

Oregon Public Utility Commission

Actions natural gas utilities have taken to streamline eligibility determination for utilities tariffed low-income energy assistance programs

Verification Process Prior to COVID

- All gas utilities allow the CAA's in their service areas to do verifications for customer eligibility in line with OHCS guidelines for LIHEAP/OEAP eligibility
- This usually required an appointment at the CAA office
- Proof of income or other qualification documentation had to be presented during the appointment
- With the advent of COVID, in person appointments were no longer advisable
- CAPO requested that all 3 gas utilities allow for "categorical eligibility"

NW Natural - OLGA

- NWN modified the language of tariff Schedule 310, their Oregon Low-Income Assistance program (OLGA) effective July 29, 2020
- The change allows low-income customers to qualify for NWN's low income assistance program (OLGA) via "categorical eligibility"
- A CAA determines eligibility in accordance with OHCS guidelines
- In addition, customers are deemed automatically eligible for assistance from OLGA by participation in select federal programs such as:
 - SNAP (Food Stamps)
 - SSI (Supplemental Security Income)
 - TANF (Temporary Aid to Needy Families)

Avista - LIRAP

- Avista modified the language of tariff Schedule 493, their residential Low Income Rate Assistance Program (LIRAP) effective July 25, 2020
- This tariff change allows low-income customers to qualify for Avista's LIRAP via "categorical eligibility"
- Income eligibility is verified through the Department of Health Services database and/or the customer's program eligibility letter
- In addition, customers are deemed automatically eligible for assistance from LIRAP by participation in select federal programs such as:
 - SNAP (Food Stamps)
 - SSI (Supplemental Security Income)
 - TANF (Temporary Aid to Needy Families)

Cascade NG – OLIBA

- Cascade modified the language of tariff Rule 32, their residential Oregon Low-Income Bill Assistance program (OLIBA) effective August 1, 2020
- This tariff change allows low-income customers to qualify for Cascade's OLIBA via "categorical eligibility"
- A CAA determines eligibility in accordance with OHCS guidelines
- In addition, customers are deemed automatically eligible for assistance from LIRAP by participation in select federal programs such as:
 - SNAP (Food Stamps)
 - SSI (Supplemental Security Income)
 - TANF (Temporary Aid to Needy Families)