



250 SW Taylor Street  
Portland, OR 97204

503-226-4211  
nwnatural.com

March 18, 2020

NWN OPUC Advice No. 20-3

**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: Schedule C—Miscellaneous Charges**

Northwest Natural Gas Company, dba NW Natural (NW Natural or Company), files herewith the following revisions to its Tariff P.U.C. Or. 25, stated to become effective upon Commission approval.

**NW Natural respectfully requests the proposed tariff sheet become effective upon Commission approval. In the event the Commission’s approval and the effective date occur within 30 days, an L.S.N. is also enclosed**

Fourth Revision of Sheet C-2	Schedule C	Miscellaneous Charges and Credits
------------------------------	------------	-----------------------------------

**Purpose**

The purpose of this filing is to provide minor modifications to the tariff sheet listed above that would allow NW Natural discretion in charging Late Payment Fees. The Company seeks this flexibility in order to be immediately responsive to the rapidly changing economic conditions facing customers in the wake of the COVID-19 pandemic and respectfully requests approval as soon as possible. As allowed by ORS 757.220, good cause must be shown for requested changes less than 30 days after the request is filed.<sup>1</sup> NW Natural considers this tariff revision to be practical based on the changing economic conditions and to be in the best interest of its customers.

**Background**

NW Natural is actively monitoring and evaluating the latest news and impacts of the COVID-19 pandemic. In anticipation of potential impacts to our customers that may be affected by COVID-19, NW Natural wants to maintain flexibility by not requiring the charging of Late Payment Fees.

---

<sup>1</sup> ORS 757.220 states “the commission, for good cause shown, may allow changes without requiring the 30 days’ notice by filing an order specifying the changes to be made and the time when they shall take effect.”

**Proposed Changes**

NW Natural proposes to make a minor change to Schedule C to indicate that Late Payment Fees **may** be assessed but the Company is not required to assess them as circumstances may warrant.

**Conclusion**

NW Natural respectfully requests that the Commission approve this tariff change to become effective upon Commission approval.

In accordance with ORS 757.205, 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 the following:

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

Respectfully submitted,

*/s/ Natasha Siores*

Natasha Siores  
Manager, Regulatory Compliance  
NW Natural  
250 SW Taylor Street  
Portland, Oregon 97204  
503-610-7074  
[natasha.siores@nwnatural.com](mailto:natasha.siores@nwnatural.com)

# NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Fourth Revision of Sheet C-2  
Cancels Third 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). (C)  
(C)  
(C)

**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 March 18, 2020  
NWN OPUC Advice No. 20-3

Effective with service  
upon Commission approval

# LESS THAN STATUTORY NOTICE APPLICATION

This document may be electronically filed by sending it as an attachment to an electronic mail message addressed to the Commission's Filing Center at [puc.filingcenter@state.or.us](mailto:puc.filingcenter@state.or.us).

## BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

IN THE MATTER OF THE APPLICATION OF  <u>Northwest Natural Gas Company</u> (UTILITY COMPANY)  TO WAIVE STATUTORY NOTICE.	) ) ) ) )	UTILITY L.S.N. APPLICATION  NO. _____ (LEAVE BLANK)
--	-----------------------	--

**NOTE:** ATTACH EXHIBIT IF SPACE IS INSUFFICIENT.

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

Fourth Revision of Sheet C-2, Miscellaneous Charges and Credits relating to Late Payment Charges; change operative language from "will" to "may".

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

Third Revision of Sheet C-2

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

Fourth Revision of Sheet C-2

4. REASONS FOR REQUESTING A WAIVER OF STATUTORY NOTICE:

The Company seeks an effective date of these changes with less than statutory notice in order to be immediately responsive to the rapidly changing economic conditions facing customers in the wake of the COVID-19 pandemic. NW Natural considers this tariff revision to be practical based on the changing economic conditions and to be in the best interest of its customers.

5. REQUESTED EFFECTIVE DATE OF THE NEW SCHEDULE(S) OR CHANGE(S):    upon Commission approval

AUTHORIZED SIGNATURE 	TITLE Manager, Regulatory Compliance	DATE March 18, 2020
PUC USE ONLY		
<input type="checkbox"/> APPROVED <input type="checkbox"/> DENIED	EFFECTIVE DATE OF APPROVED SCHEDULE(S) OR CHANGE	
AUTHORIZED SIGNATURE	DATE	