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**SCHEDULE 310  
OREGON LOW-INCOME GAS ASSISTANCE (OLGA)****PURPOSE:**

To describe the program within which that portion of the funds collected and designated for use for low-income bill payment assistance activities under **Schedule 301** "Public Purposes Funding Surcharge" will be administered and delivered to eligible customers. This program is filed pursuant to ORS 757.315.

**APPLICABLE:**

To Residential Customers taking service under **Rate Schedule 2** of this Tariff.

**SPECIAL CONDITIONS:**

1. Funds collected under **Schedule 301** will be disbursed from the OLGA Account directly to individual customer utility accounts based on electronic vouchers received from each participating Community Action Agency ("Agency").
2. All funds collected under this program will be distributed only to income-eligible Residential Customers of NW Natural. Funds distribution will be accomplished using a cashless voucher system. The cashless voucher system will allow the transfer of authorized payments to an individual customer's utility account from the OLGA program account based on an electronic voucher list submitted to the company by each participating Agency. The Company will process vouchers as soon as possible following receipt. In the event the Company receives a voucher authorization for a single customer from two or more agencies, the Company will process only one voucher authorization.
3. In order to participate in the OLGA program, an Agency must be a legal entity, contracting or subcontracting with the State of Oregon, Department of Housing and Community Services (OHCS), which is eligible to administer funding under the Federal Low Income Home Energy Assistance Program (LIHEAP).
4. Each participating Agency will have sole responsibility to screen and approve bill payment assistance applicants for eligibility. Except where funds are specifically authorized by the Company for customized bill payment assistance plans, which may be available from time to time, each Agency shall follow the established protocols for the qualification of and disbursement to eligible participants in accordance with the guidelines promulgated by OHCS and the Low-Income Home Energy Assistance Act of 1981 and subsequent amendments, as outlined in the OHCS Omnibus Contract. As an alternative to providing identification as required in LIHEAP guidelines, bill payment assistance applicants may qualify by providing the identification required for residential service as described in accordance with the provision of General Rule 2 of this Tariff. The amount of assistance from LIHEAP and OLGA for eligible participants shall be based on the LIHEAP Poverty Guidelines and Payment Matrix from the OHCS Operations Manual for these programs. Except where different allocations may be allowed under any special program that may be offered during a program year, any voucher authorizations received by the Company that exceed these guidelines will be appropriately adjusted.

(continue to Sheet 310-2)

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**SCHEDULE 310**  
**OREGON LOW-INCOME GAS ASSISTANCE (OLGA)**  
(continued)

**SPECIAL CONDITIONS (continued):**

5. The Company will determine the allocation of OLGA funds to participating agencies at the beginning of each program year based on the same allocation used to allocate funds during the previous program year. Except that, in the Company's sole discretion, funds may be re-allocated to other Agencies at any time during the program year whenever the Company determines that such a re-allocation is the most effective and efficient use of the available funds.
6. Each Agency will be reimbursed from the OLGA Account for certain administrative costs and direct program costs incurred by them in the administration and delivery of the OLGA program to NW Natural customers. At the beginning of each program year, the Company will negotiate with each participating Agency to determine the specific reimbursements that will be allowed in that program year. Agency reimbursements will be determined by the following guidelines: Up to five percent (5%) for Administrative Costs; and up to fifteen percent (15%) for Direct Program Costs. Any Agency requesting an amount greater than that provided for in these guidelines will be required first to support such request to the Company's satisfaction. In no event will the combination of Administration and Direct Program costs for any one Agency exceed 30 percent of the total OLGA funds actually disbursed by such Agency.
7. The Company will reimburse each Agency for their administrative and direct program costs on the 20<sup>th</sup> business day of the month following the month for which reimbursement is requested. Reimbursement will be based on the amount of OLGA funds actually disbursed by the agency in that month, as determined by the electronic voucher lists submitted by the Agency. The Company must receive all reports by the 5<sup>th</sup> business day of each month.
8. Any amounts not disbursed in the program year will carry over to the next program year.
9. The OLGA program year will extend from October 1 through September 30. The Company will provide an annual summary evaluation report on the progress of the OLGA program for review by the Commission by December 31 following the end of each program year.

**GENERAL TERMS:**

This Schedule is governed by the terms of this Rate Schedule, the General Rules and Regulations contained in this Tariff, any other Schedules that by their terms or by the terms of this Schedule apply to service under this Schedule, and by all rules and regulations prescribed by regulatory authorities, as amended from time to time.

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