

# **NW Natural's Arrearage Management Program (AMP) - Workshop**

**November 1, 2021**

# Purpose

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**In response to direction in OPUC approval memo for NW Natural's Schedule R – Residential Arrearage Management Program (AMP):**

*“Conduct a review with interested stakeholders on the implementation of NW Natural's Arrearage Management Program, with consideration given to modifying program offerings, no later than the time at which 50 percent of program funds have been committed.”*

# Arrearage Management Program (AMP)

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## Instant Grant Option

- Up to a \$300 grant for a residential customer with a smaller past due or full balance who expresses economic hardship.

## 50/50 Matching Grant Option

- Up to a \$600 matching grant applied as a credit on a residential customer's account to eliminate a past due or full balance.

## Time Payment Arrangement (TPA) with Matching Grant Option

- Up to a \$1,200 grant; an option that offers a TPA to a residential customer who then receives a matching grant payment to reduce their past due balance each time their own monthly TPA payment posts.

## Frequency of Participation

- Residential customers can participate in the AMP in any combination of options up to a maximum contribution from the Program with a limit of up to \$1,200.

# AMP Brochure and Flyer




**We're Here to Help.**  
Call us about new instant grants and bill assistance options

During this challenging time, we can provide options that can help you pay off past-due account balances, manage bills, and lower monthly payments.

Please contact us today to see which options may work best for you.



**OUR AVAILABLE OPTIONS INCLUDE:**

-  **NEW instant grant program**  
Customers in need can choose several grant options available to help with a past-due balance. This new program provides instant **grants of up to \$300** and even more options for larger balances. A grant can be used to help offset the cost of a payment plan or pay off a past-due account balance.
-  **Flexible payment plans**  
We have a variety of payment plans to help you manage a past-due account balance. If you're already on a payment plan, we can review your account and existing plan to consider a different plan option.
-  **Local energy assistance programs**  
If you're on a limited or fixed income and need continued help paying your bills, we partner with local agencies throughout Oregon that offer energy assistance options.

**WE'RE IN THIS TOGETHER.**  
Electricity providers also have programs available to help customers with past-due account balances.

**CALL NOW**  
**844-795-9377**

Available funding for the new instant grant program is limited, so please call us as soon as possible at **844-795-9377**, 7 a.m. to 6 p.m., Monday through Friday. NW Natural's customer service team can assist you in additional languages by interpreter.

For general information, please visit [nwnatural.com/flyer/paymentassistance](http://nwnatural.com/flyer/paymentassistance).



If your electricity is provided by PGE:  
Visit: [portlandgeneral.com/matchmypayment](http://portlandgeneral.com/matchmypayment)  
Call: **800-542-8818**, 7 a.m. to 7 p.m., Monday through Friday



If your electricity is provided by Pacific Power:  
Visit: [pacificpower.net/assistanceplus](http://pacificpower.net/assistanceplus)  
Call: **888-221-7070**, 7 a.m. to 6 p.m., Monday through Friday



**Estamos aquí para ayudarle.** ES

Llámenos para obtener información sobre las subvenciones temporales y las opciones de asistencia para las facturas

**Chúng tôi sẵn sàng giúp đỡ quý vị.** VI

Gọi cho chúng tôi về các chương trình trợ cấp tạm thời cũng như các chương trình trợ cấp hóa đơn

**Мы ГОТОВЫ ПОМОЧЬ.** RU

Позвоните нам по вопросам выдачи временных грантов и вариантов получения помощи в оплате счетов

**我们的宗旨就是为您服务。** CN

致电我们，以了解临时补助和账单援助选项

在当下充满挑战的时期，我们可以提供多种选项，帮助您解决任何逾期账户余额、管理账单以及降低每月付款。请今天就联系我们，了解最适合您的选项。

**我们的可用选项包括：**

-  **新临时补助计划**  
有需要的客户可能有资格从三个可用选项中选择一项，以清除您的逾期余额。这项新的临时计划提供最低 **300 美元** 的财务补助，补助可用于帮助抵销长期付款计划的费用或还清逾期账户余额。
-  **灵活的付款计划**  
我们有多种付款计划，可帮助您管理逾期账户余额。如果您已经使用付款计划，我们可查看您的账户和现有计划，或考虑使用不同的计划选项。
-  **本地能源援助计划**  
如果您只有有限或固定的收入，需要持续的援助才能支付账单，我们将与俄勒冈州和华盛顿州提供能源援助选项的本地机构合作。

**我们一起努力！**  
电力提供商还提供多项可用计划，以帮助客户处理逾期账户余额。



如果您的电力提供商是 PGE:  
请登录网站: [portlandgeneral.com/matchmypayment](http://portlandgeneral.com/matchmypayment)  
请致电: **800-542-8818** (周一到周五上午 7 点到下午 7 点)



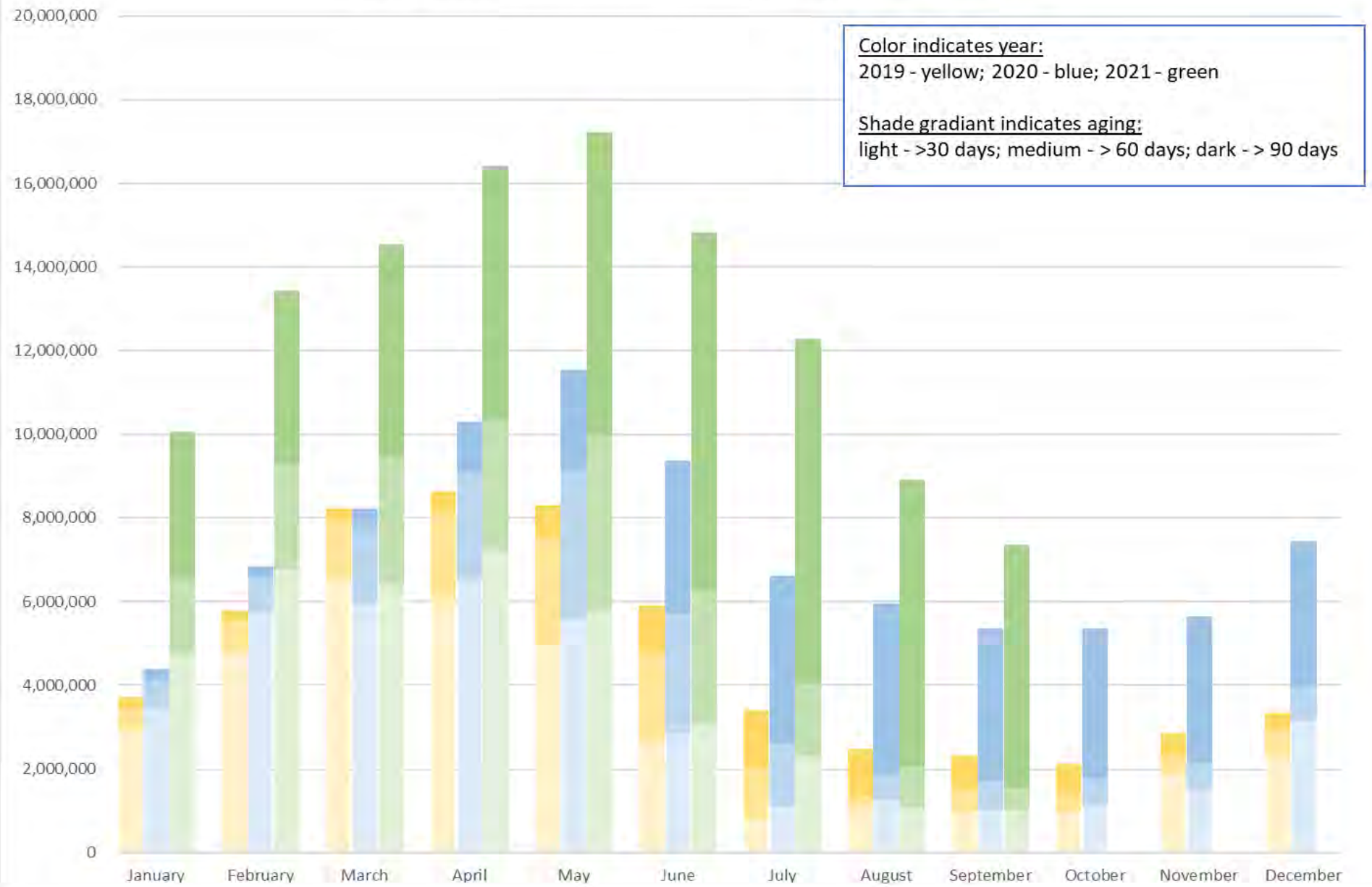
如果您的电力提供商是 Pacific Power:  
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请致电: **888-221-7070** (周一到周五上午 7 点到下午 6 点)

**CALL NOW - 844-795-9380**

新补助计划仅短时间内有效。请在周一至周五上午 7 点至下午 6 点拨打 **844-795-9380**，联系我们。NW Natural 的客户服务团队可通过口语翻译员为您提供其他语言的帮助。

欲了解一般信息，请登录网站 [nwnatural.com/flyer/paymentassistance](http://nwnatural.com/flyer/paymentassistance)。

## 2019-2021 Residential Arrearages by Aging - Oregon





# Arrearage Management Program (AMP) through October 2021

| Program to Date                                    | Instant Grant  | Matching Grant | Matching Grant with TPA | Crisis       | Total          |
|--|----------------|----------------|-------------------------|--------------|----------------|
| <b>AMP Grants</b>                                  | 9048           | 2912           | 1703                    | 167          | 13,830         |
| <b>AMP Funds Expended through October 31, 2021</b> | \$2,328,612.53 | \$633,883.07   | \$437,235.44            | \$142,420.15 | \$3,542,151.19 |
| <b>AMP Funds Committed as of October 31, 2021</b>  |                |                |                         |              | \$405,250.40   |
| <b>AMP Funds Authorized</b>                        |                |                |                         |              | \$6,167,000.00 |
| <b>AMP Funds Remaining</b>                         |                |                |                         |              | \$2,624,848.81 |
| <b>Percent Remaining</b>                           |                |                |                         |              | 42.5%          |

# Impacts of Resuming Business Process

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- Customer contacts increased when past-due notices resumed last summer.
  - Major escalation in call volumes and AMP activity in late-September and October with resumption of disconnections for non-payment and start of heating season.
- Has required management of heavy queues at times/more customers opting for callbacks.
- CSRs having increased number of customer discussions focused on arrearage management options, energy assistance, extended TPAs, and combinations of options.
- Based on recent AMP usage patterns, fund should be available to customers through the end of 2021.
- New Energy Assistance Program Year began on October 1 – LIHEAP + 3 additional LIHEAP funding sources from COVID-19 legislation (CARES, EASCR, ARPA), OLGAs and major GAP fundraising effort begins in November.
  - Low-income customers are eligible for energy assistance and AMP funds.

# Enhanced Community Outreach – Strategies

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- Implement new methods to communicate and disseminate information; create menu of new materials to amplify message
- Employ creative solutions to reach hardest to access populations
- Deliver information through trusted partners to encourage engagement; co-create strategies with partners to align with who they serve and how
- Establish and strengthen relationships with nonprofit community
- Deploy company-wide effort; leverage employee base to expand and diversify outreach
- Create partner list of over 130 distinct community-based partners; engage directly; review unique and effective methods to reach client base
- Translate resources into Spanish, Russian, Chinese and Vietnamese; source paid services from Immigrant and Refugee Community Organization (IRCO)



# Enhanced Community Outreach – Activities

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## Highlights & Targeted Outreach – key partners, approaches and evolving strategy

- Partner-activated outreach: check-in calls, e-newsletters, organization-wide emails, social media, school and food bank meals, school counselors, housing specialists, etc.
- Schools: 15,000 brochures to Portland and Clackamas districts [counselors, social workers & nutrition hubs]; prioritize higher-need areas; Portland Public Schools → NW Natural customer referral process; continued outreach through fall; November mailer to families on Free/Reduced meals; interpretation services for school staff to help families apply for assistance
- Seniors: 5,000 brochures to Meals on Wheels chapters; e-newsletter to Oregon senior nutrition provider network; over 70 representatives of healthcare providers, Area Agency on Aging staff, state and local government contract funders

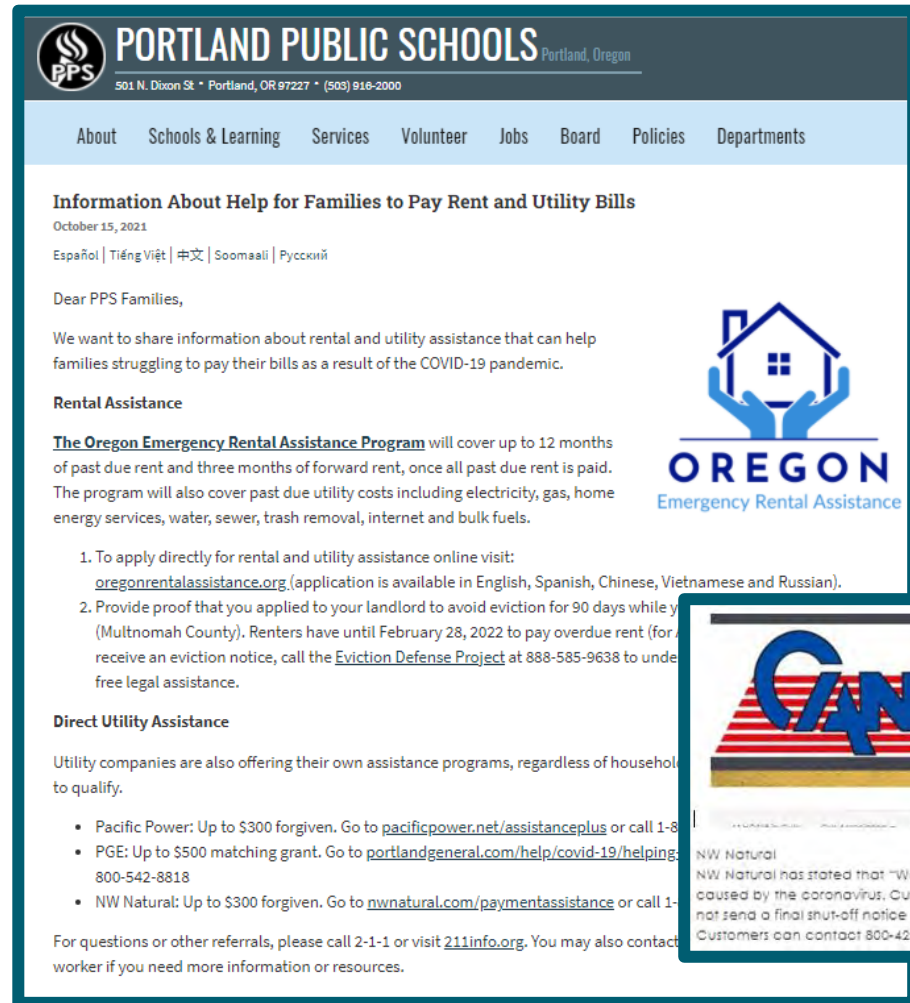
## Approach – engage partners with large networks, close ties to priority populations and trust of community

- Large networks: Energy Trust of Oregon, Housing Oregon, Oregon Energy Fund
- Culturally-specific: IRCO, Hacienda CDC, Latino Network, Chinese Garden, Oregon Chinese Consolidated Benevolent Association
- NW Natural: 2,500 brochures to field technicians to share with customers; community action managers (North, South and Central Coasts, Gorge)

## Evaluation – current activities and future applications

- Unique phone number assigned to information delivery channel (phone, social media, brochure, email)
- Track strength of information channels as levers to action
- Strong potential for future outreach strategies, practices and evaluations

# Enhanced Community Outreach – Examples



**PORTLAND PUBLIC SCHOOLS** Portland, Oregon  
501 N. Dixon St. • Portland, OR 97227 • (503) 918-2000

About Schools & Learning Services Volunteer Jobs Board Policies Departments

### Information About Help for Families to Pay Rent and Utility Bills

October 15, 2021  
Español | Tiếng Việt | 中文 | Soomaali | Pyccкий

Dear PPS Families,

We want to share information about rental and utility assistance that can help families struggling to pay their bills as a result of the COVID-19 pandemic.

#### Rental Assistance

**The Oregon Emergency Rental Assistance Program** will cover up to 12 months of past due rent and three months of forward rent, once all past due rent is paid. The program will also cover past due utility costs including electricity, gas, home energy services, water, sewer, trash removal, internet and bulk fuels.

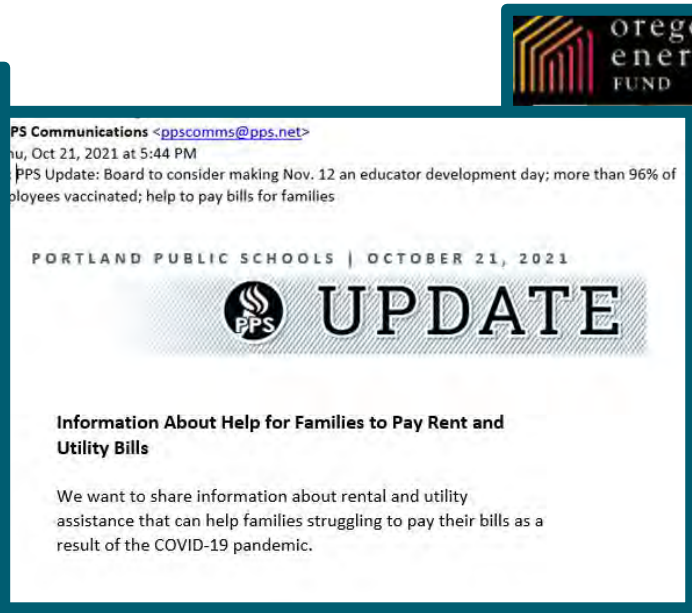
- To apply directly for rental and utility assistance online visit: [oregonrentalassistance.org](https://oregonrentalassistance.org) (application is available in English, Spanish, Chinese, Vietnamese and Russian).
- Provide proof that you applied to your landlord to avoid eviction for 90 days while you are on the program (Multnomah County). Renters have until February 28, 2022 to pay overdue rent (for renters who have received an eviction notice, call the [Eviction Defense Project](#) at 888-585-9638 to understand your options and receive free legal assistance.

#### Direct Utility Assistance

Utility companies are also offering their own assistance programs, regardless of household income. Contact your utility provider to qualify.

- Pacific Power: Up to \$300 forgiven. Go to [pacificpower.net/assistanceplus](https://pacificpower.net/assistanceplus) or call 1-800-455-4555
- PGE: Up to \$500 matching grant. Go to [portlandgeneral.com/help/covid-19/helping](https://portlandgeneral.com/help/covid-19/helping) or call 800-542-8818
- NW Natural: Up to \$300 forgiven. Go to [nwnatural.com/paymentassistance](https://nwnatural.com/paymentassistance) or call 1-800-455-4555

For questions or other referrals, please call 2-1-1 or visit [211info.org](https://211info.org). You may also contact your utility provider or a community worker if you need more information or resources.



PPS Communications <[ppscomms@pps.net](mailto:ppscomms@pps.net)>  
Sent: Monday, Oct 21, 2021 at 5:44 PM  
Subject: PPS Update: Board to consider making Nov. 12 an educator development day; more than 96% of employees vaccinated; help to pay bills for families

PORTLAND PUBLIC SCHOOLS | OCTOBER 21, 2021

## UPDATE

### Information About Help for Families to Pay Rent and Utility Bills

We want to share information about rental and utility assistance that can help families struggling to pay their bills as a result of the COVID-19 pandemic.



oregon energy FUND

[DONATE](#) [MENU](#)



**CANN**  
THE CULLY-ASSOCIATION OF NEIGHBORS

NW Natural  
NW Natural has stated that "We will not disconnect customers who can't make a payment due to impacts caused by the coronavirus. Customers will continue to receive bills and post-due notices. But NW Natural will not send a final shut-off notice and disconnect service."  
Customers can contact 800-422-4012 with questions or to make payment arrangements.

## Oregon Utilities Offer COVID-19 Debt Relief Programs for Customers

**NEWS** July 7, 2021

Do you or someone you know need help paying your bills because of the COVID-19 pandemic? Your utility may be able to help! Portland General Electric, Pacific Power, NW Natural, Avista, Cascade Natural Gas, and Idaho Power have all announced debt relief plans for Oregon customers...

# List of Outreach Partners & Networks (Nov 2021)

|   |  |  |   |
|---|--|--|---|
| Abilities at Work                           | Energy Trust of Oregon                     | Mid-Columbia EDC   | Verde   |
| AGE+  | Farmworker Housing Development Corporation | Miller Foundation  | Vernonia's                                      |
| Albertina Kerr                              | Food for Lane County                       | Molalla Adult Community Center                                       | Voice   |
| Amani Center                                | Friends of the Milwaukie Center            | My Fathers House   | Virginia Garcia Memorial Health Center          |
| Ambleside Meals People                      | Hacienda CDC                               | Neighborhood House   | Worship – Lake Oswego United Methodist          |
| AntFarm                                     | Holla                                      | The Next Door  | Worship – Our Lady of the Lake                  |
| Birch Community Services                    | Homes for Good                             | Oregon Community Foundation  | Worship – West Linn Lutheran                    |
| Canby Center in Canby                       | Hood River Valley Adult Center             | Oregon Energy Fund   | Worship – Jaya Hanuman Temple & Cultural Center |
| CAP – Catholic Community Services           | Housing Alliance                           | Oregon Food Bank   | Worship – Miao Fa Temple                        |
| CAP – Clatsop Community Action              | Housing Oregon                             | Oregon Law Center  | Worship – Muslim Community Center of Portland   |
| CAP – Community Action Washington County    | Human Solutions                            | Oregon Senior Nutrition Provider network                             | Worship – Portland Hindu Temple                 |
| CAP – Community Action Agency               | Imago Dei Community                        | Oregon State Tenants Association                                     | Worship – Trinity Full Gospel Pentecostal       |
| CAP – Community Action Team                 | IRCO                                       | OSU Extension Service  | Worship – Zen Community of Oregon               |
| CAP – Community Services Consortium         | Kairos PDX Ore                             | Lan Su Chinese Garden  | Worship – Grace Memorial Episcopal Church       |
| CAP – Mid-Columbia Community Action Council | KOHI Radio                                 | Pioneer Community Center   | Zarephath Kitchen and Pantry                    |
| CAP – Oregon Coast Community Action         | Latino Network                             | Proud Ground   |   |
| CAP – Yamhill County CAP                    | LatinoBuilt                                | Reading Results  |   |
| Chinese Consolidated Benevolent Association | LifeWorks                                  | Salvation Army – Portland  |   |
| Collins Foundation                          | Livelihood NW                              | School Districts – Gresham, North Clackamas, Portland Public Schools |   |
| Community Warehouse                         | Maybelle Clark Macdonald Fund              | SnowCap  |   |
| Country Media                               | Meals on Wheels – NWN footprint            | Society of St Vincent de Paul  |   |
| Dev NW                                      | Mercy Connections                          | Tribal Housing   |   |
| Dress for Success                           | Metropolitan Family Service                | United Way of Columbia County  |   |
| Eastco Diversified Services                 | Meyer Memorial Trust                       |  |   |

# AMP – Going Forward

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## AMP Processes

- NW Natural does not propose any changes to components or mechanics of AMP currently.

## AMP Funding

- It appears current AMP funding will likely last through 2021.
- NW Natural is evaluating the need for additional funding; any request for additional funding will be made formally through a tariff filing with the Commission.

**Thank  
you!**

