

NORTHWEST NATURAL GAS COMPANY

WN U-6

Original Sheet N.1

**SCHEDULE N
RESIDENTIAL ARREARAGE MANAGEMENT PROGRAM**

(N)

PURPOSE:

The purpose of this schedule is to implement a residential Arrearage Management Program (AMP) in compliance with Order 01 in docket UG-230739.

APPLICABLE:

To all income-eligible Residential customers with a past due balance taking service under Rate Schedule 2 of this Tariff. To qualify as income-eligible, customers can self-certify as having a household income level that is up to 200% of the federal poverty level (FPL) or 80% of area median income (AMI), whichever is greater.

ENROLLMENT:

Eligible Residential customers may enroll in the AMP by contacting the Company's Customer Contact Center. The Company may allow enrollment assistance through designated agencies that meet the criteria for a "Qualifying Organization" as defined in RCW 82.16.0497.

AMP COMPONENTS:

The following AMP options may be available based on the household income level and size declared by the Customer: Options include Instant Grants and Matching Grants with time payment arrangements (TPA).

Income Threshold	AMP Assistance
0-60% FPL	100% Instant Grant
61-120% FPL	100% Instant Grant
121-150% FPL	75% Instant Grant or Matching Grant with TPA
Greater of 151-200% FPL or 80% AMI	Matching Grant with TPA*

*If a customer with an income above 150% FPL defaults on a TPA, the Company may attempt to renegotiate the TPA with that customer. After that renegotiation, the customer will become eligible for a 75% Instant Grant.

Residential customers that express (1) no means to make payment(s) and (2) financial hardship due to crises including, but not limited to death, chronic illness or major injury in the household, crime/domestic violence victim, unaffordable medical costs, may receive a Crisis Instant Grant up to \$500, with no income eligibility required (contingent on Customer Contact Center Supervisor approval).

(continue to Sheet N.2)

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Issued December 20, 2024
NWN WUTC Advice No. 24-18

Effective with service on
and after April 1, 2025

Issued by: **NORTHWEST NATURAL GAS COMPANY**

d.b.a. NW Natural

BY AUTH. OR ORDER OF WASH. UTILITIES & TRANSPORTATION COMM. DOCKET NO. UG-240964

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Original Sheet N.2

**SCHEDULE N
RESIDENTIAL ARREARAGE MANAGEMENT PROGRAM
(continued)**

(N)

SPECIAL CONDITIONS:

1. AMP grants may not exceed the past due or full account balance.
2. Grant limits are as follows:
 - a. \$1,500 Instant Grant Limit
 - b. \$1,000 Matching Grant with TPA Limit
 - c. \$500 Crisis Instant Grant Limit
3. Residential customers can participate in the AMP once every 24 months, with a maximum program benefit limit of up to \$1,500. Exceptions to this limit can be made in special cases, such as: death in the household, chronic illness or major injury, being a victim of crime or domestic violence, extreme medical costs, etc. These exceptions require approval from a Customer Contact Center Supervisor.
4. Data about the AMP will be included in NW Natural's GREAT Annual Report, with collaboration with the GREAT Advisory Group.
5. Participation in the AMP does not prohibit customers from qualifying for, or participating in, additional assistance programs (such as LIHEAP).

GENERAL TERMS:

This Schedule is governed by its terms, 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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