

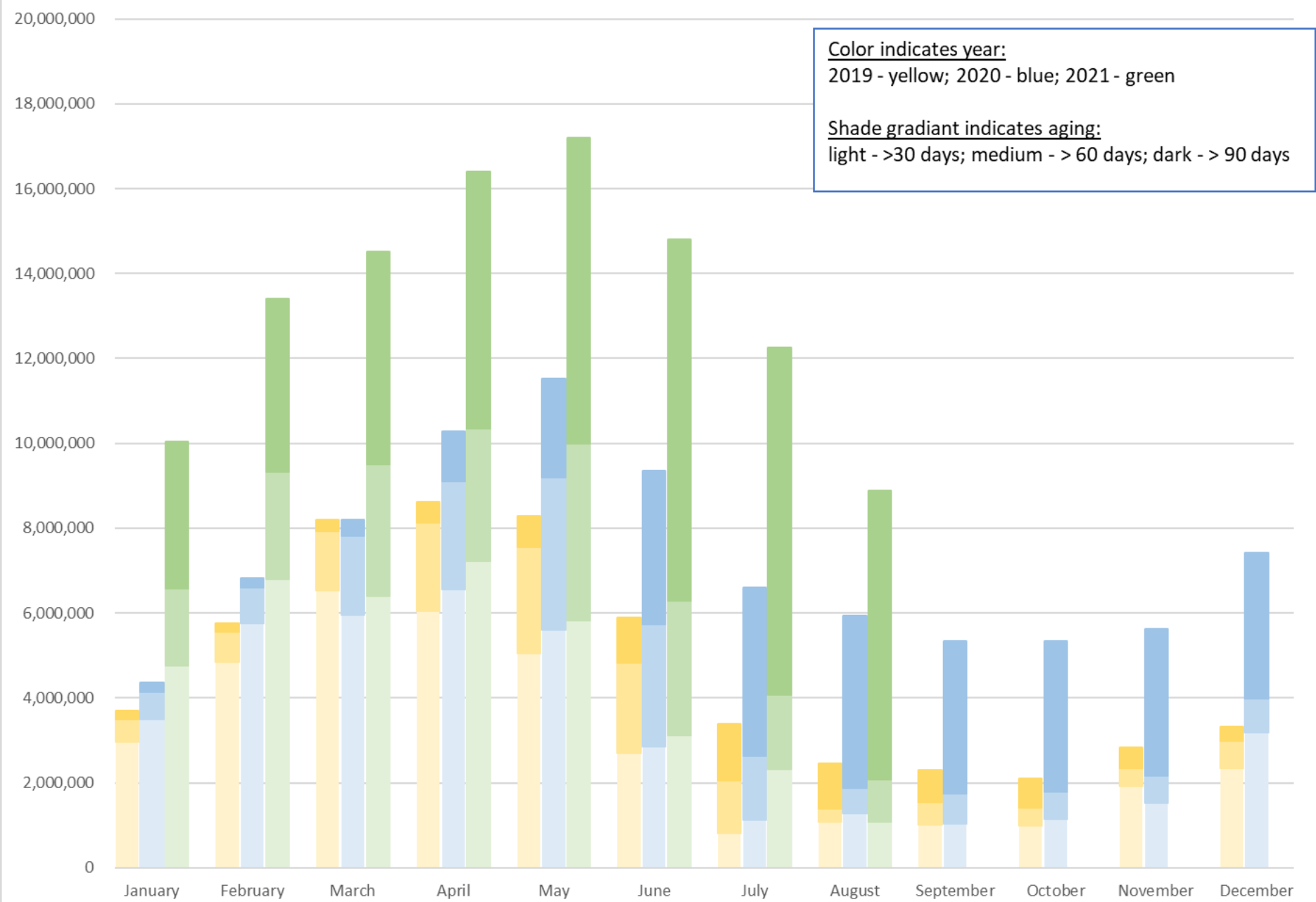
# OPUC UM 2114 Workshop

## September 30, 2021

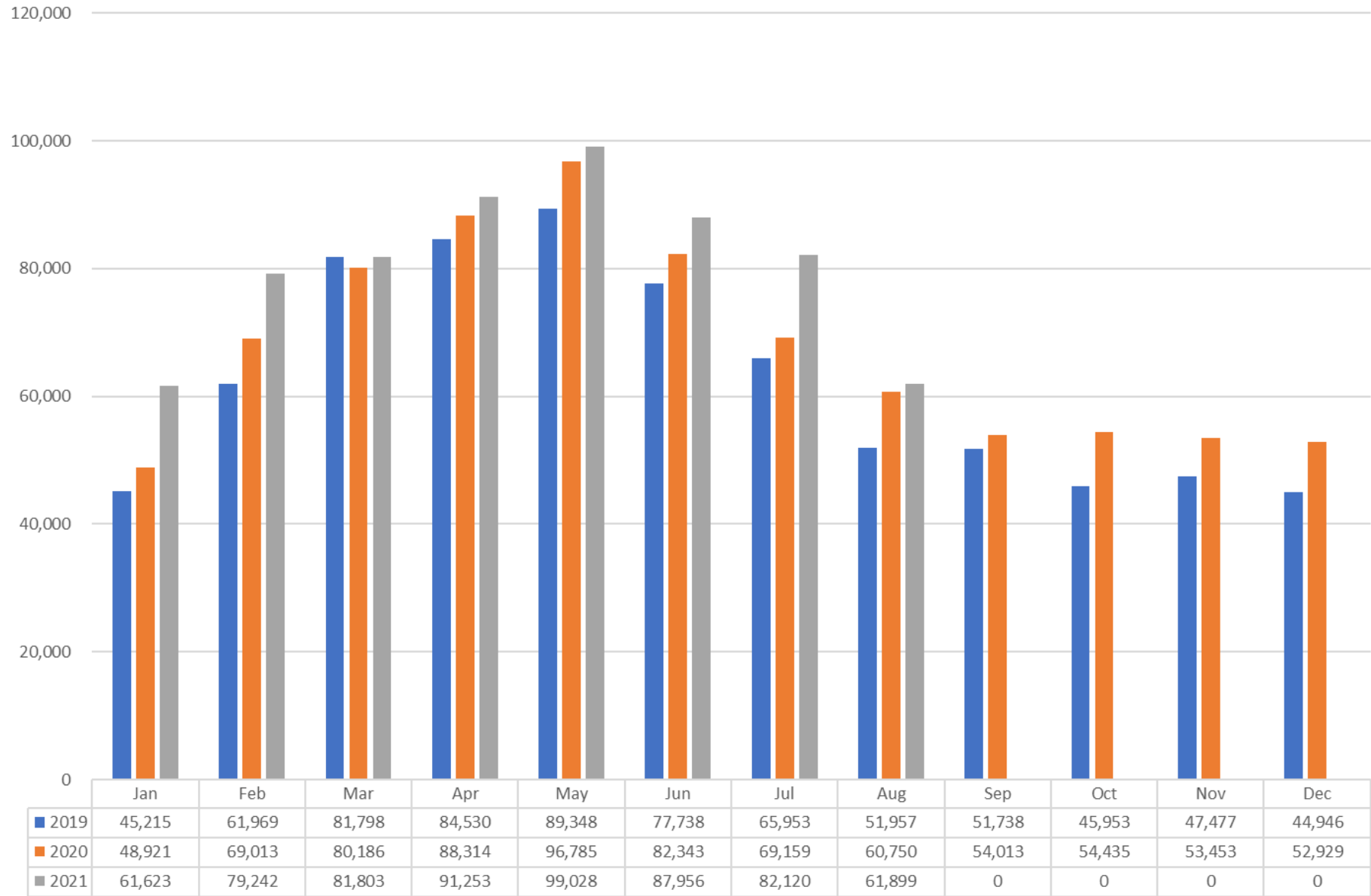
# August 2021 Residential Arrearages

	August 2021							
	>30 Days arrearage amount	>30 Days customer count	>60 Days arrearage amount	>60 Days customer count	>90 Days arrearage amount	>90 Days customer count	Total arrearage amount	Total customer count
Residential	\$1,082,040	23,046	\$1,006,984	13,063	\$6,791,285	25,790	\$8,880,309	61,899
Residential %		3.69%		2.09%		4.13%		9.92%
Average Res Arrearage		\$47		\$77		\$263		\$143

# 2019-2021 Residential Arrearages by Aging - Oregon

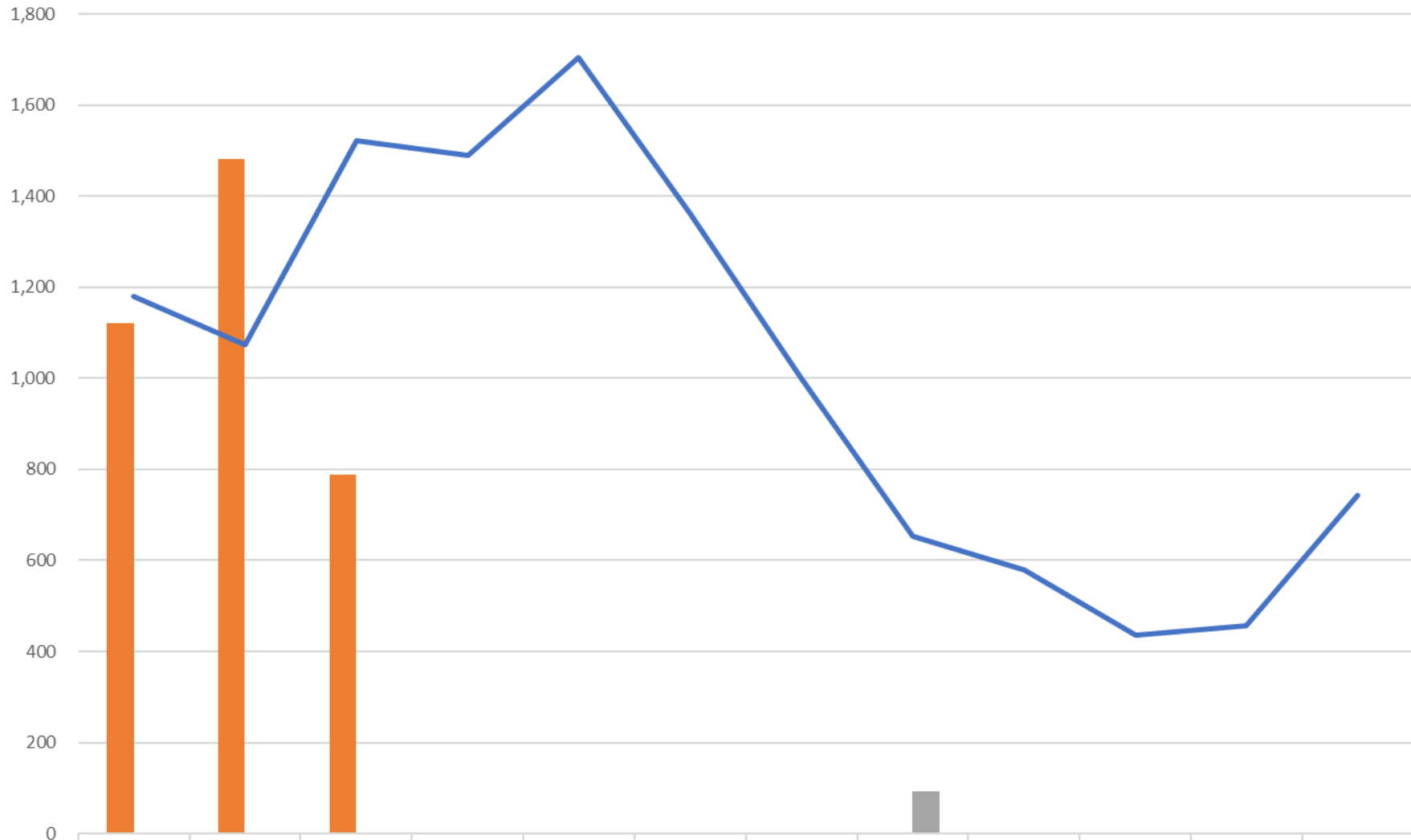


### Oregon Residential Customers in Arrears



■ 2019 ■ 2020 ■ 2021

### Oregon Residential Disconnections for Non-Payment



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2020	1,121	1,481	788	0	0	0	0	0	0	0	0	0
2021	0	0	0	0	0	0	0	92	0	0	0	0
2019	1,181	1,073	1,523	1,490	1,705	1,362	1,000	653	580	435	456	743

2020 2021 2019

# Arrearage Management Program (AMP) through August 2021

Program to Date	Instant Grant	Matching Grant	Matching Grant w TPA	Total
AMP Grants	4725	1059	263	6,047
Average AMP Grant	\$269.45	\$234.98	\$40.52	\$253.46
AMP Funds Expended through August 2021	\$1,273,155.18	\$248,839.28	\$10,658.00	\$1,532,652.46
AMP Funds Committed as of September 20, 2021				\$525,087.92
AMP Funds Authorized				\$6,167,000.00
AMP Funds Remaining				\$4,109,259.62
Percent Remaining				66.6%

# 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.


**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).

**WE'RE IN THIS TOGETHER.**

Electricity providers also have programs available to help customers with past-due account balances.



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.**

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

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

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

**Мы готовы помочь.**

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。**

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:  
请登录网站: [pacificpower.net/assistanceplus](http://pacificpower.net/assistanceplus)  
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)。

# Energy Assistance Programs

EA Program	Number of Households	Total Benefits
GAP	1,135	\$ 122,029.00
OLGA	5,004	\$ 2,219,113.00
LIHEAP	4,907	\$ 1,668,961.28
<b>Totals</b>	<b>11,046</b>	<b>\$ 4,010,103.28</b>

\$582,765 more in Energy Assistance funds distributed and 1,120 more households receiving assistance in 2020-2021 Program Year over 2019-2020 Program Year to date.



# Gas Assistance Program (GAP)

- GAP's primary purpose is to provide supplemental assistance to low-income households, particularly those with young children and disabled, medically-compromised and elderly customer.
- Private donation-based program with contributions made annually by NW Natural customers, employees, retirees and some large donors.
- The first \$60,000 in donations are matched by NW Natural shareholders.
- All administrative costs are covered by NW Natural so 100% of donor contributions go to those in need.



## Help heat the homes of neighbors in need.

As a member of our community for 162 years, NW Natural's core value of caring has never been more important. Please help us warm the homes of families in need this season, and join NW Natural shareholders in contributing to the Gas Assistance Program.

We are committed to working together — to do what's needed, when it's needed most.



## Help keep the heat on.

**Contribute now and your donation could be doubled.** The first \$60,000 in contributions will be matched by NW Natural shareholders.

**Join 38 years and \$6.5 million of tradition.** We cover all administration costs, so 100% of your contribution goes directly to those who need it.

**Your money goes where it matters most.** Community Action Network agencies screen all recipients before granting funds.



» To donate, visit [connect.unitedway-pdx.org/GAP](https://connect.unitedway-pdx.org/GAP). Or send a check in the enclosed envelope to:

Gas Assistance Program  
PO Box 35143 #4406  
Seattle, WA 98124-5143

# GAP Process & Partnerships

- Since 1982, more than \$6.62M in GAP funds have been donated and distributed to assist customers in need
- Just like the LIHEAP and OLGA Programs, the [Community Action Partnership agencies](#) process applications and distribute GAP funds to assist our low-income customers
- GAP donations are made via the 501(c)(3) organization, [United Way](#), so all GAP contributions are tax-deductible for donors.

## NW Natural Gas Assistance Program Donates \$160,000 to Help Those in Need

*Annual giving season now underway*

Media contact: [media@nwnatural.com](mailto:media@nwnatural.com); 503-818-9845 (pager)

### FOR IMMEDIATE RELEASE

October 29, 2020

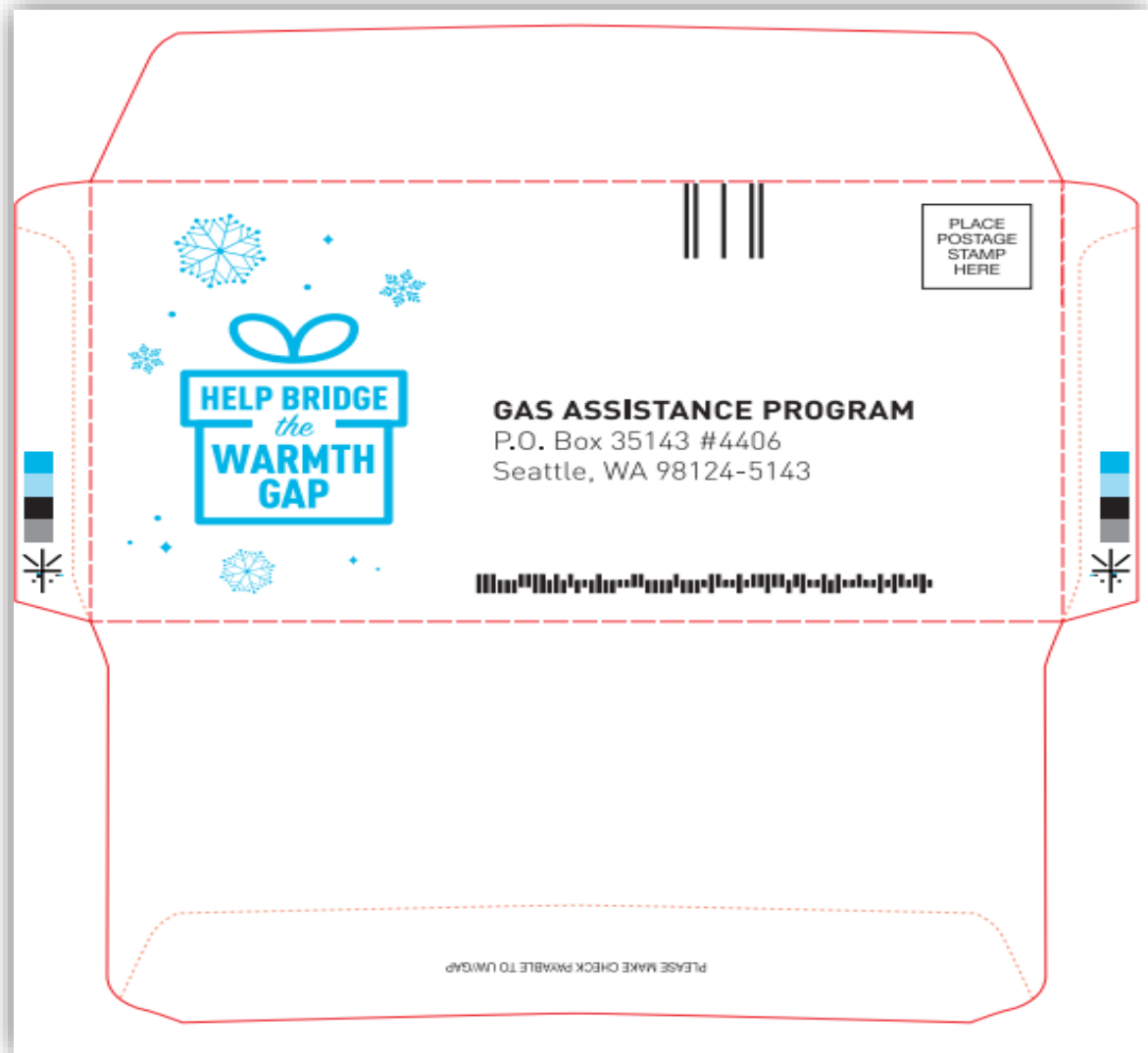
**PORTLAND, Ore.** — NW Natural customers and shareholders contributed \$160,000 to the Gas Assistance Program this past year to help low-income families and seniors with their winter heating bills.

“We’re so grateful to our customers and the community who contributed to GAP to help their neighbors in need,” said Mary Moerlins, NW Natural director of Environmental Policy & Corporate Responsibility. “This year’s giving season is now underway, and we’re committed to doing everything we can to help our customers who may need a helping hand this winter.”

NW Natural shareholders will match the first \$60,000 in contributions to this year’s program. NW Natural covers all of GAP’s administrative costs so 100% of the funds can be donated to recipients. Since it began in 1982, NW Natural’s GAP has raised more than \$6.5 million for community action groups that distribute the funds directly to those in need.

This year’s GAP giving season is now open through Aug. 31, 2021. Tax-deductible donations can be made via United Way at [connect.unitedway-pdx.org/GAP](https://connect.unitedway-pdx.org/GAP) or mailing a check to: Gas Assistance Program, PO Box 35143 #4406, Seattle, WA 98124-5143.

# The Future of GAP



- **GAP “Round up” Program**
  - Program design and cost estimate completed in 2020
  - NWN supportive of program adoption but complex technology update – system change on hold for now
- **Focus on GAP Fundraising Efforts**
  - Press release, bill insert and promo message – November
  - Social media campaign – November to January
  - Comfort Zone newsletter (electronic) – November to February
  - Resumption of community fundraising events when feasible