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May 18, 2016

NWN OPUC Advice No. 16-04 / ADV 290  
SUPPLEMENT A

**VIA ELECTRONIC FILING**

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

Re: SUPPLEMENTAL FILING: LSN Application Included  
Schedule C "Miscellaneous Charges and Credits"; Late Payment Charge

Northwest Natural Gas Company, dba NW Natural (NW Natural or Company), files herewith the following revisions to its Tariff P.U.C. Or. 25, filed with the Commission pursuant to ORS 757.205<sup>1</sup> and OAR 860-022-0005, and stated to become effective with service on and after **June 8, 2016**:

Second Revision of Sheet C-1,  
Schedule C,  
"Miscellaneous Charges and Credits;" and

Third Revision of Sheet C-2  
Schedule C,  
"Miscellaneous Charges and Credits (continued)."

This filing is made in accordance with OAR 860-022-0025.

The purpose of this supplemental filing is to: (1) revise Sheet C-1 to add the percentage symbol to the 1.8 late charge stated at Sheet C-1; and (2) revise Sheet C-2 to reflect the June 8, 2016 effective date. The Company hereby withdraws the previously filed revision to Sheet C-2 dated May 2, 2016.

The Company incorporates herein by reference its original advice filing and accompanying exhibits, filed as NWN OPUC 16-04 and dated May 2, 2016.

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<sup>1</sup> Tariff P.U.C. Or. 25 originated November 1, 2012 in Docket No. UG 221; OPUC Order No. 12-408 as supplemented by Order No. 12-437.

The Company respectfully requests that the tariff sheets filed herein be approved by the Commission to become effective with service on and after June 8, 2016, and if deemed necessary by the Commission that a hearing be scheduled, in accordance with ORS 757.210.

In accordance with OAR 860-022-0020, a request for approval on less than statutory notice is included with this filing.

Copies of this letter and the filing made herewith are available in the Company's main office in Portland, Oregon and on its website at [www.nwnatural.com](http://www.nwnatural.com).

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

eFiling  
NW Natural Rates & Regulatory Affairs  
220 NW Second Avenue  
Portland, Oregon 97209  
Telecopier: (503) 721-2516  
Telephone: (503) 226-4211, ext. 3589  
eFiling@nwnatural.com

Sincerely,

NW NATURAL

*/s/ Onita King*

Onita R. King  
Rates & Regulation

Attachments

BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

3930 FAIRVIEW INDUSTRIAL DRIVE SE

SALEM, OR 97308-1088

IN THE MATTER OF THE APPLICATION OF ) UTILITY L.S.N. APPLICATION  
**NW NATURAL** )  
 )  
TO WAIVE STATUTORY NOTICE. ) NO. \_\_\_\_\_

NOTE: ATTACH EXHIBIT IF SPACE IS INSUFFICIENT

1. GENERAL DESCRIPTION OF THE PROPOSED SCHEDULE(S) ADDITION, DELETION OF CHANGE. (SCHEDULE INCLUDES ALL RATES, TOLLS AND CHARGES FOR SERVICE AND ALL RULES AND REGULATIONS AFFECTING THE SAME)

The purpose of this filing is to revise portions of Schedule C to clarify the manner in which late charges are applied to customer bills.

2. APPLICANT DESIRES TO CHANGE THE SCHEDULE(S) NOW ON FILE KNOWN AND DESIGNATED AS: (INSERT SCHEDULE REFERENCE BY NUMBER, PAGE, AND ITEM)

First Revision of Sheet C-1, Schedule C "Miscellaneous Charges and Credits;"  
Second Revision of Sheet C-2, Schedule C "Miscellaneous Charges and Credits."

3. THE PROPOSED SCHEDULE(S) SHALL BE AS FOLLOWS: (INSERT SCHEDULE REFERENCE BY NUMBER, PAGE, AND ITEM)

Second Revision of Sheet C-1, Schedule C "Miscellaneous Charges and Credits;"  
Third Revision of Sheet C-2, Schedule C "Miscellaneous Charges and Credits."

4. REASONS FOR REQUESTING A WAIVER OF STATUTORY NOTICE:

A waiver of less than statutory notice is requested so that the proposed tariff changes may be addressed at the Commission's June 7, 2016 public meeting.

5. REQUESTED EFFECTIVE DATE OF THE NEW SCHEDULE(S) OR CHANGES(S) JUNE 8, 2016

6. AUTHORIZED SIGNATURE:	TITLE	DATE
/s/ Onita King	Rates & Regulatory Affairs	05-18-2016

PUC USE ONLY		
<input type="checkbox"/> APPROVED	<input type="checkbox"/> DENIED	EFFECTIVE DATE OF APPROVED SCHEDULE(S) OR CHANGE

AUTHORIZED SIGNATURE:	DATE

# NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Second Revision of Sheet C-1  
Cancels First Revision of Sheet C-1

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## SCHEDULE C MISCELLANEOUS CHARGES AND CREDITS

### APPLICABLE:

To all Customers served by the Company under the Tariff of which this Schedule is a part.

### PURPOSE:

To describe and summarize the charges and credits that may apply to Customers in addition to the rates established in the Rate Schedule or Service Agreement under which Customer receives service. See the DESCRIPTION OF CHARGES provision of this Schedule for specific terms and conditions.

### SUMMARY OF CHARGES and CREDITS:

<b>Late Payment Charge</b>	1.8% of unpaid balance per payment period, but no less than \$3.00	(T)
<b>Charge for Payment Not Honored (per incident)</b>	\$ 15.00	
<b>Service Reconnection Charges</b>		
Scheduled 8:00 a.m. – 5:00 p.m. Mon.-Fri. (except Holidays)	\$ 30.00	
Scheduled after 5:00 p.m., Mon.-Fri.	\$ 80.00	
Same Day after 5:00 p.m. Mon-Fri, or on Saturday or on a Holiday	\$100.00	
<b>Service Reconnection Charges – Curtailment Order</b>		
8:00 a.m. - 5:00 p.m. Mon.-Fri. (except Holidays)	\$ 150.00	
After 5:00 p.m. Mon.-Fri. and on weekends or Holidays	\$ 600.00	
<b>Inaccessible Meter Charge –     Installation of Shut-off Valve</b>	\$ 250.00	
<b>Field Visit Charge</b>	\$ 20.00	
<b>Meter Interference</b>	Actual costs of damages, repairs and any additional or unusual costs or services directly related to the meter interference, plus the amount of unbilled gas determined to have been lost, plus applicable Service Reconnection Charges.	
<b>Unauthorized Use – failure to comply with     Curtailment Order</b>	\$ 10.00 per therm	
<b>CSR Assisted Automated Payment Charge</b>	\$ 2.50 per check	
<b>Summary Billing Charge</b>		
One-time time set up fee, per account	\$ 5.00	
Per account billed per month	\$ 1.00	

(continue to Sheet C-1.1)

Issued May 18, 2016  
NWN OPUC Advice No. 16-04A

Effective with service on  
and after June 8, 2016

# NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Third Revision of Sheet C-2  
Cancels Second Revision of Sheet C-2

## SCHEDULE C MISCELLANEOUS CHARGES AND CREDITS (continued)

### DESCRIPTION OF CHARGES and CREDITS:

**Late Payment Charge.** Customer accounts not paid in full each month are subject to a late payment charge. For Residential Customers, the late payment charge will be applied to overdue account balances at the time of preparing the subsequent month's bill. For Non-Residential Customers, the late payment charge will be assessed the day after the due date stated on the bill. The late payment charge will not apply to accounts if the balance is less than \$50.00, or to Equal Pay Plan or Time Payment Plan accounts that are current. The application of the \$3.00 minimum late payment charge shown at Sheet C-1 is in accordance with a waiver of OAR 860-021-0126(3) granted to the Company by the Commission effective June 1, 2000 (See NWN OPUC Advice 00-6 and 00-6A).

(N)  
(N)  
(N)

**Charge For Payment Not Honored.** A charge will be applied each time a Customer makes a payment on account that is not honored, for any reason, by a bank or other financial institution.

**Service Reconnection Charges.** A charge will be assessed to restore service to a Customer following a Disconnection of Service under **Rule 11**, or any other applicable Rule or Schedule of this Tariff, or where service is disconnected and Customer subsequently requests service be restored at the same address within twelve (12) Billing Months of the date of Disconnection of Service, ("Temporary Disconnection").

Before service will be restored, all amounts then due and payable, including the service reconnection charge, and any Customer Charges associated with a Temporary Disconnection must be paid to Company at the Company's offices prior to 6:00 p.m. Monday through Friday, or, upon prior arrangement between Company and Customer, shall be paid to the Company's representative at the time of visit. The service reconnection options are as follows:

Customer Contact with Company	Service Reconnection Options *	Charge
Monday-Thursday 7:00 a.m. to 6:00 p.m.	By 5:00 p.m. of the next day	\$30
	After 5:00 p.m. the next day	\$80
	Same Day after 5:00 p.m.	\$100
Monday-Thursday after 6:00 p.m.	Applicant must call on the next Business Day	
Friday before 3:00 p.m.	By 5:00 p.m. of the next day (Saturday)	\$30
	After 5:00 p.m. the next day (Saturday)	\$80
	Same Day after 5:00 p.m.	\$100
Friday 3:00 p.m. to 6:00 p.m.	By 5:00 p.m. of the next Business Day (Monday)	\$30
	After 5:00 p.m. of the next Business Day (Monday)	\$80
	Friday after 6:00 p.m.	\$100
	Saturday	\$100
Friday after 6:00 p.m.	Applicant must call on next Business Day	

\* The time frame for all service reconnection options is subject to change for any cause not reasonably within the Company's control. If the next day is a state-recognized holiday, then reconnection is scheduled for the next Business Day, or Customer can pay the Reconnection Charge applicable to same day and Saturday and Holiday reconnections..

(continue to Sheet C-3)

Issued May 18, 2016  
NWN OPUC Advice No. 16-04A

Effective with service on  
and after June 8, 2016

Issued by: **NORTHWEST NATURAL GAS COMPANY**  
d.b.a. NW Natural  
220 N.W. Second Avenue  
Portland, Oregon 97209-3991