



e-FILING REPORT COVER SHEET

COMPANY NAME:

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type: RE (Electric) RG (Gas) RW (Water) RT (Telecommunications)
RO (Other, for example, industry safety information)

Did you previously file a similar report? No Yes, report docket number:

Report is required by: OAR
Statute
Order

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case? No Yes, docket number:

List Key Words for this report. We use these to improve search results.

Send the completed Cover Sheet and the Report in an email addressed to PUC.FilingCenter@state.or.us

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.



250 SW Taylor Street
Portland, OR 97204

503-226-4211
nwnatural.com

January 24, 2024

VIA ELECTRONIC FILING

Public Utility Commission of Oregon
Attn: Filing Center
201 High Street SE, Suite 100
PO Box 1088
Salem, Oregon 97308-1088

Re: RG 24 - 2023 Annual Report of Requests for Multilingual Notices

Northwest Natural Gas Company, dba NW Natural, submits herewith its report of requests for multilingual notices for the calendar year 2023, pursuant to OAR 860-021-0010(7).

Please direct any questions regarding this report to me and to eFiling as follows:

eFiling
NW Natural, Rates & Regulatory Affairs
250 SW Taylor Street
Portland, Oregon 97204
Phone: (503) 610-7330
Email: eFiling@nwnatural.com

Sincerely,

/s/ Rebecca Trujillo

Rebecca Trujillo
NW Natural
Regulatory Consultant

Attachment

2023 Foreign Language Requests by Customers

Row Labels	Count of Language
Amharic	13
Arabic	37
ASL	5
Austrian	1
Bengali	4
Bosnian	2
Burmese	1
Cambodian	3
Cantonese	5
Chinese	99
Chuukese	4
Danish	1
Dari	2
Dutch	2
Esperanto	1
Ethiopian	2
Farsi	7
Filipino	4
Filpino	1
French	28
Ga	1
German	19
Greek	1
Hawaiian	2
Hebrew	4
Hindi	11
Hmong	1
Hungarian	1
Indonesian	2
Irish	1
Isoko	1
Italian	3
Japanese	35
Kannada	1
Karen	1
Khmer	2
Korean	39
Lakota	2
Laos	2
Latin	1
Luthinian	1
Mandarin	49
Marshallese	2
Navajo	1

2023 Foreign Language Requests by Customers

Row Labels	Count of Language
Nepali	5
Ngoni	1
Oromo	3
Pashto	1
Persian	2
Pohnpei	2
Polish	2
Portuguese	12
Punjabi	3
Romanian	6
Romo	2
Russian	131
Samoan	1
Senegalese	1
Sinhala	1
Somali	2
Spanish	1313
Swahili	8
Swedish	4
Tagalog	10
Taglog	1
Telugu	1
Thai	10
Tigray	1
Tigrinya	1
Tongan	1
Turkish	4
Ukrainian	54
Vietnamese	90
Welsh	1
Grand Total	2079