

YOUR RIGHTS AND RESPONSIBILITIES AS A NW NATURAL CUSTOMER

For nonresidential customers

(Oregon RS 31, 32, 33; Washington RS 41, 42, 43)



Maintenance - You should periodically clean and paint exposed pipe to prevent it from corroding.

Excess Flow Valves (EFVs) - An EFV is a device that can automatically restrict the flow of natural gas if an underground gas service line breaks or is completely cut. You have the option to request an EFV on the natural gas line that serves your home or business, at your expense (on average, the cost is \$2,000 or more). To request an EFV installation, or if you would like to find out if an EFV is already installed, please call us at **971-979-9615**, or visit the safety section of nwnatural.com.

Gas Meter Tampering - The meter and assembly are property of NW Natural. Tampering with any part of the meter or its connections is unlawful and may result in injury, criminal prosecution, the assessment of tampering charges and/or disconnection of service. Call **800-422-4012** immediately if you see signs of tampering.



For more information about natural gas safety, please call **800-422-4012**.

Para Preguntas sobre la seguridad del gas natural, por favor llamar al 800-422-4012.

ສຳລັບ ລູກຄ້າຂະໜາດ ເພີ່ມເຕີມ ກ່ຽວກັບ ຄວາມປອດໄພ ຈາກ ອາຍແກັສ **Natural Gas** ກະລຸນາ ໂທ 800-422-4012.

За дополнительной информацией по технике безопасности при использовании природного газа обращайтесь по телефону: 800-422-4012.

Muốn biết thêm chi tiết về sự an toàn hơi đốt thiên nhiên, xin gọi 800-422-4012.



NW Natural[®]

Business Hours: Monday-Friday, 8 am to 5 pm
250 SW Taylor Street, Portland, OR 97204

- **RATES** - Our rates and charges in Oregon are regulated by the Public Utility Commission of Oregon (Oregon Commission) and in Washington by the Washington Utilities and Transportation Commission (Washington Commission). Rates do change periodically. Contact our office or visit nwnatural.com for the most current information about our rates.
- **DEPOSITS OR OTHER SURETY** - You may be required to pay a deposit or other surety when initiating or continuing service if your gas service has been discontinued within the last 12 months or for other reasons provided in the rules of the respective Commission. If you must pay a deposit you may get your deposit refunded or credited to your account with interest if you have promptly paid your bills for 12 consecutive months.
- **CHANGE IN RESPONSIBLE PARTY** - If you sell your business or if there is a material change in the ownership of your business, you are responsible to notify NW Natural within 10 business days of the change. Any new owner will have 20 business days to apply for service. A deposit may first be required from the new owner.
- **BILLING AND PAYMENT** - NW Natural issues bills monthly. Many service-type options require a calendar month billing cycle. Your account will be considered delinquent if not paid by the date stated on the bill. Late charges may apply if your bill is not paid on time. A separate charge will apply for payments not honored by your bank or financial institution. →



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- **ANNUAL SERVICE ELECTION** - June 30 of each year is the date by which you may elect to make changes to the type of service you take from NW Natural. Changes are effective the following November 1. In some cases, service type changes may be allowed at other times. You may contact an account representative at **503-721-2512** for more information.
- **INTERRUPTIBLE SERVICE** - Interruptible service is subject to Curtailment of service as set forth in NW Natural's Tariff. If you have elected an interruptible service type, you must provide NW Natural with at least one authorized emergency contact that is accessible for notification 24 hours per day, 7 days per week and it is your responsibility to notify NW Natural of any changes to your emergency contact list within 5 business days of the change. The emergency contact form is available at nwnatural.com. If a curtailment order has been issued and we are unable to contact you because of an out-of-date emergency contact list, you will be billed for any gas used during the curtailment period at a rate of \$10 per therm. If you violate a curtailment order, NW Natural may immediately disconnect your service if deemed necessary. NW Natural may also require that you transfer to a firm service type for a minimum period of one year. Two violations of a curtailment order within a 12-month period may be cause to deny any future requests for an interruptible service type. Exceptions may apply for those that meet the definition of Essential Human Needs Customers.
- **VOLUNTARY TERMINATION AND CHANGE OF SERVICE** - You must provide NW Natural not less than 5 business days (3 days for Washington customers) advance notice before terminating your service with us. If you want to change the type of service you take, you must provide NW Natural not less than one billing month advance notice. If you do not provide the required notice, NW Natural may bill you the total fixed monthly charges due for the entire billing month. Seasonal or temporary termination of service is not allowed. A customer that is found to have violated this condition will be required to pay any minimum monthly bill obligations for the time that service was inactive.

- **RESOLVING DISPUTES** - If you have a dispute about your bill or service rendered, you have the right to request that the problem be reviewed by a supervisor at NW Natural. After talking with a supervisor, if you are still not satisfied, the Consumer Services Division at the respective state Commission is available to help you. You may contact the respective state Commission as follows:

OREGON

Toll free **800-522-2404** or visit www.oregon.gov/puc

WASHINGTON

Toll free **888-333-9882** or visit utc.wa.gov

- **CUSTOMER INFORMATION** - NW Natural's privacy policy is available for review at nwnatural.com/Privacy.

SAFETY RIGHTS AND RESPONSIBILITIES

Ownership - You own the natural gas houseline from the meter to your appliances and it is your responsibility to maintain it.

Installation - Original piping needs to be installed by a qualified, competent and reputable installer. (Note: Avoid placing pipe beneath buildings whenever possible.) Federal pipeline safety regulations require the gas meter to be installed in a readily accessible location. When there is evidence of a potential hazard such as traffic, the meter must be protected by a guard post. During routine inspection of the gas meter, NW Natural may evaluate the need for and install guard posts around meters when such measures are necessary for safety.

Inspections - You should perform routine inspections to verify that pipe is safe and reliable. Check for evidence of leaks and corrosion. (You may want to contact a qualified heating contractor, plumber or appliance installer to perform these inspections for you.) →