

GREAT PLAINS NATURAL GAS CO.
GAS AFFORDABILITY REPORTING 2022
Information as required and approved in September 28, 2018 Order-Docket No. G-004/M-16-495

Section	Lines	2020	2021	2022	2023	2024	
1	Program Dates and Status:						
	1 Date program started	1/1/2020	1/1/2021	1/1/2022	1/1/2023	1/1/2024	
	2 Program effective date	1/1/2020	1/1/2021	1/1/2022	1/1/2023	1/1/2024	
	3 Date next evaluation report due	5/31/2022	5/31/2022	N/A	N/A	N/A	
	4 Date last evaluation completed	5/31/2019	5/31/2019	5/31/2022	5/31/2022	5/31/2022	
	5 Last evaluation docket number	G-004/M-19-366	G-004/M-19-366	G-004/M-22-255	G-004/M-23-83	G-004/M-24-37	1/
	6 Status of program (pilot or permanent)	Permanent	Permanent	Permanent	Permanent	Permanent	
	7 Date pilot program ends, if applicable	N/A	N/A	N/A	N/A	N/A	
	8 Date of last Evaluation Order	1/17/2020	1/17/2020	1/18/2023	9/7/2023	8/14/2024	1/
	9 Program administrator	The Salvation Army	The Salvation Army	The Salvation Army	The Salvation Army	The Salvation Army	
2	Participant benefits						
	10 Description of affordability benefit - maximum payment as % of household income	4%	4%	4%	4%	4%	
	11 Description of arrearage forgiveness benefit - repayment period	Up to 24 Months	Up to 24 Months	Up to 24 Months	Up to 24 Months	Up to 24 Months	
	12 Average annual income per participant	\$13,502	\$13,027	\$15,492	\$18,015	\$15,454	
	13 Average annual bill per participant	\$708	\$730	\$1,156	\$1,236	\$875	
	14 Average arrearage balance per participant	\$60	\$137	\$57	\$145	\$180	
	15 Average annual affordability benefit per participant	\$232	\$225	\$423	\$414	\$223	
	16 Average annual arrearage forgiveness benefit per customer	\$83	\$83	\$121	\$94	\$129	
	17 Average total benefit per participant	\$227	\$221	\$423	\$426	\$230	
3	Cost and Cost Recovery						
	18 Annual budget	\$50,000.00	\$70,000.00	\$70,000.00	\$76,750.00	\$113,333.00	2/
	19 Actual revenue see explanation at page 7 of report.	\$38,702.46	\$68,096.49	\$69,281.52	\$69,529.40	\$90,905.17	
	20 Annual cost	\$52,944.87	\$45,881.98	\$108,311.06	\$135,986.22	\$44,676.33	
	21 Surcharge (\$/decatherm)	\$0.01393	\$0.02295	\$0.02295	\$0.02571	\$0.04005	2/
	22 Annual cost of surcharge for average residential customer who uses 900 therms (90 decatherms) of gas per year.	\$1.32	\$2.07	\$2.07	\$2.31	\$3.60	2/
	23 Tracker balance as of year-end.	(\$19,249.06)	\$2,965.45	(\$36,064.09)	(\$106,020.91)	(\$59,792.07)	
4	Participation						
	24 % of LIHEAP customers that participated in GAP	19%	14%	16%	19%	12%	
	25 Number of participants enrolled as of year-end	189	157	206	275	141	
	26 Number of participants enrolled and receiving benefits at some time during the year	224	188	259	347	185	
	27 Whether a waiting list occurred at any time during the year	No	No	No	No	No	
	28 If so, the number of customers on the waiting list and for how long	N/A	N/A	N/A	N/A	N/A	
5	Impact on disconnect rates						
	Disconnection rates - non GAP LIHEAP baseline						
	29 GAP participants	0%	1%	2%	1%	2%	
	30 Non-GAP LIHEAP customers	0%	3%	7%	12%	10%	
	31 Non-LIHEAP residential customers	0%	2%	3%	3%	3%	
	Disconnection rates - pre-program baseline						
	32 GAP participant cohort	0%	1%	2%	1%	2%	
	33 GAP participants cohort before they were enrolled in GAP	1%	1%	1%	2%	1%	
6	Impact on payment frequency						
	Dollars paid ÷ by dollars requested						
	Non-GAP LIHEAP Baseline						
	34 GAP participants	59%	42%	64%	66%	73%	
	35 Non-GAP LIHEAP customers	21%	17%	25%	24%	21%	
	36 Non-LIHEAP residential customers	79%	76%	96%	89%	91%	
	Pre-Program Baseline						
	37 GAP participants cohort	59%	42%	64%	66%	73%	

GREAT PLAINS NATURAL GAS CO.
GAS AFFORDABILITY REPORTING 2022
Information as required and approved in September 28, 2018 Order-Docket No. G-004/M-16-495

Section	Lines					
	38	GAP participant cohort before they were enrolled in GAP	42%	11%	24%	38%
7		Number of payment made ÷ number of payments requested				27%
		Non-GAP LIHEAP baseline	2020	2021	2022	2023
	39	GAP participants	54%	46%	63%	64%
	40	Non-GAP LIHEAP customers	38%	36%	44%	81%
	41	Non-LIHEAP residential customers	82%	78%	88%	48%
		Pre-Program Baseline				87%
	42	GAP participants cohort	54%	46%	63%	64%
	43	GAP participant cohort before they were enrolled in GAP	43%	29%	46%	81%
8		Impact on arrears				
		% Customers in arrears				
		Non-GAP baseline	2020	2021	2022	2023
	44	GAP participants	13%	8%	9%	9%
	45	Non-GAP LIHEAP customers	24%	16%	22%	9%
	46	Non-LIHEAP residential customers	10%	9%	9%	21%
		Pre-Program baseline	2020	2021	2022	2023
	47	GAP participant cohort	13%	8%	9%	9%
	48	GAP participant cohort before they were enrolled in GAP	37%	34%	27%	29%
9		Dollar amount of arrears				
		%Change in dollar amount of arrears (non-GAP LIHEAP baseline)	2020	2021	2022	2023
	49	GAP participants	-66%	129%	-58%	154%
	50	Non-GAP LIHEAP customers	0%	-13%	16%	31%
	51	Non-LIHEAP residential customers	36%	0%	20%	-4%
		Dollar amount of arrears (pre-program baseline)	2020	2021	2022	2023
	52	GAP participants cohort	\$59.86	\$137.37	\$57.18	\$145.16
	53	GAP participant cohort before they were enrolled in GAP	\$116.24	\$382.26	\$314.99	\$221.98
10		Complaints	2020	2021	2022	2023
	54	Number of complaints	0	0	0	0
	55	Nature of complaints	N/A	N/A	N/A	N/A
11		Retention	2020	2021	2022	2023
	56	GAP participant retention rate	84%	83%	80%	79%
12		Impact on collection activity	2020	2021	2022	2023
	57	Brief description of effect of GAP on collection activity	Reduced collections by increasing pymts	Reduced collections by increasing pymts	Reduced collections by increasing pymts	Reduced collections by increasing pymts
13		Coordination with other programs	2020	2021	2022	2023
	58	Page(s) of report where coordination efforts described	Report filed on March 31, 2021, Page 11.	Report filed on March 31, 2022, Page 12.	Report filed on March 31, 2023, Pages 15-16.	Report filed on March 29, 2024, Pages 14-16.

1/ The January 18, 2023 Final Order in Docket No. G-004/M-22-255 discontinued the GAP three-year evaluation reports. Starting with 2023, reflects the docket number for the most recent annual report approved the Commission.
2/ Proration of \$97,000 annual budget and surcharge of \$0.03399 for January - August 2024 and the \$146,000 annual budget and surcharge of \$0.05218 effective September 1, 2024.