



Oregon

Kate Brown, Governor

Public Utility Commission

201 High St SE Suite 100

Salem, OR 97301

Mailing Address: PO Box 1088

Salem, OR 97308-1088

Consumer Services

1-800-522-2404

Local: 503-378-6600

Administrative Services

503-373-7394

July 22, 2019

NORTHWEST NATURAL
NATASHA SIORES
220 NW 2ND AVE
PORTLAND, OR 97209

RE: NWN Docket No. RG 84, Order No. 16-255 Compliance Filing— Triennial Report for Analyzing the Effects of the \$3 Minimum Late Payment Charge.

On July 8, 2019, Northwest Natural filed a compliance filing to Order No. 16-255. This filing was a request to provide a triennial report associated with the late payment charge under the Order of 16-255.

The report analyzed and discussed the effects of the \$3 minimum late payment charge, including whether (1) the \$3 late payment charge provides an incentive for customers to make timely payments; (2) the customer incentive improves the Company's cash flow; (3) the customer incentive improves the Company's credit and collection efficiencies; and (4) the customer incentive reduces the Company's bad debt expense.

Pursuant to Order No. 16-255, the triennial report under Docket No. RG 84 for analyzing the effects of the \$3 minimum late payment charge is acknowledged.

One receipted copy of this sheet is returned for your files.

John Crider
Administrator
Energy Rates, Finance and Audit
(503) 378-5363
Fax: (503) 378-7752

NWN RG 84