

# YOUR RIGHTS AND RESPONSIBILITIES AS A NW NATURAL CUSTOMER

For Oregon residential and small-commercial customers



**Inspections** – You should perform routine inspections of your house piping. 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.)

**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](http://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 ລູກຄ້າລະອອດ ເພີ່ມເຕີມ ກ່ຽວກັບ ຄວາມປອດພິຍ ຈາກ ອາຍແກສ **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.



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

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NW Natural is committed to providing safe and reliable natural gas service to all customers. You can help us meet this commitment simply by paying your bill on time, by keeping your gas meter and other NW Natural facilities protected from damage or tampering, and by calling us in advance if you plan to move, wish to change your service, or have a service problem.

- **RATES** – Our rates and charges are regulated by the Public Utility Commission of Oregon (OPUC) and change periodically. Rate discounts are available for income-eligible customers. Contact our office or visit [nwnatural.com](http://nwnatural.com) for the most current information about rates.
- **DEPOSITS** – You may be required to pay a deposit 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 OPUC. Payment arrangements are available on deposit amounts. 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. (This means that during that time, not more than two urgent notices were issued to you and service was not disconnected for non-payment.)
- **THIRD PARTY NOTICES** – You have the option to ask that another person receive your bills and notices if, for some reason, you are unable to receive or understand those bills and notices. Also, you may ask to receive notices in a language other than English.
- **FINANCIAL ASSISTANCE** – Several programs provide financial help for residential customers, depending on your circumstances. Low Income Energy Assistance Program (LIEAP) and Oregon Low Income Gas Assistance (OLGA) →



provide money to qualified residential customers who need help with winter heating bills. Also, NW Natural has a Gas Assistance Program (GAP) to help residential customers in need pay their natural gas bills. For a list of local assistance agencies, call **866-GAS-FUND**. Additionally, you may be eligible for no late fees or reconnection fees, no deposits, and other safeguards. For more information, visit [nwnatural.com](http://nwnatural.com) or call us at 800-422-4212.

- **BILLING AND PAYMENT ARRANGEMENTS** – NW Natural issues bills monthly, and payments are considered past due if not paid by the due 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. In some cases a different bill due date may be available upon request. If you are unable to pay your bill in full, it may be possible to enter into a time payment agreement to pay the overdue amount over a period of time. There are several bill payment options you can use. These options are all available at [nwnatural.com](http://nwnatural.com) or by calling **800-422-4012**. And, regardless of what payment method you choose, you can sign up for **Paperless Billing** on our website, an option that allows you to view your bill online instead of being mailed a paper copy.
- **VOLUNTARY TERMINATION OF SERVICE** – If you are moving or for any reason need to close your account you must notify NW Natural at least 5 days prior to the last date that you will be responsible for service. For business customers, if you sell your business you must notify NW Natural within 10 business days of the date that the account terminates in your name. The new business owner must notify NW Natural within 20 business days to apply for service.
- **DISCONNECTION OF SERVICE** – If your bill becomes past due, your service can be disconnected. You will be notified twice before service is disconnected, at 20 days and at 5 days before the scheduled disconnection date. We will also try to contact you on the day the disconnection is scheduled. A reconnection charge may be assessed, in addition to all other amounts due and payable, when service is restored. An additional deposit may also be required.

- **MEDICAL CERTIFICATES** – If you are a residential customer and you or a member of your household has a serious health problem and you have received a disconnection notice, you may obtain a medical certificate from your doctor or other medical professional who provides your health care. A medical certificate will prevent immediate disconnection of your service, but you will be required to enter into a payment plan to pay your overdue bill.
- **RESOLVING DISPUTES** – If you have a dispute about your bill or about any 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 OPUC's Consumer Services Division is available to help you. You may contact the OPUC by calling toll free **800-522-2404** or visiting [www.oregon.gov/puc](http://www.oregon.gov/puc).
- **CONSUMER ORGANIZATIONS** – You can find a list of low-income energy assistance organizations at [nwnatural.com](http://nwnatural.com) or by calling **800-422-4012**. The OPUC Consumer Services Section may also have consumer assistance information. They can be reached at **800-522-2404** or by visiting [www.oregon.gov/puc](http://www.oregon.gov/puc).
- **CUSTOMER INFORMATION** – NW Natural's privacy policy is available for review at [nwnatural.com/Privacy](http://nwnatural.com/Privacy).

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## 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 house piping needs to be installed by a qualified contractor. (Note: Avoid placing house piping 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. →



**QUESTIONS?** Billing or service inquiries **800-422-4012**, Energy Efficiency Programs **800-WARM-123** or Energy Trust of Oregon **866-368-7878**.

**REMEMBER:**  
CALL BEFORE YOU DIG. IT'S THE  
LAW.



Know what's below.  
Call before you dig.