



e-FILING REPORT COVER SHEET

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REPORT NAME: Annual Report of Bills Not Adjusted

COMPANY NAME: NW Natural

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? [X]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) [X]RG (Gas) []RW (Water) []RO (Other)

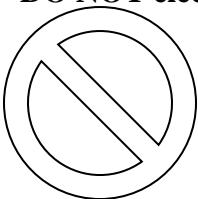
Report is required by: [X]OAR OAR 860-021-0135
[]Statute
[X]Order 14-230
[]Other

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

If yes, enter docket number: RG 71

List applicable Key Words for this report to facilitate electronic search:
Non-economic bill adjustments June 1, 2015 through May 31, 2016

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- 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 17, 2016

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: 71
2nd Annual Report of Bills not Adjusted: June 1, 2015 through May 31, 2016
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 second, and final, 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 June 2015 through May 2016 time period, the Company reports the following counts for bills that were not adjusted:

Over-billing: 6,636 [1]
Under-billing: 31,639 [2]

- [1] The over-billings were the result of an incorrect tax charged on late fees. Of the 6,636 affected accounts, 6,417 were located in Woodburn, Oregon City, and Turner. The average overcharge per bill was \$0.07.
- [2] The under-billings were the result of a system malfunction related to the upload of BTU or temperature data. Of the 31,639 affected accounts, 2,476 customers throughout the system were under-billed due to a BTU value upload malfunction. The under-billed amounts associated with the BTU value ranged from \$0.01 to \$1.20, with the majority of bills affected by less than \$0.05.

The remaining 29,163 were associated with the temperature data upload malfunction. Of these, 29,111 accounts were located in the Portland weather

zone. The average amount under-billed due to the temperature data upload malfunction was about \$1.85.

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