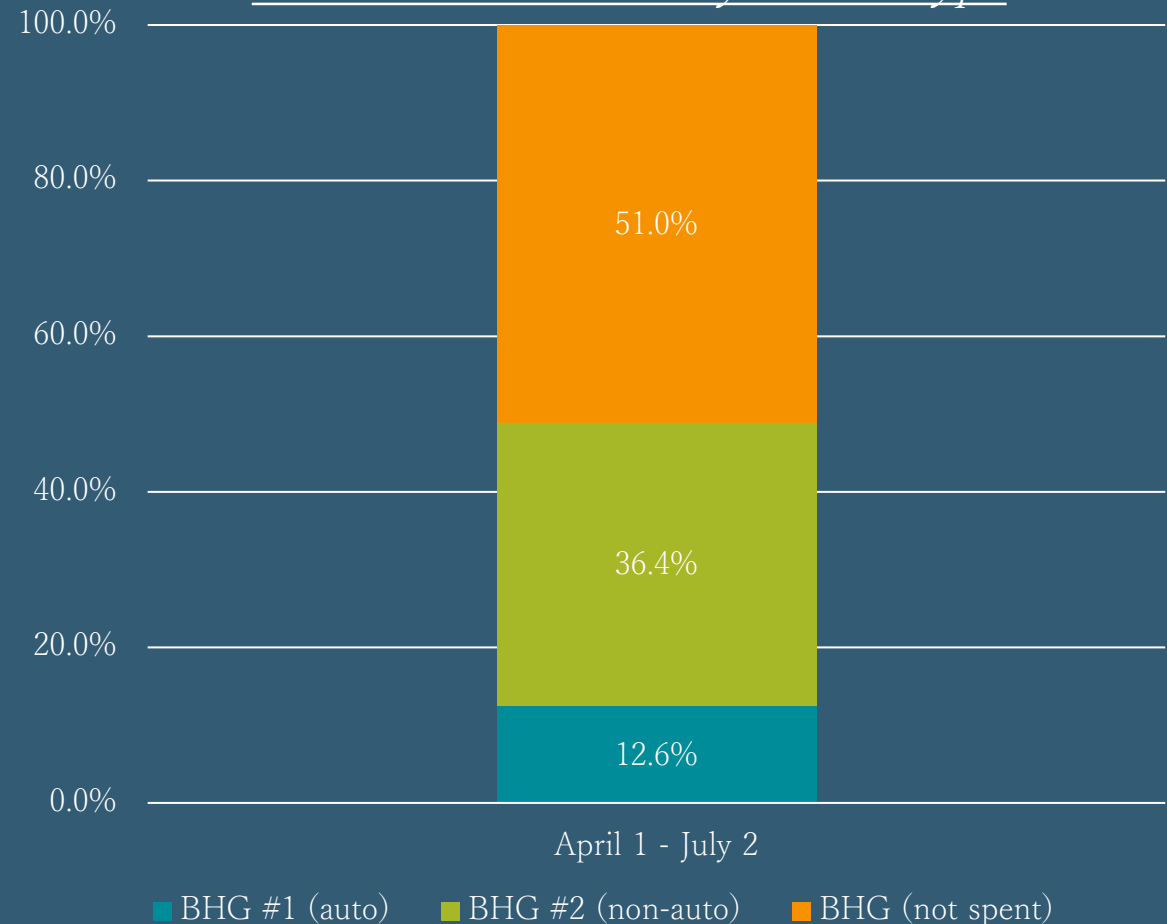
BHG #1 (auto) funds spent \$88,842; customers helped 276; average payout \$321.89.

BHG #2 (non-auto) funds spent \$257,814; customers helped 911; average payout \$283.00.

Total funds spent \$346,656; total customers helped 1,187; average payout \$292.04; 49.0% of total assistance funds spent.

No additional funding required currently.

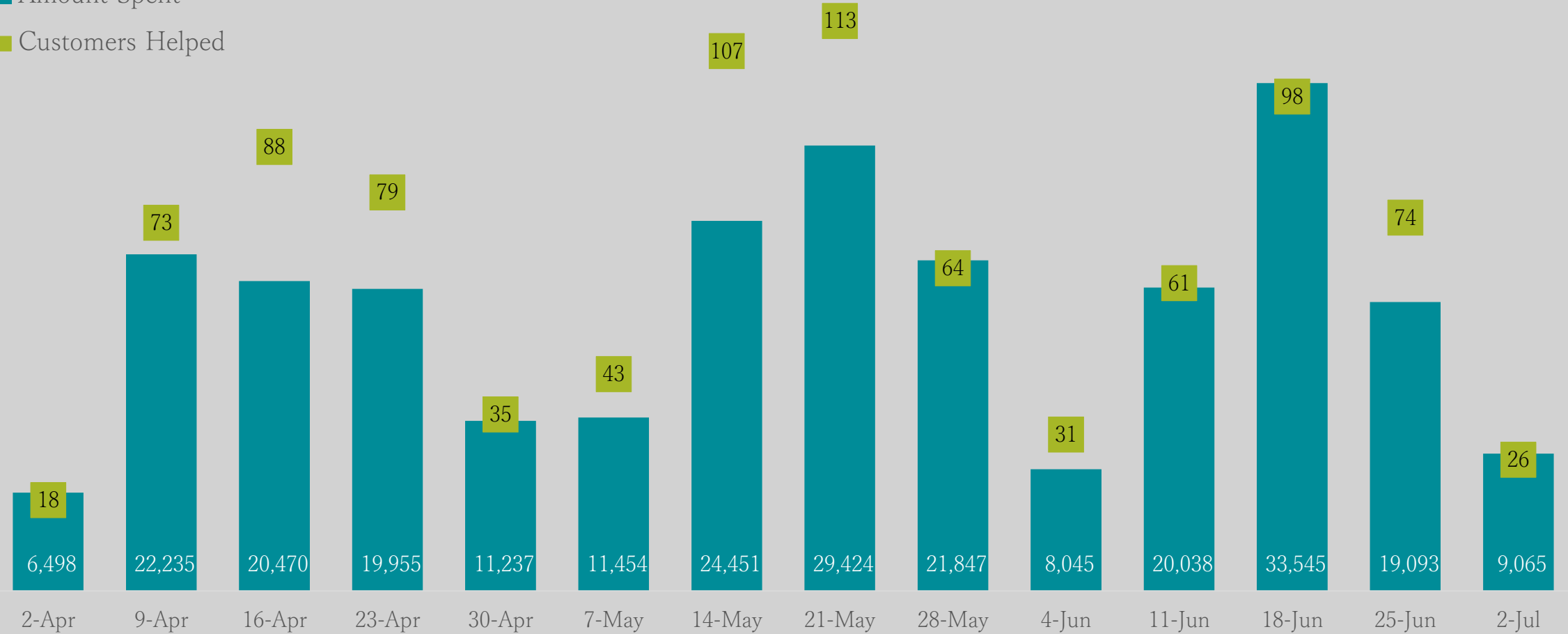
Assistance Provided by Grant Type



Weekly Comparison of BHG #2

■ Amount Spent

■ Customers Helped



Outreach Update: April – June

Calls

- 4,829
(placed)
- 20%
(answered)
- 49%
(voicemail)

Emails

- 2,669
(placed)
- 30%
(opened)

Letters

- 12,964
(mailed)

Website

- 6,126
(clicked)
- 75%
Bounce
Rate

Other

- Social
Media
- Door Tags
(over 850)
- Bill
Onserts
- CBOs

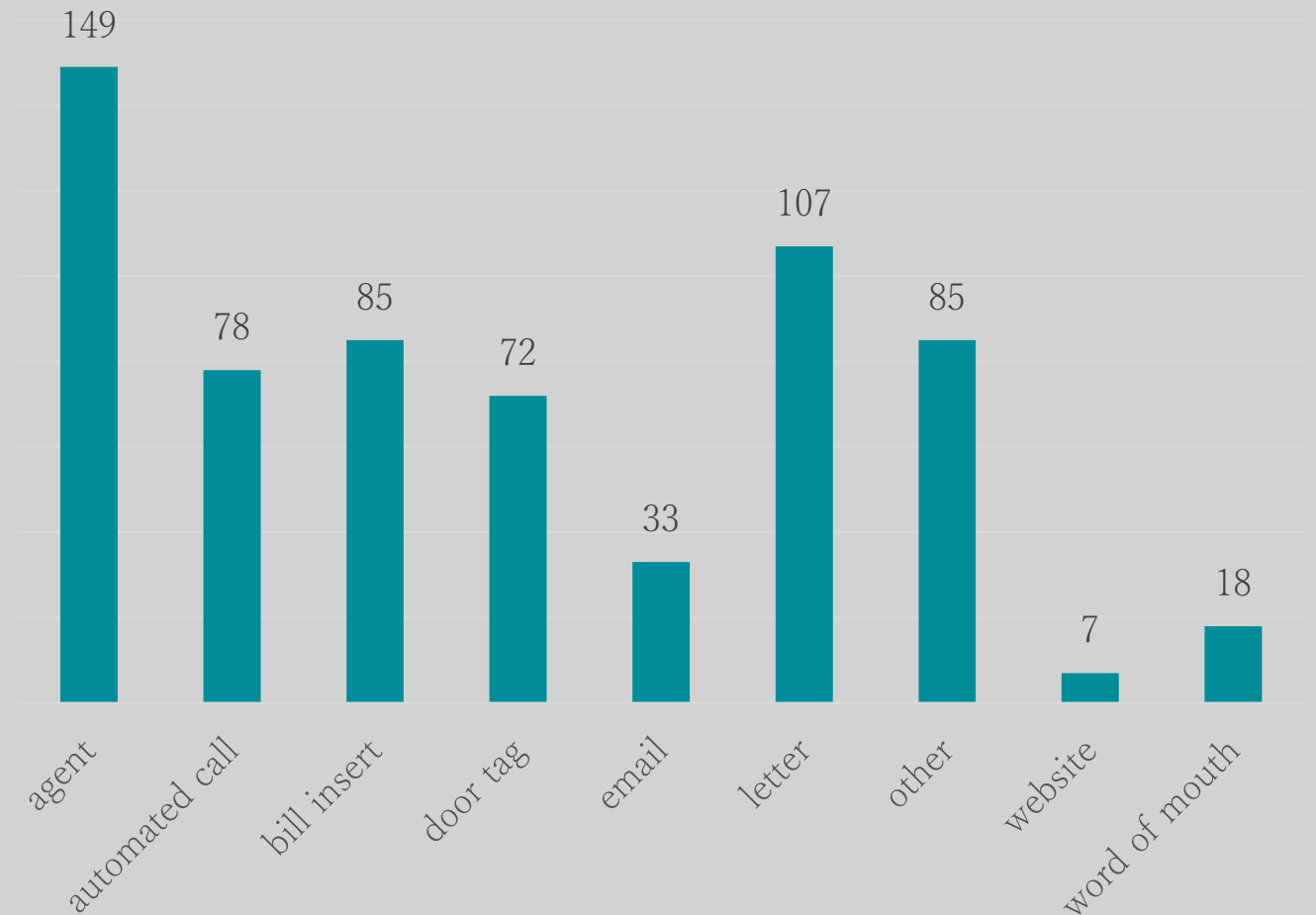
Outreach Response

Response for BHG #2 (non-auto) by outreach type based on those willing to share.

Top 3 outreach types are:

- Agent
- Letter
- Tie between:
 - Bill Insert/Onsert
 - Other (media)

This information is a manual process.



Arrears by the Numbers

Residential

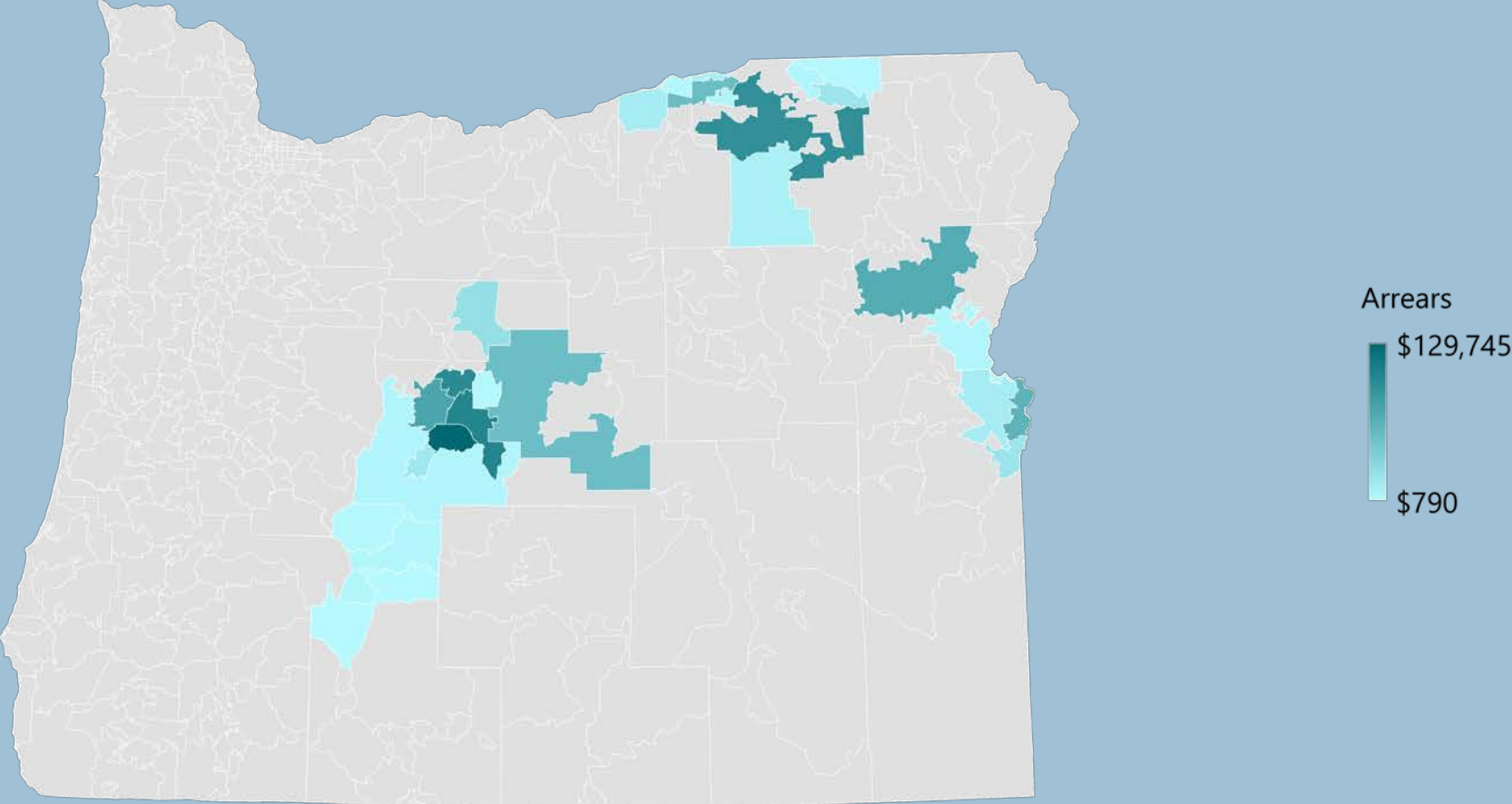
	June 2019	May 2021	June 2021
# of Accts	6,872	5,850	5,578
Total Arrears	\$773,727	\$1,141,764	\$953,365
31-60 Days	\$215,376	\$309,795	\$168,140
61-90 Days	\$180,639	\$204,593	\$173,819
> 90 Days	\$232,385	\$464,454	\$477,855

Commercial/Industrial

	June 2019	June 2021
# of Accts	601	361
Total Arrears	\$146,616	\$103,764
31-60 Days	\$52,687	\$28,206
61-90 Days	\$29,507	\$20,772
> 90 Days	\$31,320	\$21,899

Arrearage Data by Zip Code

Residential Arrears by Zip Code (June 2021)



Potential Program Adjustments

Allow Multiple Grants

Reduce Maximum Allowable Grant

Adjust Benefit Curve or Amounts – e.g., full amount due covered, higher benefit at higher FPL, etc.

Cascade's Commitment

Keep customers connected that are:

- participating in TPAs.
- making partial payments.
- have a pledge or appointment to receive assistance from CAAs.
- who qualify for assistance, if funds available.
- communicated and are working with the Cascade.
- protected by other stipulations in the Order

Thanks

Any questions?

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