



Oregon

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Public Utility Commission

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December 6, 2022



BY EMAIL

Northwest Natural Gas Company

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RE: Advice No. 22-19

The tariff sheets in your November 16, 2022, compliance filing docketed in ADV 1455, are accepted in compliance with Order No. 22-353. Attached is a receipted copy of the sheets in your compliance filing for your records.

/s/ Nolan Moser

Nolan Moser

Chief Administrative Law Judge

Public Utility Commission of Oregon

503-689-3622

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Eleventh Revision of Sheet v
Cancels Tenth Revision of Sheet v

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Second Revision of Sheet RR-10
Cancels First Revision of Sheet RR-10

GENERAL RULES AND REGULATIONS

(continued)

Rule 10. Emergency Medical Certificates – Residential Customers.

Customer must notify Company if a medical emergency exists. A medical emergency does not excuse a Customer from paying delinquent and ongoing charges.

The Company will not disconnect Residential Service for nonpayment if the Customer submits an emergency medical certificate from a qualified medical professional stating that disconnection would significantly endanger the physical health of the Customer or a member of the Customer's household.

A qualified medical professional is defined as a licensed physician, nurse practitioner, or a physician's assistant authorized to diagnose and treat the medical condition described without direct supervision by a physician.

Customer shall enter into a Time Payment Agreement as described in **Rule 9** of this Tariff, or on such other terms as the Company deems reasonable, within twenty (20) days of filing the medical certificate with the Company. If the Customer fails to enter into a Time Payment Agreement, or if the Customer fails to abide by the terms of a Time Payment Agreement, service may be disconnected in accordance with **Rule 11**, following notice to the Commission's Consumer Services Section.

An emergency medical certificate will be valid only for the length of time the health endangerment is certified to exist, but no longer than six (6) months for non-chronic illnesses and no longer than twelve (12) months for chronic illnesses, without renewal.

A medical certification given to Company verbally must be confirmed in writing within thirty (30) calendar days by the qualified medical professional prescribing medical care.

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The Company may verify the accuracy of any emergency medical certificate submitted under this Rule.

The Company will provide written notice to Customer of the upcoming expiration of a medical certificate at least fifteen (15) days prior to the expiration date, unless the medical certificate is renewed with the Company before that day arrives.

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(continue to Sheet RR-11)

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GENERAL RULES AND REGULATIONS

(continued)

Rule 11. Disconnection and Reconnection of Service – By Company.

The following shall be cause for a Disconnection of Service by the Company:

- (a) Failure to pay Tariff or price-listed charges for services rendered;
- (b) Meter tampering, diverting service, or other theft of service;
- (c) When a Customer is found to have provided false identification to establish service, continue service, or verify identity;
- (d) Failure to pay a deposit under the terms of **Rule 6**;
- (e) Failure to abide by the terms of a Time Payment Agreement;
- (f) For a delinquent collect balance on an Equal Pay Plan;
- (g) The existence of hazardous or unsafe conditions; or
- (h) Failure to provide access to the Company’s meter or other Distribution Facilities; or
- (i) Other applicable reasons set forth in the Commission Rules.

The Company will not disconnect service for non-payment on Friday, Saturday, Sunday, on a holiday, or the day preceding a state- or utility-recognized holiday.

Severe Weather Moratorium

The Company will not disconnect service to a Residential Customer or Commercial Schedule 3 Customer for non-payment when the weather conditions specified in OAR 860-021-0407(1) or (3) are forecasted in the Company’s service territory. The NWN Weather Zones identified below define the geographic areas to be used for purposes of this provision. The decision to hold disconnections of service will be made by 8:00 a.m. each morning and will apply only to the specific geographic area(s) that meet the moratorium thresholds. Any disconnection of service placed on hold due to this provision shall be re-scheduled for completion on the next available business day as weather and operational conditions allow, subject to the restrictions and limitations identified in this Rule 11.

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Area/Zone	Boundary general description
Albany	Entire resource center boundary
Astoria	Entire resource center boundary
Coos Bay	Entire resource center boundary
Eugene	Entire resource center boundary
Lincoln City	Entire resource center boundary
Portland Metro East	East of the Willamette River
Portland Metro West	West of the Willamette River
Salem	Entire resource center boundary
Eastern Gorge	The Dalles
Western Gorge	Bonneville/Hood River

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Upon request from a Customer who has been disconnected for nonpayment within 72 hours prior to the weather conditions specified in OAR 860-021-0407 (1) or (3), the Company will attempt to reconnect service. Service Reconnection Charges authorized in **Schedule C** may apply.

Wildfire Displacement Moratorium

The Company will make a best effort to not disconnect service for non-payment to a Residential or Commercial Customer when the Customer is under a level 2 or 3 evacuation notice or the day after a level 2 or 3 evacuation notice has been lifted, as specified in OAR 860-021-0406(1) and (2). Upon request from a Customer who has been disconnected for nonpayment within 72 hours prior to a level 2 or 3 evacuation notice, the Company will attempt to reconnect service. Service Reconnection Charges authorized in **Schedule C** may apply.

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(K) – material moved to Sheet RR-11.1

(continue to Sheet RR-11.1)

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Third Revision of Sheet RR-11.1
Cancels Second Revision of Sheet RR-11.1

GENERAL RULES AND REGULATIONS

(continued)

Rule 11. Disconnection and Reconnection of Service – By Company (continued).

A Customer that receives a Disconnection of Service notice for non-payment may be eligible to enter into a Time Payment Agreement designed to bring their account current. The Time Payment Agreements available to Customers are described in **Rules 9 and 9A**.

Notice of Disconnection of Service

Non-payment

The Company will issue no fewer than two notices to Commercial Schedule 3 Customers and Residential Customers before a Disconnection of Service is initiated by the Company for non-payment. The first notice will give the Customer at least twenty (20) calendar days following the day the notice was mailed to make payment or payment arrangements. The second notice will give the Customer at least five (5) Business Days following the date of mailing before service will be disconnected.

If the notice is for non-payment of a deposit, Customer or known Applicant will have no fewer than five (5) Business Days after mailing or delivery of the notice to make payment before service is disconnected.

A Residential Customer with a bona fide medical condition will be given an additional five (5) Business Days to submit an emergency medical certificate before service will be disconnected. The emergency medical certificate must comply with the terms and conditions set forth in Rule 10 of this Tariff.

The Company will attempt to contact the Customer on the day the service is scheduled to be disconnected. If service is disconnected, a notice stating the requirements for service reconnection will be left in a conspicuous place at the residence.

Notice to Commercial Schedule 3 Customers will be provided as described above; service to other Non-Residential Customers may be disconnected for non-payment on not less than five (5) Business Days written notice.

False Identification

When the Company determines that an account was established with false identification within sixty (60) calendar days from the date the false identification was given to the Company, the Company will notify the Customer that valid identification must be submitted within five (5) Business Days from the date the notice was mailed.

When more than sixty (60) calendar days have passed from the date the false identification was given to the Company, the notice will require that valid identification be submitted within fifteen (15) Business Days following the date the notice was mailed.

If the Customer fails to provide valid identification in the form required by Rule 2 within the time indicated on the notice, the Company may disconnect service without further notice.

Other

For any other cause for a Disconnection of Service, the Company will issue one notice to a Customer before service is disconnected. The notice will give the Customer at least five (5) Business Days prior to the date service is scheduled to be disconnected to take appropriate actions to prevent the Disconnection of Service.

Advance notice is not required when the Disconnection of Service is for emergencies where life or property is in danger or for additional reasons as set forth in this Rule.

(M) – material moved from Sheet RR-11

(continue to Sheet RR-11.2)

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NORTHWEST NATURAL GAS COMPANY

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Fifth Revision of Sheet C-2
Cancels Fourth 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 may be subject to a late payment charge. For Residential Customers, the late payment charge may be applied to overdue account balances at the time of preparing the subsequent month's bill. For Non-Residential Customers, the late payment charge may 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). A Late Payment Charge will not be assessed to a Low-Income Residential Customer as defined in OAR 860-021-0180.

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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"). The Company will waive the Service Reconnection Charge associated with reconnections for non-payment scheduled between 8am-5pm Monday-Friday (except holidays or weekend days) once per calendar year for a Low-Income Residential Customer as defined in OAR 860-021-0180.

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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.

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SCHEDULE C
MISCELLANEOUS CHARGES AND CREDITS
(continued)

DESCRIPTION OF CHARGES and CREDITS (continued):

Service Reconnection Charges – Curtailment Order. A charge will be assessed to restore service to an Interruptible Customer where the Customer is requesting that service be restored following disconnection due to Customer’s failure to comply with a Curtailment Order. Before service will be restored, all amounts then due and payable, including the service reconnection charge, must be paid to Company at the Company’s offices prior to 6:00 p.m., or, upon prior arrangement between Company and Customer, shall be paid to the Company’s representative at the time of visit.

Inaccessible Meter Charge – Installation of Shut-off Valve. A charge will be assessed when the Company must install a shut-off valve at the curb because the Company cannot gain access to the meter to complete a Disconnection of Service under **Rule 11**. Before service will be restored, all amounts then due and payable, including this installation charge and the service reconnection charge, must be paid to the Company at the Company’s offices prior to 6:00 p.m., or, upon prior arrangement between the Company and Customer, shall be paid to the Company’s representative at the time of visit.

Field Visit Charges. A charge will be assessed to Customer when the Company goes to the Premise to (a) disconnect service for non-payment and service is left active; or (b) to restore service after a disconnection and the Company representative is unable to restore service due to Customer actions or inactions. The Company will waive the Field Visit Charge once per 12-month window for a Low-Income Residential Customer as defined in OAR 860-021-0180.

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Charge For Meter Interference. When the Company discovers that there has been interference with the meter or its connections at the Customer’s service address, Customer will be required to pay the cost of any repairs, replacement, or prevention devices required to be installed by the Company as a result of the interference, plus the amount of any unbilled gas determined to have been lost as a result of such interference. For this purpose, unbilled gas will be calculated as the difference between the usage shown on the meter register at the time interference was discovered and the amount of gas the Company estimates the Customer would have used based on previous usage history at the Premise for the time period in question. Unbilled gas will be billed at the rates specified in the Rate Schedule under which Customer took service at the time of the incident.

Charge For Unauthorized Use. A charge will be assessed on any gas taken by a Customer in excess of that allowed under a Curtailment Order. The Charge shall be in addition to all applicable Rate Schedule charges on the gas volumes taken.

CSR Assisted Automated Payment Charge. A charge will be assessed for each Customer Service Representative (CSR) assisted check processed by the Company. The payment of this charge does not relieve Customer of any charges resulting from the check being not honored, or from any other charges that may apply. A Customer may self-initiate an automated check over the telephone through the Company’s Interactive Voice Recognition (IVR) system or online at the Company’s website at no charge.

(continue to Sheet C-4)

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