

# NW Natural's COVID-19 Response

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# Community Response

Coordinated effort to ensure continued support of community nonprofit organizations

- Accelerated Philanthropic Support & Increased Flexibility of 1 million in shareholder funded philanthropy
- Employee-Led Community Support - Community Recovery –contributed to regional recovery funds created to support nonprofits and small businesses
  - MRG foundation, OCF, regional and municipal small business relief funds.



# Impacts from COVID-19

- Dynamics mitigating the initial impacts from COVID:
  - Timing: End of winter peak heating season
  - Diversified customer base: 87% from the residential and commercial sectors
  - Majority of customers are decoupled
  - Today customer bills are about 40% lower than 15 years ago



# Impacts to Load/Demand

- Too early to forecast the extend of the impacts on ratepayers, but currently:
  - Residential demand is steady with the natural seasonal decline
  - Industrial demand is holding steady
  - Commercial demand is decreasing, particularly among small commercial:
    - Restaurants
    - Lodging
    - Forest Products



# Customer Impacts

- There are 71,000 customer accounts with some level of an outstanding balance
  - 60,000 are residential
  - 10,000 are commercial
  - 500 are industrial



# Getting Through This Together

## **Late Fees/Disconnections:**

- Voluntarily suspended disconnects/late fees March 13
- Developing a plan to lift moratorium, timing unclear
- Committed to minimizing customer impacts
- Close collaboration with OPUC and key stakeholders
- \$17 million bill credit in July



# Additional Resources

## Low Income Programs:

- COVID-19 has exposed some areas for improvement
- One example: streamline low-income eligibility requirements around categorical eligibility - OPUC Docket UM 2058
- \$1.7 million in energy efficiency funds dedicated to low-income customers—a 50% increase.