



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.

January 17, 2023

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 63 – 2022 Annual Billing Error Report

Northwest Natural Gas Company, dba NW Natural, submits its annual billing error report for the calendar year 2022, per OAR 860-021-0170(4), stating that there was one reportable billing error that occurred and was reported to Commission Consumer Staff in calendar year 2022.

In compliance with OAR 860-021-0170(4), the following summarizes the billing error reported in 2022:

On January 14, 2022, it was discovered that the bill calculation process that was run the evening of January 13, 2022, encountered a malfunction in the middle of processing a batch of bills. The malfunction was triggered by a single bill record failure in the batch. Once that failure occurred, the bill calculation process skipped the actual bill calculation for subsequent bills in the batch. As a result, 5,523 bills were generated with \$0.00 in all amount fields. This resulted in 4,057 Oregon bills (~0.59% of active Oregon customers) having to be cancelled and rebilled, with an average bill impact of \$116/account. Through this event we have learned that having a mid-batch selection malfunction not only causes the process to skip the actual calculation of bills for all accounts that are processed after the failure, but it also circumnavigates our bill exception logic that could have been used to detect the bill calculation errors. To prevent future errors of this type, NW Natural has added operator workflow such that whenever we have a mid-batch error, we will have system operators or CIS programmers validate that all bills in the batch are properly calculated.

This billing error was reported to Consumer Staff on January 27, 2022.

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

eFiling
NW Natural, Rates & Regulatory Affairs
250 SW Taylor Street
Portland, Oregon 97204
Phone: (503) 610-7330
Fax: (503) 220-2579
Email: eFiling@nwnatural.com

Please do not hesitate to call if you have questions or desire further information.

Sincerely,

/s/ Natasha Siores

Natasha Siores
Manager, Rates & Regulatory Affairs