



e-FILING REPORT COVER SHEET

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

REPORT NAME: Annual Report of Bills Not Adjusted

COMPANY NAME: NW Natural

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes

If yes, please submit only the cover letter electronically. Submit confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

If known, please select designation: RE (Electric) RG (Gas) RW (Water) RO (Other)

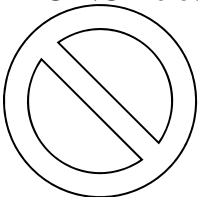
Report is required by: OAR OAR 860-021-0135
Statute
Order 14-230
Other

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

If yes, enter docket number: AR 579

List applicable Key Words for this report to facilitate electronic search:
Non-economic bill adjustments July 2014 through May 31, 2015

DO NOT electronically file with the PUC Filing Center:



- Annual Fee Statement form and payment remittance or
- OUS or RSPF Surcharge form or surcharge remittance or
- Any other Telecommunications Reporting or
- Any daily safety or safety incident reports or
- Accident reports required by ORS 654.715

Please file the above reports according to their individual instructions.

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June 24, 2015

VIA ELECTRONIC FILING

Public Utility Commission of Oregon
Attn: Filing Center
3930 Fairview Industrial Drive SE
Post Office Box 1088
Salem, Oregon 97308-1088

Re: RG: _____
Annual Report of Bills not Adjusted: July 2014 through May 31, 2015
Docket AR 579: OPUC Order No. 14-230
OAR 860-021-0135

Northwest Natural Gas Company, dba NW Natural (NW Natural or Company), files herewith its first annual report of bills that were not adjusted because to do so would not be economic, as determined by the Company. This report is submitted in accordance with the Public Utility Commission of Oregon (OPUC) Order No. 14-230 issued in Docket AR 579 on June 24, 2014.

For purposes of this report, the Company considers it not economic to perform a bill adjustment when the cost of making such bill adjustment is greater than the adjustment amount. NW Natural generally will not adjust a bill when (a) there is an under-billing situation where the under-billed (charge) amount is \$10 or less; or (b) there is an over-billing situation where the over-billed amount (credit/refund) amount is \$3 or less.

For the July 2014 through May 31, 2015 time period, the Company reports the following counts for bills that were not adjusted:

Over-billing: 5
Under-billing: 5051 [1] [2]

- [1] 42 were related to a change in tax district
[2] 4,999 were due to an oversight in the application of the franchise tax for city of Woodburn customers in one month. The average per bill amount of this one-month under-billing was about \$0.52.

Please address correspondence on this matter to me, with copies to the following:

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Sincerely,

NW NATURAL

/s/ Onita King

Onita R. King
Rates & Regulation