



Email this service agreement to conversion@nwnatural.com or fax to 1-866-900-6367

RESIDENTIAL CONVERSION SERVICE AGREEMENT – OREGON

This Agreement shall be null and void if not accepted by the Applicant's signing and returning same to NW Natural within sixty (60) calendar days from the Submitted Date.

Submitted Date: _____

Applicant's Name: _____ Co-Owner's Name: _____

Job Site Address: _____ City: _____ County: _____

E-Mail Address: _____ Home Phone: _____ Work Phone: _____

Applicant's Mailing Address (if different from Job Site Address):

City: _____ State: _____ Zip: _____ Additional Meter (Add-Set) Only?

HOUSE INFORMATION

House Style: Single Family Duplex Triplex Fourplex Condo Townhome Houseboat

Residence Type: Primary Residence Vacation Home Rental Unit

Heated Square Feet: _____ Year built: _____ Number of bedrooms: _____

Current Fuel: Electric Oil Wood Ducted? Yes No

GAS EQUIPMENT TO BE INSTALLED

Furnace Brand: _____ Fireplace Brand: _____

Water Heater Brand: _____ Tank Tankless

Range Dryer BBQ Logs Pool Spa Boiler Gas Backup to Heat Pump Other: _____

HVAC Dealer: _____ Salesperson: _____ Phone Number: _____

SITE INFORMATION

Not required if adding an additional meter (add-set) only.

Draw sketch of site in the space on the right.

- Include:
- Oil tank / septic location
 - Sprinkler system
 - Slope of land (flat, steep, etc.)
 - Rocky terrain
 - Retaining walls
 - Trees and fences
 - Busy streets
 - Private drive / flag lot

_____ Street

Meter Location (be specific):

Facing front door from addressed street

Marked Unmarked Front

Left Right

_____ Feet back from corner of structure

Service Length (curb to meter): _____

Equipment Install Date: _____

Standard Pressure 2 lb. Pressure

Ask your sales rep if expedited service is available in your area.

Special Instructions: _____

THIS AGREEMENT IS SUBJECT TO NW NATURAL'S DETERMINATION THAT THE RESIDENCE CAN BE SERVED AS DESCRIBED ABOVE AND THAT THERE ARE NO EXTRAORDINARY CONSTRUCTION COSTS. IF THE RESIDENCE CANNOT BE SERVED AS DESCRIBED ABOVE, OR THERE ARE EXTRAORDINARY CONSTRUCTION COSTS, THIS AGREEMENT SHALL BE NULL AND VOID.

By the signature below:

1. Applicant represents that he/she is the lawful owner-occupant or owner-landlord (not a tenant) of the property described above.
2. Applicant agrees to pay a construction contribution of \$_____ to NW Natural in advance of installation of distribution facilities.
3. Applicant agrees to be bound by the Service Agreement Terms and Conditions attached to this agreement.

Applicant's Signature: _____ Date: _____

**SERVICE AGREEMENT
TERMS AND CONDITIONS**

A. Definitions. As used in these Service Agreement Terms and Conditions (“Terms and Conditions”):

1. “Applicant” means the person or entity identified as the applicant on the Order Form.
2. “Construction Allowance” is as defined in the Tariff.
3. “Construction Contribution” means the amount of the Cost Estimate less any Construction Allowance that the Applicant is entitled to under the Tariff.
4. “Cost Estimate” means NW Natural’s pre-construction estimate of the costs to perform the Extension Work, as further described in Section D of these Terms and Conditions.
5. “Distribution Facilities” is as defined in the Tariff.
6. “NW Natural” means Northwest Natural Gas Company.
7. “Order Form” means the order form that incorporates these Terms and Conditions by reference.
8. “Premises” means the property that is being served by the natural gas service that is the subject of the Agreement, as further described in the Order Form.
9. “Service Line Installation” means the installation of Distribution Facilities required to provide natural gas service.
10. “Tariff” means NW Natural’s tariff applicable to the providing of natural gas service to the Premises, as amended from time to time.

B. Entire Agreement. The Order Form, together with these Terms and Conditions and any other document incorporated into the Order Form, will constitute the contract (the “Service Agreement”) between NW Natural and Applicant with respect to the subject matter of the Order Form, with all prior agreements, understandings and statements written or oral, being merged into the Service Agreement.

The terms of the Tariff are incorporated in the Service Agreement.

- C. Responsibility for Costs.** Applicant will pay NW Natural for all of NW Natural's actual costs to perform the Service Line Installation, less any Construction Allowance that Applicant is entitled to under the Tariff.
- D. Construction Cost Estimate.** After execution of the Service Agreement and prior to commencing the Service Line Installation, NW Natural will furnish Applicant an estimate of the costs to perform the Service Line Installation (the "Cost Estimate"). Applicant understands and agrees that the Cost Estimate (1) is provided by NW Natural solely as a good faith, non-binding estimate and (2) is not a monetary limit on Applicant's obligation to fund the Service Line Installation or on Applicant's other obligations under the Service Agreement.
- E. Payment of Construction Contribution.** Prior to commencement of the Service Line Installation, Applicant will pay NW Natural the Construction Contribution. NW Natural will not commence the Service Line Installation until Applicant pays NW Natural the Construction Contribution.
- F. Time of Installation.** After receipt of the Construction Contribution from Applicant, NW Natural will schedule the Service Line Installation. Although NW Natural may provide Applicant an estimated installation date, NW Natural is not obligated to perform the Service Line Installation by a certain date.
- G. Cost Changes.** If, prior to completion of the Service Line Installation, NW Natural believes (based on information learned by NW Natural after Applicant's payment of the Construction Contribution) that the actual costs to perform the Service Line Installation will exceed the amount of the Construction Contribution ("Cost Change"), NW Natural will suspend performance of the Service Line Installation and notify Applicant of the Cost Change, and Applicant will notify NW Natural of one of the following responses:
- (1) Applicant will pay for the Cost Change, in which case NW Natural will resume performance of the Service Line Installation after Applicant has paid NW Natural for the Cost Change; or
 - (2) Applicant will not pay for the Cost Change, in which case NW Natural will (a) close out the Service Line Installation and (b) refund Applicant the amount of the Construction Contribution. NW Natural will make reasonable efforts to refund

Applicant the amount of the Construction Contribution within 21 days of Applicant notifying NW Natural that Applicant will not pay for the Cost Change.

- H. Use of Contractors.** NW Natural may at its discretion hire one or more contractors to perform the Service Line Installation.
- I. Occupancy of the Premises.** Applicant expects the Premises to be used as a full-time residence.
- J. Location of Distribution Facilities; Access Rights.** NW Natural will designate the location of the Distribution Facilities at its discretion. Easements or other access rights may be required for the Service Line Installation to cross property owned by Applicant or a third party, and Applicant will reasonably cooperate in the obtaining of any required access rights, including but not limited to executing documents to secure those rights.
- K. Service Payment.** Applicant will pay for natural gas service at the Premises in accordance with the Tariff.
- L. Appliances and House Lines.** Applicant is responsible for the installation, use, and maintenance of appliances and house lines at the Premises in accordance with applicable laws, codes, and ordinances and the Tariff.
- M. Equipment Installation, Activation of Account, and Use of Service.** Within 90 days of completion of the Service Line Installation, Applicant will do the following: (1) install the natural gas equipment described in the Order Form; (2) activate a natural gas service account with NW Natural for the Premises; and (3) use natural gas at the Premises. If Applicant does not complete items (1), (2), and (3) within the required 90 days, but there is other natural gas equipment installed and connected at the Premises, Applicant will pay NW Natural either of the following: (a) if Applicant is entitled to a Construction Allowance for the natural gas equipment installed and connected at the Premises, Applicant will pay the amount that the Construction Allowance for the natural gas equipment described in the Order Form exceeds the Construction Allowance for the natural gas equipment installed and connected at the Premises; or (b), if Applicant is not entitled to a Construction Allowance for the natural gas equipment installed and connected at the Premises, Applicant will pay the amount of the actual costs to perform the Service Line Installation less the Construction Contribution paid by Applicant. If Applicant does not complete items (1), (2), and (3) within the required 90 days, and no natural gas equipment is installed at the Premises, Applicant will pay the amount of the actual costs to perform the Service Line Installation less the Construction Contribution paid by Applicant.

- N. Minimum Monthly Charge.** If NW Natural has performed a Service Line Installation and otherwise made natural gas service available at the Applicant's Premises, whether or not the natural gas equipment specified in the Service Agreement has been installed at the Premises, NW Natural may bill the Applicant the minimum monthly bill amount for natural gas service at the Premises as specified in the applicable Rate Schedule.
- O. Refund of Costs.** A refund of costs paid by Applicant for the Service Line Installation may be available under the Tariff, Schedule X (if the Premises is in Oregon), or Schedule E (if the Premises is in Washington).
- P. Changes to Agreement.** No term of the Service Agreement may be waived, modified, amended, discharged, terminated, or otherwise changed except by a writing signed by the party against whom the change is to be enforced.