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 -ADV 1367-

**CASCADE
NATURAL GAS**

C O R P O R A T I O N [®]

A Subsidiary of MDU Resources Group, Inc.

Agenda



Assistance Enhancements



Communication Update



Schedule and Feedback

Current BHG 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 C19 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

Single Grant

Past Due Balance

\$707,517

ADV 1367 BHG Enhancements

- Remove verbiage due to C19 requirement and allow customers who verbally express hardship.
- Remove termination date to be open-ended until funds are spent, or Commission closes the program.
- Modifications are meant to be a 'bridge' until Cascade's Energy Burden Discount Program (EBDP) is up and running in Q4 2022.

\$2,500 Limit

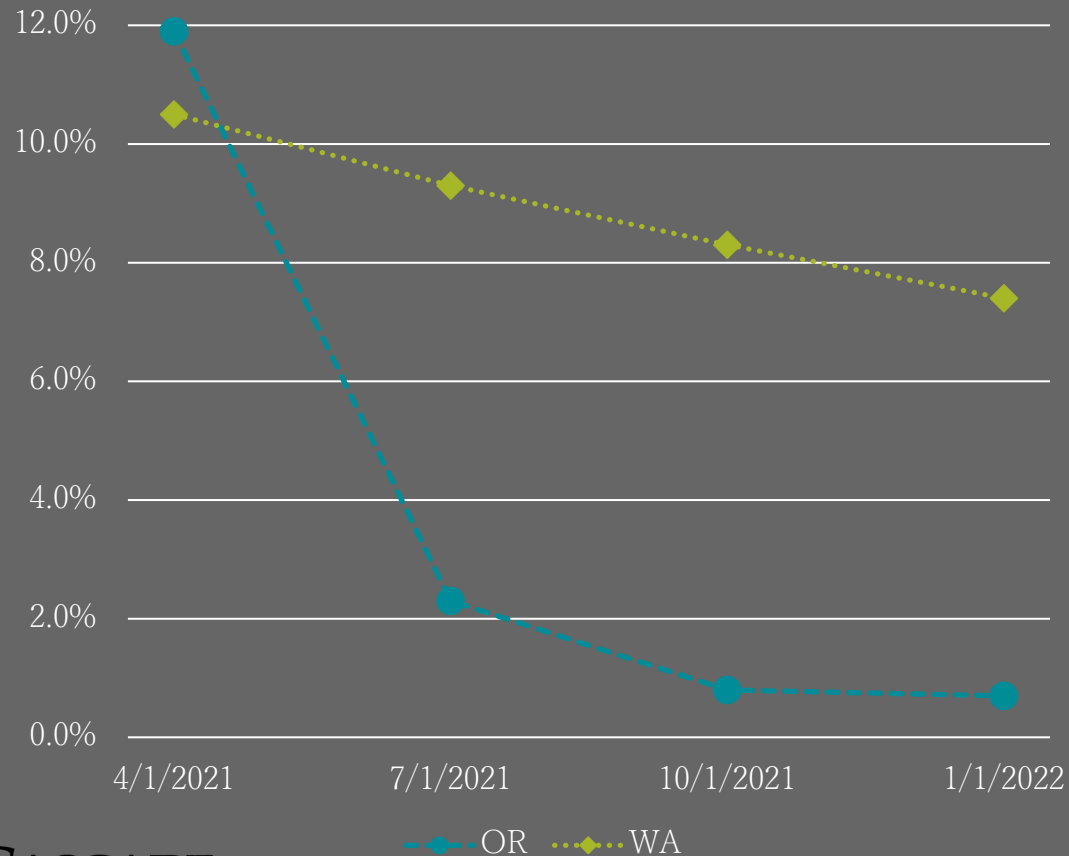
Multiple Grants

Entire Account

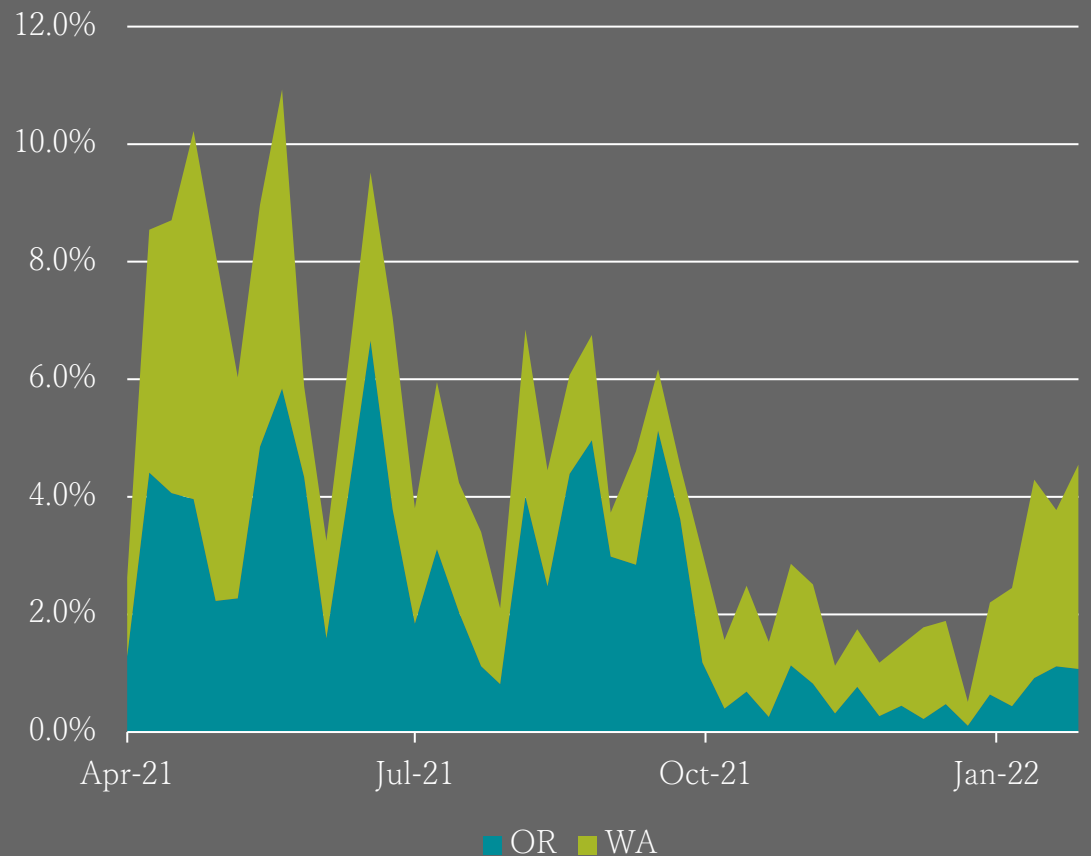
\$353,759

Reasons for BHG Enhancements

Auto Grants



Weekly Grants



Arrears Below Pre-C19 Levels

Residential

	Jan 2019	Jan 2022	% Delta
# of Accts	5,971	4,807	-19.5%
Total Arrears	\$527,083	\$446,982	-15.2%
31-60 Days	\$356,655	\$322,253	-9.6%
61-90 Days	\$91,606	\$67,584	-26.2%
> 90 Days	\$78,822	\$57,146	-27.5%

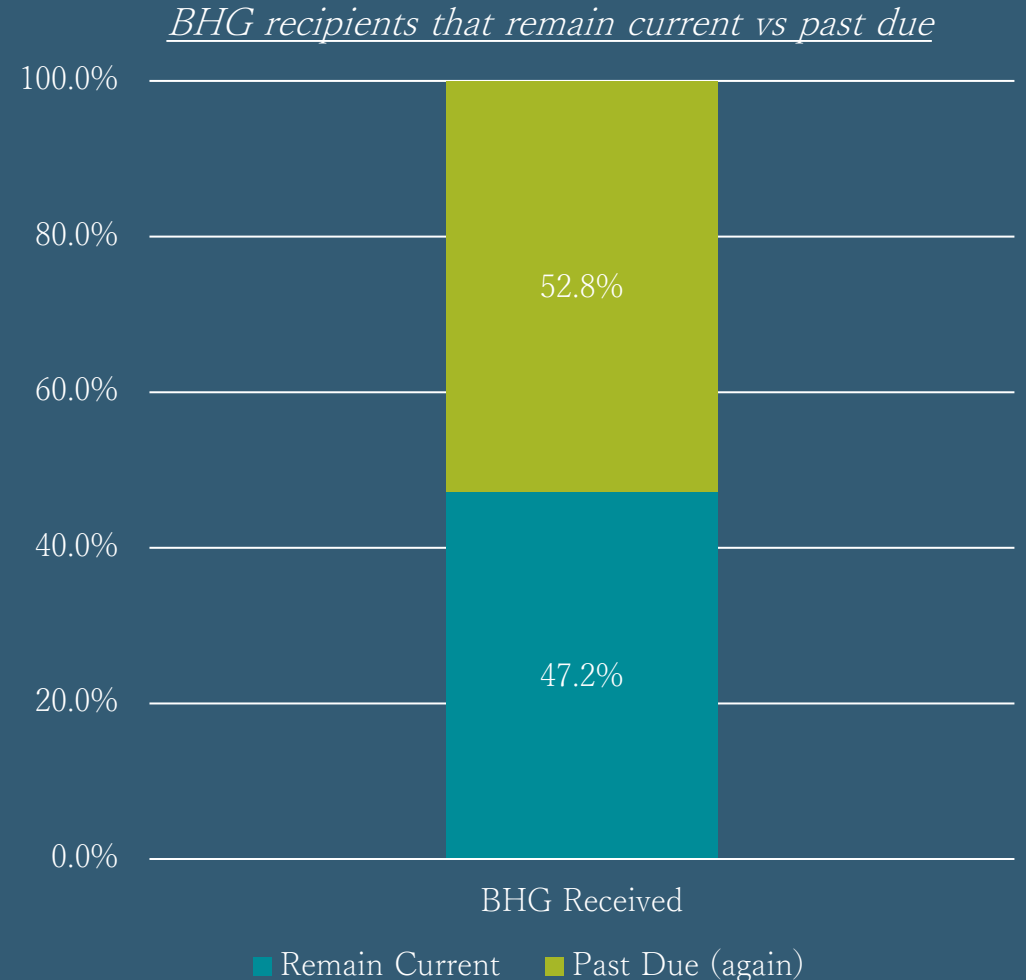
Customer Communication Update

Auto Grant recipients receive letters, auto calls, and emails (if opted in) advising of the grant.

For the FH grant recipients, Cascade sends letters, auto calls, and emails (if opted in) to all past due customers to advise them they may qualify, even if they have previously received a grant.

Post new info on our website, social, and bill inserts.

Cascade will train our CSRs on program changes as well as shift away from it being C19 relief. Consider “trauma informed” training, if the stakeholders feel it’s appropriate and are willing to share their training with us.



2/18/2022

Schedule and Feedback

Feb - March

- ADV 1367 Feedback
- ADV 1367 Open Meeting (3/8)
- ADV 1367 Effective (3/9)

April - May

- Run auto grant report (4/1)
- Draft EBDP proposal (4/30)
- Receive EBDP Feedback (5/16)

June - July

- File EBDP with OPUC (6/1)
- Internal EBDP Execution (7/1–9/30)

Oct - Nov

- Launch EBDP

Thank you

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