



250 SW Taylor Street
Portland, OR 97204

503-226-4211
nwnatural.com

November 16, 2022

NWN OPUC Advice No. 22-19

VIA ELECTRONIC FILING

Public Utility Commission of Oregon
Attn: Filing Center
201 High Street SE, Suite 100
P.O. Box 1088
Salem, OR 97308-1088

Re: Proposed Tariff Updates in Compliance with Division 21 Rule Changes from AR 653 and Order No. 22-353

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 on December 28, 2022.

Eleventh Revision of Sheet v	Tariff Index	Tariff Index – Adjustment Schedules
Second Revision of Sheet RR-10	Rule 10	Emergency Medical Certificates – Residential Customers
Third Revision of Sheet RR-11	Rule 11	Disconnection and Reconnection of Service
Third Revision of Sheet RR-11.1	Rule 11	Disconnection and Reconnection of Service
Fifth Revision of Sheet C-2	Schedule C	Miscellaneous Charges and Credits
First Revision of Sheet C-3	Schedule C	Miscellaneous Charges and Credits

Purpose

The purpose of this filing is to update certain pages of NW Natural’s tariff to reflect the changes made to Oregon Administrative Rules (OAR) Chapter 860, Division 21 approved by the Public Utility Commission of Oregon (“Commission”) on September 29, 2022 in docket AR 653.

In addition, NW Natural provides an unrelated housekeeping change to Sheet v of the tariff index to reflect the listing of an additional adjustment schedule as reflected in the Company’s approved advice filing in UG 459.

NW Natural notes that additional tariff updates resulting from Order No. 22-353 regarding deposits and disconnection notices were previously filed and approved by the Commission in the Company’s compliance filing made in docket UG 435.

Proposed Changes

Sheet RR-10: NW Natural proposes revisions to Rule 10 regarding Medical Certificates to reflect the update to OAR 860-021-0410(2) that Customers have 30 days to provide self-certified medical certificates with a written confirmation from a qualified medical professional. In addition, the Company has removed temporary guidance language that was added during the COVID-19 pandemic.

Sheet RR-11: Rule 11 has been updated to reflect the severe weather moratoriums prescribed in OAR 860-021-0407(1) and (3). In addition, NW Natural has updated Rule 11 to include the Wildfire Displacement Moratorium approved in OAR 860-021-0406. A related housekeeping change to Sheet 11.1 has also been made to reflect the re-pagination of certain language from Sheet RR-11.

In compliance with OAR 860-021-0407(8), by copy of this filing, NW Natural will also notify the Commission's Consumer Services Section that it will use the Oregon Department of Environmental Quality for its air quality service and will continue to use Accuweather as the weather reporting service used for the provisions of OAR 860-021-0407.

Sheet C-2: The Company's Miscellaneous Charges and Credits tariff schedule has been updated to indicate that residential low-income customers as defined in OAR 860-021-0180 will not be charged late payment charges and that the standard Service Reconnection Charge will be waived once per calendar year for these customers, in compliance with OAR 860-021-0126 and OAR 860-021-0330(3) and (4), respectively.

Sheet C-3: NW Natural has also updated its Miscellaneous Charges and Credits tariff schedule to include the provision that the Field Visit Charge will be waived once per 12-month window for a residential low-income customer as defined in OAR 860-021-0180, in compliance with OAR 860-021-0420.

Conclusion

NW Natural respectfully requests the Commission approve these changes to become effective December 28, 2022.

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.

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

eFiling
NW Natural
Rates & Regulatory Affairs
250 SW Taylor Street
Portland, OR 97204
Phone: (503) 610-7330
eFiling@nwnatural.com

Respectfully submitted,

/s/ Natasha Siores

Natasha Siores
Manager, Regulatory Affairs
NW Natural
250 SW Taylor Street
Portland, OR 97204
(503) 610-7074
natasha.siores@nwnatural.com

cc: Melissa Nottingham, OPUC Consumer Services

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Eleventh Revision of Sheet v
Cancels Tenth Revision of Sheet v

TARIFF INDEX

(continued)

ADJUSTMENT SCHEDULES	SHEET
Schedule 100: Summary of Adjustments.....	100-1 to 100-5
Schedule 150: Monthly Incremental Cost of Gas.....	150-1
Schedule 160: Revision of Charges for Coos County Customers	160-1
Schedule 162: Temporary (Technical) Adjustments to Rates.....	162-1 to 162-2
Schedule 164: Purchased Gas Cost Adjustments to Rates.....	164-1
Schedule 164A: Special Purchased Gas Adjustment Credit.....	164-A
Schedule 165: Special Adjustment to Rates – Gas Reserves Credit	165-1
Schedule 166: Residential Rate Mitigation	166-1
Schedule 167: General Adjustments to Rates	167-1
Schedule 168: Temporary Rate Adjustment – Net Curtailment and Entitlement Revenues.....	168-1
Schedule 170: Special Adjustment to Rates – Credits Related to North Mist Expansion.....	170-1
Schedule 171: Cancelled – Reserved for Future Use.....	168-1
Schedule 172: Special Adjustment to Rates for Intervenor Funding	172-1
Schedule 173: Adjustment for COVID Programs Cost Recovery	173-1
Schedule 177: Adjustment for Corporate Activity Tax	177-1 to 177-2
Schedule 178: Regulatory Rate Adjustment.....	178-1 to 178-2
Schedule 179: Automated Meter Reading (AMR) Rate Adjustment	179-1
Schedule 180: Cancelled – Reserved for Future Use.....	180-1 to 180-3
Schedule 181: Special Rate Adjustment – Regulatory Fee Increase	181-1 to 181-2
Schedule 182: Rate Adjustment for Environmental Cost Recovery	182-1
Schedule 183: Site Remediation Recovery Mechanism (SRRM).....	183-1 to 183-3
Schedule 184: Cancelled – Reserved for Future Use.....	184-1 to 184-3
Schedule 185: Special Annual Interstate and Intrastate Storage and Transportation Credit	185-1 to 185-2
Schedule 186: Special Annual Core Pipeline Capacity Optimization Credit.....	186-1
Schedule 187: Special Rate Adjustment for Mist Capacity Recall.....	187-1
Schedule 188: Industrial Demand Side Management (DSM) Program Cost Recovery.....	188-1
Schedule 189: Adjustment for TSA Capital and Cost of Service Cost Recovery.....	189-1
Schedule 190: Partial Decoupling Mechanism	190-1 to 190-2
Schedule 195: Weather Adjusted Rate Mechanism (WARM Program).....	195-1 to 195-5
Schedule 196: Adjustment for Certain Excess Deferred Income Taxes Related To The 2017 Federal Tax Cuts and Jobs Act	196-1 to 196-3
Schedule 197: Amortization of Pension Balancing Account	197-1 to 197-2
Schedule 198: Renewable Natural Gas Adjustment Mechanism	198-1 to 198-3
 PROMOTIONAL CONCESSIONS	
Schedule 200: Promotional Concessions Index	200-1
General Merchandise Sales Program (Appliance Center).....	200-2
Equipment Sales Promotions.....	200-3
Cooperative Advertising Program	200-4
Showcase Developments	200-5
Natural Gas Vehicle Program	200-6
Equipment Financing Program	200-7
Promotions for Company-Offered Products and Services.....	200-8

(N)

(continue to Sheet vi)

Issued November 16, 2022
NWN OPUC Advice No. 22-19

Effective with service on
and after December 28, 2022

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

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.

(C)
(D)

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.

(D)
(D)

(continue to Sheet RR-11)

Issued November 16, 2022
NWN OPUC Advice No. 22-19

Effective with service on
and after December 28, 2022

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.

(N)
(T)
(D)
(N)

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

(N)

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.

(N)
(K)

(K) – material moved to Sheet RR-11.1

(continue to Sheet RR-11.1)

Issued November 16, 2022
 NWN OPUC Advice No. 22-19

Effective with service on
 and after December 28, 2022

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

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)

Issued November 16, 2022
NWN OPUC Advice No. 22-19

Effective with service on
and after December 28, 2022

(M)

(M)

(T)

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

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.

(N)
(N)

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.

(N)
(N)
(N)
(N)

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 November 16, 2022
NWN OPUC Advice No. 22-19

Effective with service on
and after December 28, 2022

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.

(N)
(N)

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)