

Rates and Regulatory Affairs
Facsimile: 503.721.2516



June 16, 2010

VIA ELECTRONIC FILING

Public Utility Commission of Oregon
550 Capitol Street NE, Suite 215
Post Office Box 2148
Salem, Oregon 97308-2148

Attention: Filing Center

Re: Dockets UG 152 and UG 168: Annual WARM Reports

Pursuant to Staff's request, Northwest Natural Gas Company, ("NW Natural" or the "Company") hereby resubmits our Annual WARM Reports for the heating seasons 2007-2008 and 2008-2009 in Dockets UG 152 and UG 168. These reports were originally submitted on 11/25/08 and 11/25/09 respectively.

Please call me at (503) 226-4211 ext. 3589 if you have any questions.

Sincerely,

/s/ Kelley C. Miller

Kelley C. Miller
Rates & Regulatory Affairs

attachments

Rates and Regulatory Affairs
Facsimile: 503.721.2532



November 25, 2008

Public Utility Commission of Oregon
550 Capitol Street, N.E., Suite 215
Salem, Oregon 97301-2551

Attention: Bryan Conway

Re: Annual WARM Report for the 2007-2008 heating season

Attached please find NW Natural's Annual WARM Report, pursuant to the stipulation filed in Docket Nos. UG163/UG152, Extending the Term of Weather-Adjusted Rate Mechanism and Distribution Margin Normalization, as approved in Commission Order No. 07-426 (September 26, 2007).

An electronic copy of this letter and the attached spreadsheets has also been provided to each of the individual signatories of the stipulation.

Please feel free to call if you have questions.

Sincerely,



Natasha Siores
Senior Rates Analyst
Extension 3588

enclosure

cc: Gregg Kantor
Onita King
Alex Miller
Bonnie Tatom, OPUC



Rates & Regulatory Affairs

ANNUAL WARM Report - Narrative For the 2007-2008 Heating Season

This report was developed in a manner consistent with the stipulation filed in Docket Nos. UG163/UG152 Extending the Term of Weather-Adjusted Rate Mechanism and Distribution Margin Normalization, as approved in Commission Order No. 07-426.

Item I: Degree Differences

Item I on page 1 of the Annual WARM Report shows total billing degree day differences by weather zone and customer class for each month of the 2007-2008 WARM season. Total billing degree day differences equals the sum of degree days for all bills issued during the revenue month. Positive degree day differences indicate that weather was colder than normal.

Item II: Charges and credits

Item II on page 2 of the Annual WARM Report shows the net charges or credits by weather zone and customer class billed to customers for each month of the 2007-2008 WARM season. Credit amounts denote a benefit or refund to customers. The total amount credited to customers for the 2007-2008 WARM season was \$14,719,687.

Item III: Amounts Deferred and % of Bills With Deferrals

Item III on page 2 of the Annual WARM Report shows by class the amounts outside the limits that were deferred and the percentage of bills these deferrals represented.

For the Residential class, a total of \$33,940 in charges and \$568,905 in credits were deferred on 83,796 bills out of a total of 2,679,074 WARM bills issued resulting in a 3.1% overall average percentage of Residential bills with deferrals during the 2007-2008 WARM season.

For the Commercial class, a total of \$73,757 in charges and \$1,229,017 in credits were deferred on 59,239 bills out of a total of 289,462 WARM bills issued resulting in a 20.5% overall average percentage of Commercial bills with deferrals during the 2007-2008 WARM season.

Item IV: Other Statistics

Item IV on page 2 of the annual WARM Report provides the following statistical information for the 2007-2008 WARM season:

1. As of December 3, 2007 there were 48,631 Residential and 3,114 Commercial customers who were opted out of the WARM program
2. There were 3,383 customer phone calls related to the WARM program
3. There were zero at fault complaints related to the WARM program. There were one billing issue related to the WARM program: A WARM bill message print error was discovered on May 20, 2008. This bill presentation error affected 2,056 customer bills

and was communicated as reportable under the B1 Service Quality Measure to Staff on May 21, 2008. The error affected bills issued to customers on May 19, 2008. Once the error was discovered, bills that had been printed but not yet mailed on May 20 were reprocessed so that those customers received the correct message. Programming changes are in process to prevent this type of error from recurring.

4. The estimated net income impact for the 2007-2008 WARM season was a reduction of \$8.9 million, or approximately -\$0.34 in EPS.

**NW Natural
Rates & Regulatory Affairs
Annual Report of WARM
For the WARM season December 2007-May 2008**

I. Degree Day Differences

Total Billing Heating DD ^{1/4}

Albany Residential

Actual

Normal

Difference

Commercial

Actual

Normal

Difference

Astoria Residential

Actual

Normal

Difference

Commercial

Actual

Normal

Difference

Coos Bay Residential

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Eugene Residential

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Lincoln City Residential

Actual

Normal

Difference

Commercial

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Normal

Difference

Portland Residential

Actual

Normal

Difference

Commercial

Actual

Normal

Difference

Salem Residential

Actual

Normal

Difference

Commercial

Actual

Normal

Difference

The Dalles Residential

Actual

Normal

Difference

Commercial

Actual

Normal

Difference

		Revenue Month						WARM Season	
		Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Total
1	I. Degree Day Differences								
2	Total Billing Heating DD ^{1/4}								
3	Albany Residential								
4	Actual	13,938,514	18,928,735	18,428,407	13,825,163	13,905,913	6,216,789	299	85,243,820
5	Normal	13,323,369	18,349,652	15,214,761	12,540,527	9,929,484	4,272,491	268	73,630,552
6	Difference	615,145	579,083	3,213,646	1,284,636	3,976,429	1,944,298	31	11,613,268
7									
8	Commercial								
9	Actual	1,583,261	2,151,904	2,124,261	1,541,278	1,552,844	737,550	(472)	9,690,626
10	Normal	1,504,233	2,105,270	1,733,006	1,391,387	1,082,548	484,665	(315)	8,300,794
11	Difference	79,028	46,634	391,255	149,891	470,296	252,885	(157)	1,389,832
12									
13	Astoria Residential								
14	Actual	3,643,387	4,936,238	4,853,944	3,887,668	4,451,674	1,584,455	(1,177)	23,356,389
15	Normal	3,225,326	4,615,251	4,006,009	3,592,101	3,274,737	1,143,670	(883)	19,856,211
16	Difference	418,061	320,987	847,935	295,567	1,177,137	440,785	(294)	3,500,178
17									
18	Commercial								
19	Actual	562,812	765,569	735,356	592,985	665,477	258,294	816	3,581,309
20	Normal	502,304	706,305	601,069	541,700	479,749	180,662	598	3,012,387
21	Difference	60,508	59,264	134,287	51,285	185,728	77,632	218	568,922
22									
23	Coos Bay Residential								
24	Actual	214,675	281,510	294,085	226,583	278,461	202,401	182	1,497,897
25	Normal	179,576	247,334	208,551	185,373	196,376	122,545	113	1,139,868
26	Difference	35,099	34,176	85,534	41,210	82,085	79,856	69	358,029
27									
28	Commercial								
29	Actual	53,507	71,485	75,734	57,013	71,946	50,167	0	379,852
30	Normal	43,824	62,179	52,261	45,972	49,362	26,342	0	281,940
31	Difference	9,683	9,306	23,473	11,041	22,584	21,825	0	97,912
32									
33	Eugene Residential								
34	Actual	13,624,372	17,863,523	17,425,859	12,934,181	12,861,869	4,880,511	(643)	79,589,672
35	Normal	12,633,804	17,467,977	14,636,474	11,681,294	9,243,863	3,405,382	(468)	69,068,326
36	Difference	990,568	395,546	2,789,385	1,252,887	3,618,006	1,475,129	(175)	10,521,346
37									
38	Commercial								
39	Actual	2,114,539	2,785,639	2,745,306	2,000,630	1,974,755	927,217	1,152	12,549,238
40	Normal	1,983,041	2,721,907	2,277,252	1,800,887	1,383,091	628,359	910	10,795,457
41	Difference	131,498	63,732	468,054	199,743	591,664	298,858	242	1,753,781
42									
43	Lincoln City Residential								
44	Actual	2,960,477	3,701,275	3,745,288	2,948,969	3,418,974	969,079	930	17,744,992
45	Normal	3,007,295	3,160,349	2,732,518	2,344,927	2,067,177	579,286	647	13,892,199
46	Difference	(46,818)	540,926	1,012,770	604,042	1,351,797	389,793	283	3,852,793
47									
48	Commercial								
49	Actual	436,604	540,320	551,454	421,898	491,420	112,818	0	2,554,514
50	Normal	443,943	459,169	389,399	331,957	284,730	64,194	0	1,973,392
51	Difference	(7,339)	81,151	162,055	89,941	206,690	48,624	0	581,122
52									
53	Portland Residential								
54	Actual	152,517,499	191,899,024	184,070,073	127,880,369	127,335,947	51,850,847	17,064	835,570,823
55	Normal	141,396,581	198,420,192	166,397,531	132,861,812	90,979,828	33,590,941	14,291	763,661,176
56	Difference	11,120,918	(6,521,168)	17,672,542	(4,981,443)	36,356,119	18,259,906	2,773	71,909,647
57									
58	Commercial								
59	Actual	13,949,096	17,761,322	17,082,436	11,440,899	11,476,959	4,424,440	(2,511)	76,132,641
60	Normal	12,849,392	18,429,662	15,322,602	11,945,641	7,955,071	2,757,988	(1,667)	69,258,689
61	Difference	1,099,704	(668,340)	1,759,834	(504,742)	3,521,888	1,666,452	(844)	6,873,952
62									
63	Salem Residential								
64	Actual	34,644,275	44,868,462	42,539,392	32,151,621	31,799,248	14,758,825	(89)	200,761,734
65	Normal	32,963,230	42,832,650	35,536,753	30,318,395	23,067,063	10,198,931	(351)	174,916,671
66	Difference	1,681,045	2,035,812	7,002,639	1,833,226	8,732,185	4,559,894	262	25,845,063
67									
68	Commercial								
69	Actual	3,556,908	4,658,508	4,464,331	3,288,919	3,254,300	1,482,506	2,714	20,708,186
70	Normal	3,373,547	4,464,375	3,678,237	3,092,265	2,298,621	985,491	2,373	17,894,909
71	Difference	183,361	194,133	786,094	196,654	955,679	497,015	341	2,813,277
72									
73	The Dalles Residential								
74	Actual	2,327,203	2,667,214	2,616,586	1,830,822	1,800,417	1,145,774	326	12,388,342
75	Normal	2,174,025	2,948,604	2,471,667	2,135,687	1,405,447	766,207	235	11,901,872
76	Difference	153,178	(281,390)	144,919	(304,865)	394,970	379,567	91	486,470
77									
78	Commercial								
79	Actual	544,673	620,819	619,171	427,778	415,241	269,592	0	2,897,274
80	Normal	508,298	684,343	584,490	509,307	324,113	175,756	0	2,786,307
81	Difference	36,375	(63,524)	34,681	(81,529)	91,128	93,836	0	110,967
82									

^{1/4}Total Billing Degree Days equals sum of degree days for all bills issued during the revenue month. For example, if the degree days for a bill period was 100, and 10,000 bills were issued with the same bill period, the total degree days is 1,000,000.

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II. Charges and credits

Net Charges (includes settle-up amts)

		Revenue Month						WARM Season	
		Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Total
Albany	Residential	(\$51,194)	(\$48,518)	(\$270,365)	(\$108,632)	(\$331,890)	(\$168,692)	(\$14,036)	(\$993,327)
	Commercial	(\$19,292)	(\$11,167)	(\$92,898)	(\$36,337)	(\$97,447)	(\$67,812)	(\$47,977)	(\$372,929)
									(\$1,366,256)
Astoria	Residential	(\$34,777)	(\$26,615)	(\$70,446)	(\$24,518)	(\$96,467)	(\$41,994)	(\$4,736)	(\$299,553)
	Commercial	(\$14,174)	(\$13,805)	(\$30,897)	(\$12,041)	(\$37,853)	(\$29,025)	(\$14,802)	(\$152,597)
									(\$452,150)
Coos Bay	Residential	(\$2,841)	(\$2,805)	(\$6,729)	(\$3,426)	(\$6,531)	(\$6,365)	(\$1,884)	(\$30,581)
	Commercial	(\$2,352)	(\$2,392)	(\$5,601)	(\$2,704)	(\$5,357)	(\$4,679)	(\$3,235)	(\$26,320)
									(\$56,901)
Eugene	Residential	(\$82,759)	(\$32,402)	(\$233,049)	(\$105,316)	(\$297,844)	(\$130,914)	(\$17,060)	(\$899,343)
	Commercial	(\$31,197)	(\$15,179)	(\$111,590)	(\$47,594)	(\$124,634)	(\$81,440)	(\$58,850)	(\$470,483)
									(\$1,369,826)
Lincoln City	Residential	\$3,882	(\$44,560)	(\$81,395)	(\$49,938)	(\$105,617)	(\$43,526)	(\$9,136)	(\$330,290)
	Commercial	\$1,599	(\$19,303)	(\$36,249)	(\$20,899)	(\$41,448)	(\$28,308)	(\$11,616)	(\$156,223)
									(\$486,513)
Portland	Residential	(\$935,291)	\$566,092	(\$1,488,515)	\$432,851	(\$3,037,149)	(\$1,571,135)	(\$87,088)	(\$5,120,235)
	Commercial	(\$263,958)	\$165,636	(\$431,991)	\$124,778	(\$747,889)	(\$469,165)	(\$210,811)	(\$1,833,411)
									(\$7,953,646)
Salem	Residential	(\$140,621)	(\$171,435)	(\$590,426)	(\$154,203)	(\$731,589)	(\$395,585)	(\$25,440)	(\$2,209,299)
	Commercial	(\$44,547)	(\$47,286)	(\$187,665)	(\$48,284)	(\$201,812)	(\$139,669)	(\$85,287)	(\$754,551)
									(\$2,963,851)
The Dalles	Residential	(\$12,831)	\$23,479	(\$11,977)	\$24,931	(\$32,393)	(\$30,413)	(\$1,783)	(\$40,987)
	Commercial	(\$9,241)	\$15,678	(\$8,897)	\$18,084	(\$20,011)	(\$17,501)	(\$7,669)	(\$29,557)
									(\$70,544)
TOTAL	Residential	(\$1,256,432)	\$263,236	(\$2,752,902)	\$11,749	(\$4,639,481)	(\$2,388,624)	(\$161,162)	(\$10,923,616)
	Commercial	(\$383,172)	\$72,183	(\$905,790)	(\$24,996)	(\$1,276,452)	(\$837,598)	(\$440,246)	(\$3,796,072)
									(\$14,719,687)

III. Amounts Deferred and % of Bills With Deferrals

Bills Issued under WARM Program

Residential	2,679,074
Commercial	289,462
	2,968,536
Deferred Amts	
Residential	
Charges	\$33,940
Credits	(\$568,905)
Commercial	
Charges	\$73,757
Credits	(\$1,229,017)
Count of Bills where WARM Amts were Deferred	
Residential	83,796
Commercial	59,239
	143,035
% of Bills where WARM Amts were Deferred	
Residential	3.1%
Commercial	20.5%

IV. Other Statistics

Number of Customers Opted out of WARM Program as of December 3, 2007

Residential	48,631
Commercial	3,114
	51,745

Number of Customer Calls related to WARM program

3,363

At Fault Complaints related to WARM program

0

Summary of Billing Issues related to WARM:

A WARM bill message print error was discovered on May 20, 2008. This bill presentation error affected 2,056 customer bills and was communicated as reportable under the BI Service Quality Measure to Staff on May 21, 2008. The error affected bills issued to customers on May 19, 2008. Once the error was discovered, bills that had been printed but not yet mailed on May 20 were reprocessed so that those customers received the correct message. Programming changes are in process to prevent this type of error from recurring.

Financial Impact December 2007 - June 2008

Net Income Impact	-\$8.9 million
EPS Impact	-\$0.34 EPS

Rates and Regulatory Affairs
Facsimile: 503.721.2516



November 25, 2009

Public Utility Commission of Oregon
550 Capitol Street, N.E., Suite 215
Salem, Oregon 97301-2551

Attention: Lori Koho

Re: Annual WARM Report for the 2008-2009 heating season

Attached please find NW Natural's Annual WARM Report, pursuant to the stipulation filed in Docket Nos. UG 163/UG 152, Extending the Term of Weather-Adjusted Rate Mechanism and Distribution Margin Normalization, as approved in Commission Order No. 07-426 (September 26, 2007).

An electronic copy of this letter and the attached spreadsheets has also been provided to each of the individual signatories of the stipulation.

Please feel free to call if you have questions.

Sincerely,

/s/ Natasha Soares

Natasha Soares
Senior Rates Analyst
Extension 3588

enclosure

cc: Onita King
Alex Miller
Moshrek Sobhy, OPUC



Rates & Regulatory Affairs

**ANNUAL WARM Report - Narrative
For the 2008-2009 Heating Season**

This report was developed in a manner consistent with the stipulation filed in Docket Nos. UG163/UG152 Extending the Term of Weather-Adjusted Rate Mechanism and Distribution Margin Normalization, as approved in Commission Order No. 07-426.

Item I: Degree Differences

Item I on page 1 of the Annual WARM Report shows total billing degree day differences by weather zone and customer class for each month of the 2008-2009 WARM season. Total billing degree day differences equals the sum of degree days for all bills issued during the revenue month. Positive degree day differences indicate that weather was colder than normal.

Item II: Charges and credits

Item II on page 2 of the Annual WARM Report shows the net charges or credits by weather zone and customer class billed to customers for each month of the 2008-2009 WARM season. Credit amounts denote a benefit or refund to customers. The total amount credited to customers for the 2008-2009 WARM season was \$11,624,761.

Item III: Amounts Deferred and % of Bills With Deferrals

Item III on page 2 of the Annual WARM Report shows by class the amounts outside the limits that were deferred and the percentage of bills these deferrals represented.

For the Residential class, a total of \$231,313 in charges and \$322,257 in credits were deferred on 85,080 bills out of a total of 2,743,377 WARM bills issued resulting in a 3.1% overall average percentage of Residential bills with deferrals during the 2008-2009 WARM season.

For the Commercial class, a total of \$306,820 in charges and \$764,385 in credits were deferred on 58,179 bills out of a total of 294,954 WARM bills issued resulting in a 19.7% overall average percentage of Commercial bills with deferrals during the 2008-2009 WARM season.

Item IV: Other Statistics

Item IV on page 2 of the annual WARM Report provides the following statistical information for the 2008-2009 WARM season:

1. As of January 31, 2009 there were 47,889 Residential and 3,258 Commercial customers who were opted out of the WARM program
2. There were 4,982 customer phone calls related to the WARM program
3. There were zero at fault complaints related to the WARM program. There were no billing issues related to the WARM program during the 2008-2009 WARM season
4. The estimated net income impact for the 2008-2009 WARM season was a reduction of \$7.1 million, or approximately -\$0.27 in EPS.

**NW Natural
Rates & Regulatory Affairs
Annual Report of WARM
For the WARM season December 2008-June 2009**

		Revenue Month						WARM Season	
		Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Total
1	I. Degree Day Differences								
2	Total Billing Heating DD ¹⁴								
3	Albany Residential								
4	Actual	13,142,463	18,921,547	16,973,446	15,314,170	12,217,546	5,270,755	51	81,839,978
5	Normal	14,655,140	18,374,101	15,334,253	12,769,751	10,146,988	4,313,460	8	75,593,701
6	Difference	(1,512,677)	547,446	1,639,193	2,544,419	2,070,558	957,295	43	6,246,277
7									
8	Commerical								
9	Actual	1,467,467	2,174,068	1,941,637	1,725,804	1,352,575	590,790	(320)	9,252,021
10	Normal	1,653,388	2,108,676	1,739,755	1,418,608	1,105,316	471,510	(266)	8,495,987
11	Difference	(185,921)	65,392	201,882	307,196	247,259	119,280	(54)	755,034
12									
13	Astoria Residential								
14	Actual	3,425,476	5,125,204	4,657,290	4,530,237	3,726,469	1,317,448	112	22,782,236
15	Normal	3,528,627	4,775,315	4,182,414	3,822,586	3,207,407	1,232,319	85	20,748,753
16	Difference	(103,151)	349,889	474,876	707,651	519,062	85,129	27	2,033,483
17									
18	Commerical								
19	Actual	517,843	753,410	668,289	674,769	539,270	202,517	0	3,357,098
20	Normal	541,544	694,787	604,285	558,867	457,124	189,251	0	3,045,858
21	Difference	(23,701)	58,623	65,004	115,902	82,146	13,266	0	311,240
22									
23	Coos Bay Residential								
24	Actual	197,371	340,936	288,881	287,013	263,205	194,229	0	1,571,635
25	Normal	225,520	279,201	241,612	220,640	212,441	140,276	0	1,319,690
26	Difference	(28,149)	61,735	47,269	66,373	50,764	53,953	0	251,945
27									
28	Commerical								
29	Actual	53,333	90,285	79,075	80,166	71,295	51,872	0	426,026
30	Normal	60,113	73,352	64,838	60,201	56,261	36,042	0	350,807
31	Difference	(6,780)	16,933	14,237	19,965	15,034	15,830	0	75,219
32									
33	Eugene Residential								
34	Actual	13,351,320	18,178,666	17,182,317	14,666,435	11,012,874	4,286,138	1,502	78,679,252
35	Normal	13,980,393	17,488,742	15,019,532	11,994,200	9,006,362	3,567,792	1,212	71,058,233
36	Difference	(629,073)	689,924	2,162,785	2,672,235	2,006,512	718,346	290	7,621,019
37									
38	Commerical								
39	Actual	1,993,618	2,842,534	2,717,306	2,271,079	1,637,296	745,197	89	12,207,119
40	Normal	2,137,602	2,713,126	2,365,225	1,807,444	1,333,318	610,477	69	10,967,261
41	Difference	(143,984)	129,408	352,081	463,635	303,978	134,720	20	1,239,858
42									
43	Lincoln City Residential								
44	Actual	2,550,577	3,486,107	3,006,132	3,097,439	3,111,413	991,313	592	16,243,573
45	Normal	3,113,506	3,211,503	2,730,387	2,438,351	2,058,067	655,028	361	14,207,203
46	Difference	(562,929)	274,604	275,745	659,088	1,053,346	336,285	231	2,036,370
47									
48	Commerical								
49	Actual	355,180	493,290	428,236	424,588	443,935	125,022	0	2,270,251
50	Normal	443,802	447,092	384,654	332,110	283,735	79,143	0	1,970,536
51	Difference	(88,622)	46,198	43,582	92,478	160,200	45,879	0	299,715
52									
53	Portland Residential								
54	Actual	141,455,612	215,919,195	188,459,327	163,506,122	106,057,271	35,544,777	(3,695)	850,938,609
55	Normal	151,959,818	199,964,433	169,987,182	135,686,448	91,984,542	34,347,880	(471)	783,929,832
56	Difference	(10,504,206)	15,954,762	18,472,145	27,819,674	14,072,729	1,196,897	(3,224)	67,008,777
57									
58	Commerical								
59	Actual	12,860,293	19,945,940	17,415,216	14,819,646	9,381,052	2,872,509	4,386	77,299,042
60	Normal	13,899,609	18,377,424	15,557,858	12,137,103	7,998,948	2,798,425	3,983	70,773,350
61	Difference	(1,039,316)	1,568,516	1,857,358	2,682,543	1,382,104	74,084	403	6,525,692
62									
63	Salem Residential								
64	Actual	33,105,247	46,336,634	41,280,552	36,578,843	26,865,813	11,578,888	(1,676)	195,744,301
65	Normal	34,670,076	42,932,891	36,271,379	30,977,354	23,008,590	10,355,909	(1,371)	178,214,828
66	Difference	(1,564,829)	3,403,743	5,009,173	5,601,489	3,857,223	1,222,979	(305)	17,529,473
67									
68	Commerical								
69	Actual	3,360,472	4,779,931	4,277,821	3,707,713	2,672,379	1,123,239	232	19,921,787
70	Normal	3,536,112	4,420,828	3,716,247	3,086,329	2,272,242	992,641	206	18,024,605
71	Difference	(175,640)	359,103	561,574	621,384	400,137	130,598	26	1,897,182
72									
73	The Dalles Residential								
74	Actual	1,924,099	3,198,222	2,637,932	2,461,543	1,708,698	913,371	330	12,844,195
75	Normal	2,361,391	2,951,155	2,576,620	2,131,003	1,395,094	812,004	266	12,227,533
76	Difference	(437,292)	247,067	61,312	330,540	313,604	101,367	64	616,662
77									
78	Commerical								
79	Actual	422,173	774,167	611,807	568,981	409,076	206,068	0	2,992,272
80	Normal	533,587	700,029	611,777	498,685	325,052	184,333	0	2,853,463
81	Difference	(111,414)	74,138	30	70,296	84,024	21,735	0	138,809

¹⁴ Total Billing Degree Days equals sum of degree days for all bills issued during the revenue month. For example, if the degree days for a bill period was 100, and 10,000 bills were issued with the same bill period, the total degree days are 1,000,000.

		Revenue Month						WARM Season		
		Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Total	
II. Charges and credits										
Net Charges (includes settle-up amts)										
86										
87										
88										
89	Albany	Residential	\$127,538	(\$47,024)	(\$135,631)	(\$210,668)	(\$171,202)	(\$81,716)	(\$602)	(\$519,305)
90		Commercial	\$36,476	(\$16,586)	(\$47,989)	(\$69,925)	(\$35,281)	(\$33,056)	(\$11,318)	(\$197,680)
91										(\$716,985)
92										
93	Astoria	Residential	\$8,316	(\$29,591)	(\$38,895)	(\$57,793)	(\$42,632)	(\$9,449)	(\$1,281)	(\$171,325)
94		Commercial	\$3,987	(\$14,226)	(\$14,887)	(\$25,682)	(\$18,817)	(\$9,582)	(\$3,119)	(\$82,326)
95										(\$253,652)
96										
97	Coos Bay	Residential	\$2,407	(\$5,202)	(\$3,875)	(\$5,466)	(\$4,177)	(\$4,309)	(\$670)	(\$21,291)
98		Commercial	\$1,698	(\$4,136)	(\$3,377)	(\$4,712)	(\$3,554)	(\$3,403)	(\$2,338)	(\$19,821)
99										(\$41,112)
100										
101	Eugene	Residential	\$51,828	(\$58,382)	(\$178,476)	(\$219,497)	(\$164,973)	(\$63,746)	(\$5,929)	(\$639,175)
102		Commercial	\$29,323	(\$32,083)	(\$81,965)	(\$102,658)	(\$67,842)	(\$47,027)	(\$23,633)	(\$325,883)
103										(\$965,058)
104										
105	Lincoln City	Residential	\$34,733	(\$22,969)	(\$22,036)	(\$53,130)	(\$82,996)	(\$31,867)	\$8,035	(\$170,229)
106		Commercial	\$14,797	(\$11,268)	(\$10,191)	(\$21,046)	(\$32,999)	(\$17,261)	(\$720)	(\$78,687)
107										(\$248,917)
108										
109	Portland	Residential	\$891,502	(\$1,372,092)	(\$1,528,634)	(\$2,306,566)	(\$1,163,554)	(\$127,246)	(\$13,508)	(\$5,620,097)
110		Commercial	\$197,838	(\$384,952)	(\$437,813)	(\$613,533)	(\$314,101)	(\$107,716)	(\$57,631)	(\$1,717,907)
111										(\$7,338,004)
112										
113	Salem	Residential	\$134,777	(\$293,649)	(\$415,589)	(\$465,017)	(\$319,782)	(\$107,320)	(\$7,217)	(\$1,473,797)
114		Commercial	\$33,557	(\$88,631)	(\$132,240)	(\$142,120)	(\$90,603)	(\$51,795)	(\$29,073)	(\$500,905)
115										(\$1,974,703)
116										
117	The Dalles	Residential	\$35,359	(\$21,105)	(\$4,881)	(\$26,985)	(\$25,405)	(\$8,197)	\$693	(\$50,522)
118		Commercial	\$23,242	(\$18,957)	\$59	(\$16,805)	(\$18,985)	(\$4,594)	\$232	(\$35,809)
119										(\$86,331)
120										
121	TOTAL	Residential	\$1,286,459	(\$1,850,014)	(\$2,328,017)	(\$3,345,123)	(\$1,974,719)	(\$433,850)	(\$20,478)	(\$8,665,742)
122		Commercial	\$340,918	(\$570,839)	(\$728,402)	(\$996,481)	(\$602,181)	(\$274,433)	(\$127,600)	(\$2,959,019)
123										(\$11,624,761)
124										
125										

		2,743,377
III. Amounts Deferred and % of Bills With Deferrals		
Bills Issued under WARM Program		
127	Residential	2,743,377
128	Commercial	294,954
129		3,038,331
130		
131		
132	Deferred Amts	
133	Residential	
134	Charges	\$231,313
135	Credits	(\$322,257)
136	Commercial	
137	Charges	\$306,820
138	Credits	(\$764,385)
139		
140	Count of Bills where WARM Amts were Deferred	
141	Residential	85,080
142	Commercial	58,179
143		143,259
144	% of Bills where WARM Amts were Deferred	
145	Residential	3.1%
146	Commercial	19.7%
147		
148		
149		

IV. Other Statistics		
Number of Customers Opted out of WARM Program as of January 31, 2009		
152	Residential	47,889
153	Commercial	3,258
154		51,147
155		
156		
157	Number of Customer Calls related to WARM program	4,982
158		
159	# At Fault Complaints related to WARM program	0
160		
161	Summary of Billing Issues related to WARM:	
162	There were no billing issues related to WARM during this WARM season.	
163		
164		
165		
166		
167	Financial Impact December 2008 - June 2009	
168	Net Income Impact	-\$7.1 million
169	EPS Impact	-\$0.27 EPS