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# NATURAL GAS RATES GAS SERVICE LOW-INCOME PROGRAM

#### Low Income Program

All rate schedules for natural gas service are subject to a Customer Affordability Program ("CAP") program fee designed to recover the direct costs of the Low-Income Program. In accordance with Commission-approved Low Income Program and Rule 4412 of the Commission's Rules Regulating Gas Utilities and Pipeline Operators, 4 Code of Colorado Regulations 723-4 ("Low Income Program Rules"). The CAP shall apply as a monthly fixed fee for all residential and commercial rate schedules.

The CAP is a program designed to provide heating energy assistance to eligible CNG customer households in the form of bill credits in conjunction with Low Income Energy Assistance Program ("LEAP"), and arrearage forgiveness. This program is available to all CNG residential customers who meet certain Department of Health and Human Services ("DHS") and Colorado Public Utilities Commission eligibility requirements.

#### Applicability

Pursuant to Rule 4412, the CAP has been designed to provide residential customers of Colorado Natural Gas ("the Company") who meet certain eligibility criteria with assistance in paying their monthly natural gas heating bills. Customers must complete the LEAP program application and agree to all terms and conditions within the CAP program tariff. Households must meet the required Federal Poverty criteria.

CNG will obtain the determination of a customer's eligibility from the Department of Human Services, Energy Outreach Colorado, or the Colorado Energy Office.

CAP is available until such time as program funds are depleted. The Company reserves the right to close or modify the program without prior notice.

Amended Advice Letter Number 123 /s/Kurt W. Adams Kurt W. Adams, President and Chief Executive Officer 10825 E. Geddes Ave., Suite 410, Centennial, CO 80112 Issue Date October 31, 2022

Decision Number C22-0451

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# NATURAL GAS RATES GAS SERVICE LOW-INCOME PROGRAM

#### Definitions

Eligible low-income customer - A residential utility customer who meets the household income thresholds. CNG will obtain the determination of a customer's eligibility from the Colorado Department of Health and Human Services, Energy Outreach Colorado, or the Colorado Energy Office.

Non-participant - A utility customer who is not receiving low-income assistance under Rule 4412.

Participant - An eligible low-income residential utility customer who participates in the low-income assistance program under Rule 4412.

DHS - The Colorado Department of Health and Human Services

Household - Includes all residents who live within a housing unit on a full-time basis and receive natural gas service from Colorado Natural Gas.

LEAP -The Low-Income Energy Assistance program, a county-run, federally funded, program supervised by the Colorado Department of Health and Human Services, Division of Low-Income Energy Assistance.

Participant Eligibility -Eligible participants are limited to those who meet one or more of the following criteria: A median household income at or below 200 percent of the current Federal Poverty Level; or: A median household income at or below 80 percent of the area median income as published annually by the United States Department of Housing and Urban Development; or: qualification under income guidelines adopted by the Colorado Department of Health and Human Services pursuant to \$40-8.5-105, C.R.S.

Estimated Annual Income - The amount of income based on Federal Poverty Level and number of residents residing within a household.

Service Account - The account associated with an individual household for billing purposes.

Affordable Credit - The percentage determined to be an affordable amount of a household's total income to be spent on home heating costs as defined by the household's percent of poverty level.

Commission - The Public Utilities Commission of the State of Colorado

Amended Advice Letter Number\_123\_\_

/s/Kurt W. Adams Kurt W. Adams, President and Chief Executive Officer 10825 E. Geddes Ave., Suite 410, Centennial, CO 80112 Issue Date October 31, 2022

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# NATURAL GAS RATES GAS SERVICE LOW-INCOME PROGRAM

#### Program Design

The CAP is a three-tiered benefit system that provides benefits to eligible low-income residential customers. The program consists of a Company calculated bill credit, a LEAP credit, and an arrearage forgiveness component. The Company calculated credit will be applied as a single lump sum payment posted directly to a household's service account. The Company credit will be applied to household monthly balances first, with LEAP credits being applied second.

Colorado Natural Gas will enroll eligible customers into the CAP Program who are enrolled in LEAP or qualified by Energy Outreach Colorado or the Colorado Energy Office. Participation in CAP one year does not guarantee the ability to participate in subsequent years, nor does participation in one year give participants priority in subsequent years.

Pursuant to 4 CCR 723-4-4412 the CAP will be implemented as customer information based on income levels is attained from the state LEAP office, Energy Outreach Colorado, or the Colorado Energy Office.

The following sections detail program specifics.

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# NATURAL GAS RATES GAS SERVICE LOW-INCOME PROGRAM

### Household Tier Placement

Upon enrollment in the CAP and receipt of information from the Colorado State LEAP office, each eligible household will be placed into one of three benefit tiers based on a combination of the estimated gross annual income as a percentage of the Federal Poverty Level and the number of full-time residents that live within each household. The three benefit tiers are as follows:

#### Tier 1:

Households with an annual income at or below 75% of the Federal Poverty Level will be placed in the first benefit tier. Customers in this tier can have no more than 2% of income be deemed affordable for home heating costs.

#### Tier 2:

Households with an annual income exceeding 76% of the Federal Poverty Level but not exceeding 125% of the Federal Poverty Level will be placed in the second benefit tier. Customers in this tier can have no more than 2.5% of income be deemed affordable for home heating costs.

#### Tier 3:

Households with an annual income level that exceeds 126% of the Federal Poverty Level but does not exceed 200% of the Federal Poverty Level will be placed in the third benefit tier. Customers in this tier can have no more than 3% of income be deemed affordable for home heating costs.

Pursuant to 4 CCR 723-4-4412 (e) (VI) all LEAP and CAP enrollees may be enrolled in the levelized budget billing program. Customers may opt-out of the budget billing program at any time.

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NATURAL GAS RATES
GAS SERVICE LOW-INCOME PROGRAM

### Company Credit Calculation

A percentage-of-income plan threshold will be used to calculate a participant credit based on household burdens of:

- Household income at or below 75% of Federal Poverty Level no more than 2% of estimated annual heating bill will be deemed affordable
- Household income exceeding 76% but at or below 125% of Federal Poverty Level no more than 2.5% of estimated annual heating bill will be deemed affordable
- Household income exceeding 126% but at or below 200% of Federal Poverty Level - no more than 3% of estimated annual heating bill will be deemed affordable

The Company shall be responsible for estimating an eligible participant's full annual bill for the purpose of determining the participant's credit.

#### Arrearage Credits

Pursuant to 4 CCR 723-4-4412(e)(VII), Arrearage credits shall be:

- a. Applied to pre-existing arrearages,
- b. Issued as a one-time credit on the customer's bill that reduce the participant's pre-existing arrearage to \$0.00 over a twelve (12) month period, and
- c. In compliance with the conditions outlined in the aforementioned Commission Rule.

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Number 65  Decision Number C12-0696	/s/ Timothy R. Johnston Timothy R. Johnston, P.E., Vice President 7810 Shaffer Parkway, #120, Littleton, CO 80127	Issue Date _ Effective Date	10/31/2013 12/1/2013

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Sixth Revised Sheet No. 29F
Fifth Revised Sheet No. 29F

# NATURAL GAS RATES GAS SERVICE LOW-INCOME PROGRAM

#### Cost Recovery

All rate schedules for natural gas service are subject to a CAP charge designed to recover the direct costs of the Low-Income Program. In accordance with 4 CCR 723-4-4412(g) (II) the Company is allowed to recover certain costs associated with the program. A monthly charge applied to all residential and commercial rate classes pursuant to 4 CCR 723-4-4412(g) (II) (D) (i) (1) will be periodically adjusted to recover the costs associated with the program.

The Company began administering the program during the 2011-2012 season. Pursuant to 4 CCR 723-4-4412(g) (II) (C), below is a schedule of the dates and associated rates:

June 1, 2012 to May 31, 2013	\$0.25
June 1, 2013 to July 31, 2015	\$0.28
August 1, 2015 to June 30, 2017	\$0.21
July 1, 2017 to December 31, 2022	\$0.31
January 1, 2023 to current	\$1.00

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Advice Letter Number 124

/s/Kurt W. Adams

Issue Date November 21, 2022

Kurt W. Adams, President and Chief Executive Officer 10825 E. Geddes Ave., Suite 410, Centennial, CO 80112

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