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June 30, 2015

NWN OPUC Advice No. 15-5 / ADV _____

VIA ELECTRONIC FILING

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

Re: General Rule 19: Appliance Inspection and Adjustment Services: Residential
Clarifications Regarding Company-Provided Service

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 with service on and after **July 31, 2015**:

First Revision of Sheet RR-19,
General Rule 19,
"Appliance Inspection and Adjustment Services: Residential."

The purpose of this filing is to revise Rule 19 of the General Rules and Regulations of the Company's Tariff to clarify the services and repairs that the Company may provide to residential customers as part of its appliance inspection and adjustment services.

Specifically, the Company's service technicians no longer include thermocouple replacement in the normal course of an equipment inspection visit. The proposed revisions to Rule 19 reflect the elimination of this service. When a NW Natural service technician visits a residence that is in need of a thermocouple replacement or other appliance repair, the customer is referred to the Company's Service Solutions (Schedule S) program where they can be connected with a qualified dealer to perform the work. A customer's participation in the Service Solutions option is entirely voluntary.

The Company respectfully requests that the tariff sheets filed herein be approved to become effective with service on and after July 31, 2015.

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.

The Company waives paper service in this proceeding.

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

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

NW NATURAL

/s/ Onita King

Onita R. King
Rates & Regulation

attachments

GENERAL RULES AND REGULATIONS

(continued)

Rule 19. Appliance Inspection and Adjustment Services: Residential.

Upon reasonable Customer request, the Company will inspect and adjust Customer-owned appliances and facilities for safe and efficient operation.

The Company's basic gas service includes certain inspection and adjustment services, offered at no direct charge to the Customer. Such services include, but are not necessarily limited to: inspection of gas-fired appliances (e.g., furnace, water heater, range, dryer, etc.) and facilities generally; gas input and primary air adjustments to pilot and main burner flames; repair of leaks in appliance parts and connections; minor cleaning operations to burners; cleaning of pilots, pilot orifices, pilot tubings, and B-valves; greasing valve cores; adjustment of appliance control mechanisms as needed; and the re-lighting of pilots.

The Company may, in the course of providing meter installation or equipment inspection or adjustment services, perform other repairs, parts replacements, or services, for a charge, in portions of its service territory where in the Company's judgment such services are not readily available. (C)

Where conditions or repairs are beyond the scope of these services, the Company will refer the Customer to a service repair agency.

(continue to Sheet RR-19A)