

PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: July 21, 2015

REGULAR _____ CONSENT X EFFECTIVE DATE July 31, 2015

DATE: July 8, 2015

TO: Public Utility Commission

FROM: 
Lisa Gorsuch

THROUGH:  Jason Eisdorfer and  Aster Adams

SUBJECT: NORTHWEST NATURAL: (Docket No. ADV 63/Advice No. 15-05)
Revises Rule 19, General Rules and Regulations, to reflect current
Company provided appliance inspection and adjustment services for
residential customers.

STAFF RECOMMENDATION:

Staff recommends that Northwest Natural's (NWN or Company) Advice No. 15-05 be approved and the associated tariff sheet revisions be allowed to go into effect on July 31, 2015.

ISSUE:

NWN filed Docket No. 63/Advice No. 15-05 on June 30, 2015, proposing to remove the following language from Rule 19:

The Company will replace defective thermocouples for a charge...

APPLICABLE STATUTES AND RULES:

Under ORS 757.205 (1), a public utility must file schedules showing all rates, tolls and charges for service that have been established and are in force at the time. Tariff revisions or corrections may be made by filing revised sheets with the information required under the Commission's administrative rules, including OAR 860-022-0005 and OAR 860-022-0025. Filings that make any change in rates, tolls, charges, rules or regulations must be filed with the Commission at least 30 days before the effective date of the changes. A utility may make an application for a tariff or rate schedule to be

effective on less than statutory notice. OAR 860-022-0020. Additional process is required when a new or increase in rates or schedules is proposed.

DISCUSSION:

The above change will accurately reflect current available Company provided services for its residential customers, as thermocouple replacements are no longer provided by NWN.

NWN will now refer customers in need of thermocouple replacement or other appliance repair to one of the Company's qualified dealers through Schedule S, Service Solutions Dealer Appointment Service Program.¹ A customer's participation in the Service Solutions option is voluntary. However, upon request this service is available to NWN residential customers twenty-four hours per day, seven days per week.

NWN's Service Solutions provides non-utility services. Therefore, all of its program costs and revenues are accounted for as below the line costs and revenues.

Staff supports the rule revision as filed by NWN, which will result in the First Revision of Sheet RR-19, General Rules and Regulations.

PROPOSED COMMISSION MOTION:

NWN's Advice No. 15-05 be allowed to go into effect July 31, 2015.

¹ Schedule S: [https://www.nwnatural.com/uploadedFiles/25Sai\(1\).pdf](https://www.nwnatural.com/uploadedFiles/25Sai(1).pdf)