



Media Release

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OREGON PUC APPROVES INCOME-QUALIFIED UTILITY DISCOUNT TO BENEFIT CASCADE NATURAL GAS CUSTOMERS

SALEM, Ore. – The Oregon Public Utility Commission (PUC) approved Cascade Natural Gas Corporation’s program to offer income-qualifying residential customers an ongoing discount to their monthly bills. To qualify, customers must be at or below 60 percent of the state median income (SMI) level.

House Bill 2475, passed during Oregon’s 2021 Legislative Session, gave the PUC authority to consider the financial burden of energy costs when making decisions about rates, bill credits, and program discounts for customers of investor-owned electric and natural gas utilities. This bill, known as the Energy Affordability Act, allows the PUC to consider equity in the ratemaking process to make energy more affordable for all Oregonians.

“Historically, income was not considered in energy rates,” said Megan Decker, PUC Chair. “This program will help provide relief to families who typically pay a higher percentage of their income to cover the cost of necessary utility services. We appreciate the collaboration among Cascade Natural Gas, many organizations representing customers, and PUC Staff to deliver a strong program and significant discount.”

The monthly bill discounts are calculated as a percentage of the bill and are offered at four levels based on total household income when compared to the SMI level. View the current [Oregon SMI energy assistance eligibility matrix](#) to determine eligible discount level.

Total Household Income	Percentage of Bill Discount
At or below 15% of SMI	95% discount
16 - 30% of SMI	70% discount
31 - 45% of SMI	45% discount
46 - 60% of SMI	15% discount

To participate, Cascade Natural Gas customers may be automatically enrolled due to their history of receiving energy assistance. Individuals wishing to apply or to confirm their automatic enrollment may contact their local Community Action Agency or Cascade Natural Gas at cngc.com/customer-service/low-income-assistance-programs/ or call 888-522-1130 to enroll starting October 1, 2022. At the time of enrollment, the customer will be asked to declare their household size and qualifying income in order to be placed in the appropriate discount tier.

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The costs of providing this discount program are to be paid by Cascade Natural Gas customers through a fixed charge of \$0.81 on monthly bills for residential customers and a charge based on usage for non-residential customers starting October 1, 2022.

In addition to the income-qualified bill discount program, Cascade Natural Gas customers behind in payments or struggling to pay monthly utility bills may also qualify for the Oregon Low-Income Bill Assistance (OLIBA) short-term assistance program to help get utility payments up to date and avoid disconnection. Customers are encouraged to contact Cascade Natural Gas for additional information.

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The PUC regulates customer rates and services of the state's investor-owned electric and natural gas utilities, including Portland General Electric, Idaho Power, Pacific Power, Avista, Cascade Natural, and NW Natural. The PUC also regulates landline telephone providers and select water companies. The PUC's mission is to ensure Oregonians have access to safe, reliable, and fairly priced utility services that advance state policy and promote the public interest. We use an inclusive process to evaluate differing viewpoints and visions of the public interest and arrive at balanced, well-reasoned, independent decisions supported by fact and law. For more information about the PUC, visit oregon.gov/puc.