

Voluntary Program Summary

Avista

Avista's Project Share is donation-based that provides emergency energy assistance to qualified households. Project Share funds are used to help stabilize households-in-crisis for 30 days. Customers do not need to meet federal poverty guidelines to qualify. Avista customers, employees and the Company currently donate to Project Share to support the local community in need of emergency energy assistance.

CNG

CNG currently has a voluntary customer and company donation-based energy assistance program named Winter Help. CNG Oregon customers may add a donation onto their payment using their remittance statement (example below) or set up recurring payments or make a one-time donation using the pledge form. Both Community Action Agencies and the company are able to utilize these funds to assist customers.

The pledge form is provided as a bill insert once per year and can also be found on the company's website (<https://www.cngc.com/wp-content/uploads/PDFs/Brochures/winter-help.pdf>). Starting in 2020 and continuing in 2021, the Company has also used our bill insert capability to solicit donations from CNG customers who are not past due. (The Company believes this program is an effective way to provide additional assistance beyond LIHEAP and PPC funds, however, per the stipulated agreement the Company is in the early stages of evaluating a bill round-up option.)

NWN

Consistent with paragraph 21 of the UM 2114 COVID stipulation approved in Order No. 20-401, NW Natural has identified components and technology requirements for a bill round-up program that would allow customers to voluntarily round up the total amount due on their bill to the next whole dollar amount to donate to utility programs that provide bill assistance to low-income customers. In the case of NW Natural, these donations via a "Round-Up" Program would contribute to our Gas Assistance Program (GAP). NW Natural has provided the details of the Round-Up Program components and technology requirements previously in attachments to UM 2114 OPUC IR 13 and UM 22214 OPUC IR 6.

NW Natural favors moving forward with the Round-Up Program and the additional funding source the program will provide for GAP; however, the priority for this project follows the Company's Arrearage Management Program, which is currently being developed for a launch date of May 3, 2021.

As mentioned in previous responses regarding technology changes provided in this docket (see UM 2114 OPUC IR 5 and 12), our customer information system (CIS) was developed and customized for the Company over 21 years ago and uses a programming language that is no longer widely used. NW Natural's few internal CIS subject matter experts represent a finite resource and will need to balance development of these new programs with the day-to-day maintenance, security work and updates that CIS requires. As a result, the date of development of the Round-Up Program has not been set.

Idaho Power

The Company plans to continue utilizing its program currently in place, Project Share, which is a year-round bill pay assistance program that provides a one-time payment of up to \$300 a year to qualified Idaho Power customer households. Project Share is administered by the Salvation Army in Baker County and Community in Action in Malheur and Harney counties.

In addition to funds contributed by shareowners, contributing customers have the option to round-up their monthly bill, sign up for an on-going fixed contribution or elect to round up and add a fixed amount to their monthly bill.

PAC

PacifiCorp currently offers two voluntary programs for customers who wish to donate money to help individuals struggling to pay their electric bill: Lend-A-Hand and the Small Change program. Both programs require the customer to opt in. For the Lend-A-Hand program, the customer donating to the program overpays the amount due by certain dollar increments.

The Small Change program automatically rounds up the donating customer's bill to the next nearest dollar and reflects that amount due on their monthly bill.

The voluntary donation programs are part of PacifiCorp's Fuel Fund program in which the Company matches customer and employee donations two-to-one up to \$144,000 annually. PacifiCorp partners with Oregon Energy Fund, a non-profit agency, to offer energy assistance with donated funds. Oregon Energy Fund contracts with agencies throughout PacifiCorp's service territory to deliver funds to qualified households. Funds are collected, matched, and sent to Oregon Energy Fund monthly.

PGE

PGE currently sends a donation envelope with the monthly bill twice a year in which customers are able to donate to Oregon Energy Fund (OEF). If a customer is enrolled in paperless billing, their electronic statement contains a link to OEF instead of receiving a physical envelope. OEF typically receives around \$100,000 in annual donations from these envelopes and link. The envelopes allow a customer to send a donation directly to OEF, while the link for paperless billing customers takes them directly to the OEF website. Customer donations made via the envelope or link do not pass through PGE.

PGE has also been researching and evaluating a payment round-up donation option in which customers could choose to round-up their monthly payments in order to donate to OEF and other local organizations. PGE has identified the level of work that would be necessary to implement this process, but has been focused on other high priority work such as the Bill Assistance Program and offering convenient payment options for customers.