

Arrearage Management Program Proposal and Update

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March 4, 2022



Welcome

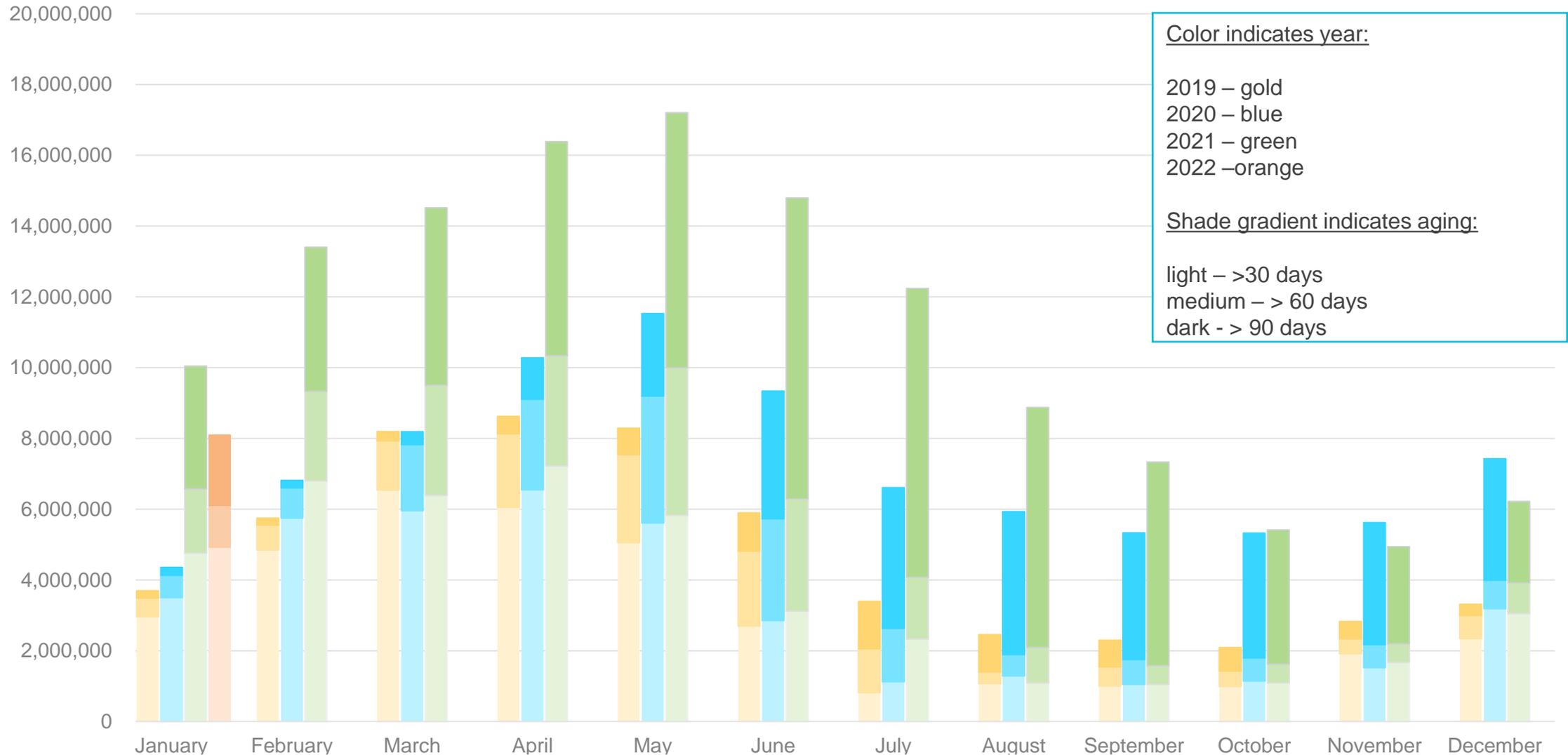


- AMP Update
- AMP Funding Request & Proposed Change
- Community Outreach Update

Arrearage Activity



2019-2022 Residential Arrearages by Aging - Oregon



Current AMP Overview



Launched May 3, 2021 – funding of 1% of retail revenues ~\$6.167 million

Instant Grant Option

- Up to a \$300 grant for a residential customer with a smaller past due or full balance who expresses economic hardship.

50/50 Matching Grant Option

- Up to a \$600 matching grant applied as a credit on a residential customer's account to eliminate a past due or full balance.

Time Payment Arrangement (TPA) with Matching Grant Option

- Up to a \$1,200 grant; an option that offers a TPA to a residential customer who then receives a matching grant payment to reduce their past due balance each time their own monthly TPA payment posts.

Frequency of Participation

- Residential customers can participate in the AMP in any combination of options up to a maximum contribution from the Program of up to \$1,200.

NW Natural AMP Summary



May 3, 2021 – February 28, 2022

Total AMP Funding of \$6,167,000

Grant Type	Number of Households	Total Funds Granted
Instant Grant – up to \$300	17,171	\$4,260,597
50/50 Matching Grant – up to \$600	4,676	\$914,768
TPA w/Matching Grant – up to \$1,200	3,828	\$532,863
Crisis Grant – up to \$1,000	236	\$197,474
Total	23,700	\$5,905,702
Percentage of Total Granted or Committed		95.76%

Proposed AMP Enhancements



Proposal filed on February 17, 2022 – docket ADV 1373

- Add new Low-Income Instant Grant Option
 - Customers would be deemed “low-income” based on receiving Energy Assistance and being income-qualified since 2019 and auto-enrolled for an instant grant if they have an arrearage balance.
 - Addresses the needs of low-income customers impacted by the economic repercussions of the COVID-19 pandemic in a simple manner that doesn’t present any barriers to customers receiving economic relief.
- Request for an additional 0.5% in AMP funding ~\$3.1 million
 - \$750,000 of this funding set aside for the new Low-Income Instant Grant Option.
 - Provides arrearage relief to customers through the heating season as the COVID-19 pandemic persists and related economic impacts continue.
 - Additional funding provides needed arrearage relief through the spring months, which typically have been the months when NW Natural customers experienced the highest arrearage balances in the pre-pandemic period.

AMP Brochure & 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.



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
 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
 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 de energía.

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.

Trong thời gian đầy thử thách này, chúng tôi có thể cho quý vị một vài lựa chọn để giúp quý vị thanh toán các tài khoản.

Vui lòng

Liên hệ

để xóa

đá vôi

hoặc

điều

Мы ГОТОВЫ ПОМОЧЬ.

Позвоните нам по вопросам выдачи временных грантов и вариантов получения помощи в оплате счетов

В это непростое время мы имеем возможность предложить варианты, которые помогут вам урегулировать любые проблемы с оплатой 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，我们可以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。

PGE
 如果您的电力提供商是 PGE:
 请登录网站: portlandgeneral.com/matchmypayment
 请致电: **800-542-8818** (周一到周五上午 7 点到下午 7 点)

PACIFIC POWER
 如果您的电力提供商是 Pacific Power:
 请登录网站: 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译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。

Other Energy Assistance Programs



Energy Assistance Program	Number of Households	Total Benefits
Program Year 2021-2022		
GAP	211	\$ 20,550.00
OLGA	2,621	\$ 1,090,198.00
LIHEAP	2,335	\$ 747,460.77
Totals	5,167	\$ 1,858,208.77
Program Year 2021-2022		
GAP	1,135	\$ 122,029.00
OLGA	5,044	\$ 2,243,670.00
LIHEAP	5,241	\$ 1,755,170.76
Totals	11,420	\$ 4,120,869.76

Distributed \$758,225 more in Energy Assistance funds to 1,592 more households in the 2020-2021 Program Year vs. the prior 2019-2020 Program Year. On track for a similar distribution in the 2021-2022 Program Year.

Enhanced Community Outreach Strategies

- Implement new methods to communicate and disseminate information; create menu of new materials to amplify message
- Employ creative solutions to reach hardest to access populations
- Deliver information through trusted partners to encourage engagement; co-create strategies with partners to align with who they serve and how
- Establish and strengthen relationships with nonprofit community
- Deploy company-wide effort; leverage employee base to expand and diversify outreach
- Create partner list of over 140 distinct community-based partners; engage directly; review unique and effective methods to reach client base
- Translate resources into Spanish, Russian, Chinese and Vietnamese; source paid services from Immigrant and Refugee Community Organization (IRCO)

Enhanced Community Outreach Activities

Highlights & Targeted Outreach – key partners, approaches and evolving strategy

- Partner-activated outreach: check-in calls, e-newsletters, organization-wide emails, social media, school and food bank meals, school counselors, housing specialists, etc.
- Schools: 15,000 brochures to Portland and Clackamas districts [counselors, social workers & nutrition hubs]; prioritize higher-need areas; Portland Public Schools → NW Natural customer referral process; continued outreach through fall; November mailer to families on Free/Reduced meals; interpretation services for school staff to help families apply for assistance
- Seniors: 5,000 brochures to Meals on Wheels chapters; e-newsletter to Oregon senior nutrition provider network; over 70 representatives of healthcare providers, Area Agency on Aging staff, state and local government contract funders

Approach – engage partners with large networks, close ties to priority populations and trust of community

- Large networks: Energy Trust of Oregon, Housing Oregon, Oregon Energy Fund
- Culturally-specific: IRCO, Hacienda CDC, Latino Network, Chinese Garden, Oregon Chinese Consolidated Benevolent Association
- NW Natural: 2,500 brochures to field technicians to share with customers; community action managers (North, South and Central Coasts, Gorge)

Evaluation – current activities and future applications

- Unique phone number assigned to information delivery channel (phone, social media, brochure, email)
- Track strength of information channels as levers to action
- Strong potential for future outreach strategies, practices and evaluations

Enhanced Community Outreach

Key initiatives since November presentation



TriMet

- New partnership with TriMet – TriMet to send AMP brochure to riders participating in reduced fare programs
 - List of 13,000 email addresses
- On the horizon – AMP information to nonprofits that deliver reduced fare tickets to riders and ad space on TriMet transportation
- Low-Income Programs – income threshold aligns with NWN and verified by nonprofit organizations

Mobile Home Parks

- AMP brochure to be mailed to mobile home park customers in Lane, Multnomah and Washington Counties (three most populous counties for NWN)
 - Used publicly available list of parks and paired it with NWN data to generate active service record list
- On the horizon – expansion to Hood River, Marion & Clackamas Counties
- Low-Income Programs – median income of mobile home residents is half that of all homeowners and mobile home residents pay 70% more in energy bills

Seniors

- Expanded outreach partnership with **Meals on Wheels, Friendly House & Hollywood Senior Center**
- Home assessments to identify safety hazards – AMP to be added to Home Visit Checklist & annual check-in and onboarding
- Low-Income Programs – referrals to **local CAP agencies** for weatherization and additional energy assistance

Enhanced Community Outreach – Examples



Homeowner Newsletter
Summer 2021

Proud Ground Announcements

Proud Ground recently conducted a survey with homeowners, exploring how to best support them and received some great ideas, thank you to all those that participated! Based on this feedback, Proud Ground is offering four different

Proud Ground is Hiring a Communications Coordinator to join the

Community Action Hillsboro, Oregon
Published by Gina Brooks · September 22 ·

Did you know that NW Natural has payment plans and financial assistance grants for customers who have past due payments on their accounts? Grants can be used to help offset the cost of a payment plan or pay off a past-due account balance. To learn more, please follow the link below!
<http://ow.ly/GjuY50G88Ez>

NW Natural
September 22 ·

If you need help making a past-due payment, please contact us to discuss options. Financial assistance grants may also be available. <http://ow.ly/GjuY50G88Ez>

English | Español | Русский | العربية | 简体中文 | Tiếng Việt

IMPACT NW
PREVENTING HOMELESSNESS

Don't turn your NW Natural Gas off this summer—we can help!

Impact NW Energy Assistance can help you with NW Natural bills so you don't have to turn off your service this summer!

Multnomah County
Multnomah County > Department of County Human Services > Intellectual & Developmental Disabilities

Utility Assistance

Menu

NW Natural

- Customers may be able to receive assistance and 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.

Call 211 or visit [www.nwnatural.com/utilityassistance](#) for current information about utility assistance resources.

Instant Grant Payment Assistance Program for overdue bills - NW Natural

customers in Oregon with a past-due balance may be able to receive instant grants of up to \$300, and even more options for larger balances. For more information, call NW Natural at: 844-795-9378. For general information, visit nwnatural.com/community/paymentassistance.

City of **Corvallis** Oregon

Community | Doing E

COMMUNITY DEVELOPMENT

Report a Problem | Renters & Landlords | COVID-19

- **NW Natural Gas:** NW Natural Gas customers who are behind in their payments can request a temporary payment plan and consideration for the Oregon Arrearage Management Plan that offers grants to resolve outstanding balances. Call Customer Service at 800-422-4012 for qualifications and to enroll in customer payment plans.

Enhanced Community Outreach – Examples



PORTLAND PUBLIC SCHOOLS Portland, Oregon
501 N. Dixon St. • Portland, OR 97227 • (503) 916-2000

About Schools & Learning Services Volunteer Jobs Board Policies Departments

Information About Help for Families to Pay Rent and Utility Bills

October 15, 2021
Español | Tiếng Việt | 中文 | Soomaali | Пыccкий

Dear PPS Families,

We want to share information about rental and utility assistance that can help families struggling to pay their bills as a result of the COVID-19 pandemic.

Rental Assistance

The Oregon Emergency Rental Assistance Program will cover up to 12 months of past due rent and three months of forward rent, once all past due rent is paid. The program will also cover past due utility costs including electricity, gas, home energy services, water, sewer, trash removal, internet and bulk fuels.

- To apply directly for rental and utility assistance online visit: oregonrentalassistance.org (application is available in English, Spanish, Chinese, Vietnamese and Russian).
- Provide proof that you applied to your landlord to avoid eviction for 90 days while you wait for assistance (Multnomah County). Renters have until February 28, 2022 to pay overdue rent (for those who have received an eviction notice, call the [Eviction Defense Project](#) at 888-585-9638 to understand your options for free legal assistance.

Direct Utility Assistance

Utility companies are also offering their own assistance programs, regardless of household income. To qualify:

- Pacific Power: Up to \$300 forgiven. Go to pacificpower.net/assistanceplus or call 1-800-542-8818
- PGE: Up to \$500 matching grant. Go to portlandgeneral.com/help/covid-19/helping or call 800-542-8818
- NW Natural: Up to \$300 forgiven. Go to nwnatural.com/paymentassistance or call 1-800-422-4012

For questions or other referrals, please call 2-1-1 or visit 211info.org. You may also contact your utility provider or a community worker if you need more information or resources.

PPS Communications <ppscomms@pps.net>
Thu, Oct 21, 2021 at 5:44 PM
PPS Update: Board to consider making Nov. 12 an educator development day; more than 96% of employees vaccinated; help to pay bills for families

PORTLAND PUBLIC SCHOOLS | OCTOBER 21, 2021

UPDATE

Information About Help for Families to Pay Rent and Utility Bills

We want to share information about rental and utility assistance that can help families struggling to pay their bills as a result of the COVID-19 pandemic.



CAN THE CULLY-ASSOCIATION OF NEIGHBORS

NW Natural
NW Natural has stated that "We will not disconnect customers who can't make a payment due to impacts caused by the coronavirus. Customers will continue to receive bills and past-due notices. But NW Natural will not send a final shut-off notice and disconnect service."
Customers can contact 800-422-4012 with questions or to make payment arrangements.

Oregon Utilities Offer COVID-19 Debt Relief Programs for Customers

NEWS July 7, 2021

Do you or someone you know need help paying your bills because of the COVID-19 pandemic? Your utility may be able to help! Portland General Electric, Pacific Power, NW Natural, Avista, Cascade Natural Gas, and Idaho Power have all announced debt relief plans for Oregon customers...

List of Outreach Partners & Networks



- Abilities at Work
- AGE+
- Albertina Kerr
- Amani Center
- Ambleside Meals People
- AntFarm
- Area Agency on Aging Network
- Birch Community Services
- Canby Center in Canby
- Catholic Charities
- Centro Cultural
- CAP – Catholic Community Services
- CAP – Clatsop Community Action
- CAP – Community Action Washington County
- CAP – Community Action Agency
- CAP – Community Action Team
- CAP – Community Services Consortium
- CAP – Mid-Columbia Community Action Council
- CAP – Oregon Coast Community Action
- CAP – Yamhill County CAP
- Chinese Consolidated Benevolent Association
- Collins Foundation
- Community Warehouse
- Country Media
- Dev NW
- Dress for Success
- Eastco Diversified Services
- Energy Trust of Oregon
- Farmworker Housing Development Corporation
- Food for Lane County
- Friendly House
- Friends of the Milwaukie Center
- Grantmakers of OR & SW Washington
- Hacienda CDC
- Holla
- Hollywood Senior Center
- Homes for Good
- Hood River Valley Adult Center
- Housing Alliance
- Housing Oregon
- Human Solutions
- Imago Dei Community
- Impact NW
- IRCO
- Kairos PDX Ore
- KOHI Radio
- Lan Su Chinese Garden
- Latino Network
- LatinoBuilt
- LifeWorks
- Livelihood NW
- Maybelle Clark Macdonald Fund
- Meals on Wheels – NWN footprint
- Mercy Connections
- Metropolitan Family Service
- Meyer Memorial Trust
- Mid-Columbia EDC
- Miller Foundation
- Molalla Adult Community Center
- My Fathers House
- Neighborhood House
- The Next Door
- Oregon Community Foundation
- Oregon Energy Fund
- Oregon Food Bank
- Oregon Law Center
- Oregon Senior Nutrition Provider network
- Oregon State Tenants Association
- OSU Extension Service
- Outside In
- Pioneer Community Center
- Portland Homeless Family Solutions
- Proud Ground
- Raphael House
- Reading Results
- Safe & Sound
- Salvation Army – Portland
- SEI
- School Districts – Beaverton, Gresham, North Clackamas, Portland Public Schools
- SnowCap
- Society of St Vincent de Paul
- Tribal Housing
- TriMet
- United Way of Columbia County
- Verde
- Vernonia's
- Virginia Garcia Memorial Health Center
- Voice
- Volunteers of America
- Worship – Lake Oswego United Methodist
- Worship – Our Lady of the Lake
- Worship – West Linn Lutheran
- Worship – Jaya Hanuman Temple & Cultural Center
- Worship – Miao Fa Temple
- Worship – Muslim Community Center of Portland
- Worship – Portland Hindu Temple
- Worship – Trinity Full Gospel Pentecostal
- Worship – Zen Community of Oregon
- Worship – Grace Memorial Episcopal Church
- Zarephath Kitchen and Pantry



Thank you.