

February 2, 2026

NWN OPUC Advice No. 26-01

*VIA ELECTRONIC FILING*

Public Utility Commission of Oregon  
Attention: Filing Center  
201 High Street SE, Suite 100  
Salem, Oregon 97301-3398

**Re: Proposed Tariff Updates in Compliance with Division 21 Rule Changes from AR 671 and Order No. 25-543**

Northwest Natural Gas Company, dba NW Natural (NW Natural or Company), files herewith the following tariff sheets stated to become effective on March 18, 2026:

Fourth Revision of Sheet iii	Tariff Index	Tariff Index
Fifth Revision of Sheet 00.7	General Rules and Regulations	General Rules and Regulations (continued) Definitions (continued)
Second Revision of Sheet RR-2.3	Rule 2	Service Application, Establishment and Re-establishment of Credit (continued)
Third Revision of Sheet RR-6	Rule 6	Deposits and other Security: General
Fourth Revision of Sheet RR-6A	Rule 6A	Deposits and other Surety Agreements: Residential
First Revision of Sheet RR-9	Rule 9	Time Payment Agreements – Residential Customers
Third Revision of Sheet RR-10	Rule 10	Emergency Medical Certificates – Residential Customers
Fourth Revision of Sheet RR-11	Rule 11	Disconnection and Reconnection of Service – By Company
Fourth Revision of Sheet RR-11.1	Rule 11	Disconnection and Reconnection of Service – By Company (continued)
Fourth Revision of Sheet RR-11.2	Rule 11	Disconnection and Reconnection of Service – By Company (continued)
Original Sheet RR-11.3	Rule 11	Disconnection and Reconnection of Service – By Company (continued)
Tenth Revision of Sheet C-1	Schedule C	Miscellaneous Charges and Credits
Sixth Revision of Sheet C-2	Schedule C	Miscellaneous Charges and Credits (continued)
Second Revision of Sheet C-3	Schedule C	Miscellaneous Charges and Credits (continued)

**Purpose**

The purpose of this filing is to update certain pages of NW Natural's tariff to reflect the changes and updates made to Oregon Administrative Rules (OAR) Chapter 860, Division 21 approved by the Public Utility Commission of Oregon ("Commission") through Order No. 25-543 on December 31, 2025, in docket AR 671. NW Natural also provides housekeeping changes as described below.

### **Proposed Changes**

Sheet iii: The Company proposes housekeeping changes to this tariff index page to accommodate the new proposed Sheet RR-11.3 as described below.

Sheet 00.7: NW Natural proposes revisions to the definition listed for Qualifying Valid State or Federal Identification to allow for the use of expired forms of identification by removing language that identification must have an unexpired date to be valid. This change is consistent with the provisions in final rule OAR 860-021-0009(4).

Sheet RR-2.3: NW Natural proposes revisions to Rule 2 to reflect the terminology change for Income-Qualified residential customers as specified in OAR 860-021-0180. In addition, the Company proposes a complementary housekeeping change to indicate flexibility of Applicants paying deposits.

Sheet RR-6: NW Natural proposes revisions to Rule 6 to reflect the terminology change for Income-Qualified residential customers as specified in OAR 860-021-0180.

Sheet RR-6A: NW Natural proposes revisions to Rule 6A to reflect the terminology change for Income-Qualified residential customers as specified in OAR 860-021-0180.

Sheet RR-9: NW Natural proposes housekeeping revisions to Rule 9 to add the availability of alternative payment arrangements consistent with OAR 860-021-0415. This clarification should have been made after the conclusion of the Division 21 AR 653 rulemaking in 2022.

Sheet RR-10: The Company proposes changes to Rule 10 to reflect the revisions to the final approved OAR 860-021-0410. These changes include the extension of the maximum duration of medical certificate validity without renewal for chronic illnesses for the length of the health endangerment is certified to exist or no longer than 24 months (from 12 months). Additionally, the requirement to provide written notice to customers of upcoming expiration of a medical certificate is increased from 15 days to 30 days before the expiration date.

Sheet RR-11: NW Natural proposes changes to Rule 11 to reflect the expansion of protections in the final approved OAR 860-021-0407 and OAR 860-021-0406. These changes include the addition of the framework of severe on-season and off-season cold events, and changes in the duration of disconnection moratoriums for both severe weather events and wildfire displacement. NW Natural also proposes updates to the table reflecting the weather zones defining the geographic areas used for this Rule 11.

Sheet RR-11.1: The Company proposes changes to Rule 11 to reflect the additional time allowed for providing an emergency medical certificate, consistent with OAR 860-021-0410 and Rule 10.

Sheet RR-11.2 The Company proposes changes to Rule 11 to reflect the expansion of protections in the final approved OAR 860-021-0330(3) regarding reconnection of customers that were disconnected for non-payment within 7 calendar days of severe weather conditions or wildfire displacement conditions specified in OAR 860-021-0407 and OAR 860-021-0406. These changes include the provision for reconnection to occur without any required payment of outstanding balances or reconnection fees for income-qualified and medical certificate customers. NW Natural's existing Rule 11 language was modified to accommodate this update, the original text of which was moved from Sheet RR-11 to Sheet RR-11.2 and modified accordingly.

In addition, proposed changes have been provided to reflect the new provisions in OAR 860-021-0335 regarding the new limit of \$200 for income-qualified and medical certificate customers in paying past due amounts when reconnecting within 20 days of disconnection for non-payment. Proposed additions to Sheet RR-11.2 also include the provision for payment of remaining balances within six billing cycles.

Lastly, NW Natural proposes a housekeeping change to correct a typo in the last sentence of tariff Sheet RR-11.2.

Sheet RR-11.3: NW Natural proposes a housekeeping addition of new tariff Sheet RR-11.3 to accommodate the continuation of existing Rule 11 language that has overflowed to a new sheet due to the proposed additions on Sheet RR-11.2.

Sheet C-1: NW Natural proposes housekeeping changes to Schedule C to better clarify reconnection charge parameters indicating that the specified time periods are those periods in which the service was scheduled for and not the periods in which the customer contacted the Company. In addition, a housekeeping change is proposed to clarify that Same Day reconnections need not be exclusively performed after 5:00 pm. This change enables NW Natural to more efficiently serve customers, providing flexibility for customers and the Company regarding the time of the Same Day service reconnection.

Sheet C-2: The Company proposes revisions to Schedule C to reflect the terminology change for Income-Qualified residential customers as defined in OAR 860-021-0180. In addition, a revision is included to reflect final OAR 860-021-0330 that specifies standard reconnect fees may not be charged to customers participating in the bill discount program and/or those customers with medical certificates. Note that NW Natural's tariff language specifies that the standard reconnect fee will not be charged to income-qualified customers, which is a broader protection than just those customers in the bill discount program, as not all customers that are income-qualified choose to participate in the bill discount program. Lastly, consistent with the proposed change on Sheet C-1, NW Natural proposes a housekeeping change to clarify that Same Day reconnections need not be exclusively performed after 5:00 pm. This change enables NW Natural to more efficiently serve customers, providing flexibility for customers and the Company regarding the time of the Same Day service reconnection.

Sheet C-3: NW Natural proposes revisions to Schedule C to reflect the terminology change for Income-Qualified residential customers as defined in OAR 860-021-0180.

### **Conclusion**

The Company respectfully requests that the tariff sheets filed herein be approved to become effective with service on and after March 18, 2026.

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](http://www.nwnatural.com).

Please address questions and correspondence on this matter to the following:

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Sincerely,

*/s/ Natasha Siores*  
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# NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Fourth Revision of Sheet iii  
Cancels Third Revision of Sheet iii

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# NORTHWEST NATURAL GAS COMPANY

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Fifth Revision of Sheet 00.7  
Cancels Fourth Revision of Sheet 00.7

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## GENERAL RULES AND REGULATIONS

(continued)

### Definitions (continued):

**OPUC.** The Public Utility Commission of Oregon, also referred to as the Commission.

**Overrun Entitlement.** A condition whereby a Transportation Service customer is restricted to use no more than a percentage of such Customer's Confirmed Nominations on a specified Gas Day.

**Participant Multi-Family Building.** A Qualified Multi-Family Building where the developer received compensation under Schedule 405 for the installation of houseline piping and shut-off valves for Residential Schedule 4 use.

**PGA Year.** The period November 1 through October 31.

**Pipeline.** Northwest Pipeline Corporation, Coos County Pipeline, Kelso Beaver Pipeline, or other pipeline that interconnects with Company's Distribution System as applicable. Northwest Pipeline Corporation shall be the source for all Nomination, Confirmed Nomination, Entitlement, and Gas Day information if such information is not provided by the interconnecting pipeline.

**Pipeline Capacity Charge.** A charge applicable to Sales Service Customers served under **Rate Schedule 31** and **Rate Schedule 32** that is designed to recover the cost of the delivery of natural gas from an interstate pipeline to the Company's Receipt Point.

**Pre-emption.** A condition wherein Transportation Customers are required to make their gas available to the Company for a price, to the extent the Company determines that it is necessary to maintain service to Customers with higher service priorities.

**Premise.** All of the real property and apparatus in use by a single Customer on an integral parcel of land undivided by a dedicated street, highway or other public thoroughfare or railway which comprises the site upon which Customer facilities are located and to which Natural Gas service is provided.

**Purchased Gas Adjustment (PGA) Filing.** The regulatory document filed with the Commission that supports the Company's request for rate changes under **Schedule P**, and for other changes to rates as the Commission may allow.

**Qualified Multi-Family Building.** A multi-story, multi-family buildings constructed within the Company's Oregon service territory that are three (3) or more floors with two (2) or more Residential dwelling units stacked vertically.

**Qualifying Valid State or Federal Identification.** Includes but is not necessarily limited to: (a) Passport; (b) U.S. Visa; (c) Military identification; (d) Immigration and Naturalization Service (INS) identification; (e) Oregon Tribal Identification; (f) Oregon Driver's License; (g) Oregon Department of Motor Vehicles (DMV) Identification. Other forms of state or federal identification may be allowed in accordance with Company policy and procedures.

(D)

**Receipt Point.** The point at which gas enters Company's system from the Pipeline's interconnect. The Receipt Point may also be a point of interconnection on the Company's Distribution System that is designated for the receipt of Biomethane.

**Residential Class Customer.** Customers that use Natural Gas for Domestic purposes. The Residential Class includes service to single-family dwellings, separately metered apartments, condominiums or townhouses, and centrally metered multiple dwellings or apartments.

(continue to Sheet 00.8)

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**GENERAL RULES AND REGULATIONS**

(continued)

**Rule 2. Service Application, Establishment and Re-establishment of Credit  
(continued).**

**ESTABLISHMENT OF CREDIT (continued)**

A Non-Residential Applicant or Customer that is required to pay a deposit will be deemed to have established or re-established credit when they have maintained an active account with the Company for one Year and during such Year: (a) Customer did not receive more than two final notices of disconnection (also known as a 5-day notice), and (b) Customer was not disconnected for non-payment, theft, diversion of service, or for tampering with utility facilities. If there are multiple active accounts for the same Customer, all such accounts must meet the above requirements.

**Residential Service**

An Applicant who received Residential gas service from the Company within the prior 24- months, whether such account(s) is currently active or inactive, will be deemed to have established credit if all of the below listed conditions are met for all current and prior accounts.

- a. During the prior 24-months, known Applicant or Customer did not have service disconnected for non-payment, for theft or diversion of service, or for tampering with utility facilities; and
- b. Applicant does not owe an account balance to the Company that was not paid in full when service was terminated.

If one or more of the above conditions cannot be met, the Applicant may be required to pay a deposit. In the alternative, an Applicant may secure the account by providing the Company a written surety agreement. See the conditions set forth in **Rule 6A**.

(C)

An Income-Qualified Residential Customer, as defined in OAR 860-021-0180, will not be charged a deposit.

(T)

(continue to Sheet 2-4)

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**GENERAL RULES AND REGULATIONS**

(continued)

**Rule 6. Deposits and other Security: General.**

The Company may require a deposit or other security from a Customer or known Applicant for reasons set forth in **Rule 2** and for other reasons as set forth in this **Rule 6, Rule 6A, Rule 6B, or Rule 6C**. An Income-Qualified Residential Customer, as defined in OAR 860-021-0180, will not be charged a deposit. The requirements for a Residential Customer or known Applicant are set forth in **Rule 6A**. The requirements for a Non-Residential Customer or Applicant are set forth in **Rule 6B** and **Rule 6C**. For builders, contractors, property developers, and property managers, when a deposit or other security is required the provisions applicable to Non-Residential service shall apply.

(T)  
(T)

Where a deposit or deposit installment amount is billed and due and payable along with a Customer's bill for regular monthly gas usage, the amount paid by Customer shall first be applied toward payment of the amount due for the deposit, as set forth in **Rule 7**.

In the event a Customer pays a deposit or additional deposit amount, with a check or draft for payment that is returned or not honored by the respective financial institution, the Company may disconnect service for nonpayment of the deposit as set forth in **Rule 11**.

In the event a Customer concurrently terminates service at a current address and applies for service at a new address within the Company's service area, any deposit held by the Company for service at the current service address, plus accrued interest, will be applied to the new service address. Nothing precludes the Company from requiring an additional deposit under the terms set forth in **Rule 6A, Rule 6B, or Rule 6C**. If such Customer notified the Company of the change of address subsequent to the issuance of the closing bill for service at the terminated service address, then the Customer may be required to pay a new deposit as required by these rules.

Deposits will accrue interest at a rate prescribed by order of the Commission. Interest shall be computed from the date the deposit is paid (if paid in installments, from the date of the first payment) to the date of refund or application of the entire deposit amount to the Customer's account, or if applicable, to the end of any one Year period. Interest will be prorated on deposits held by the Company for less than a full Year.

The Company will review default deposit amounts with any change in billing rates. The default deposit amounts may be revised if a change in customer rates results in an increase or decrease of \$10.00 or more to the average Residential Customer's monthly bill, or \$25.00 or more to the average Schedule 3 small Commercial Customer's monthly bill.

(continue to Sheet RR-6.1)



# NORTHWEST NATURAL GAS COMPANY

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Fourth Revision of Sheet RR-6A  
Cancels Third Revision of Sheet RR-6A

## GENERAL RULES AND REGULATIONS

(continued)

### Rule 6A. Deposits and Surety Agreements: Residential.

#### Deposits.

A deposit may be required from a Residential known Applicant or Customer as a condition of new or continued service as set forth in **Rule 2**.

An Income-Qualified Residential Customer, as defined in OAR 860-021-0180, will not be charged a deposit. (T)

The deposit for any Schedule 4 Residential Multi-Family Applicant or Customer is \$20.00.

The deposit for any other Residential known Applicant or Customer account will not exceed one-sixth of the estimated annual billing at the service address based on twelve months of normal usage history at the premise, rounded to the nearest dollar. If the Company has no record of prior gas service at the service address, or if there is less than 12 months of normal usage history at the service address, the default deposit will be based on installed gas-fired equipment as follows:

Installed Gas-Fired Equipment	Deposit Amount
Space and Water Heat	\$ 125.00
Space Heat Only	\$ 100.00
No Space Heat	\$ 40.00

Deposits will be refunded or credited to Customers as set forth in **Rule 6**. Except as provided otherwise in this or any other applicable Schedule of this Tariff P.U.C. Or. 25, deposits are typically due prior to or at the time that service is activated or reactivated. At the Company's discretion, a deposit or additional deposit amount may be billed with the first monthly bill following the date of notice that a deposit is required.

A deposit or additional deposit may be required from a Residential Customer following the Company's receipt of notification that such Customer is named as a debtor party to a bankruptcy filing. Such a deposit shall be separate and apart from any additional surety amount ordered by the bankruptcy court.

The Company may also require an additional deposit from a Residential Customer that moves to a new residence and the anticipated bill at the new residence will be at least 20 percent greater than the basis of an existing deposit. The Company will provide written notice to the Customer of such action at the time that the additional deposit amount is billed.

A Residential Customer that is required to pay an additional deposit amount must pay the deposit in full, or make deposit payment arrangements, within five (5) Business Days from the date of notice that the additional deposit is required. If a deposit installment arrangement is already in place, the existing installment payments will be adjusted for the additional deposit amount. In no event will two installment payments be required for the same account within a single bill period.

Any known Applicant or Customer may pay a deposit, or additional deposit, of more than \$30 in up to three (3) consecutive installments. A deposit that is more than \$30 but equal to or less than \$60 may be paid in two consecutive installments. If a deposit is paid in installments, the first payment equal to the greater of \$30.00 or one-third of the total deposit amount will be immediately due. The remaining payments will be billed and due with the subsequent two monthly bills. Except for the last payment, installment payments will not be less than \$30.00.

(continue to Sheet RR-6A.1)

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**GENERAL RULES AND REGULATIONS**

(continued)

**Rule 9. Time Payment Agreements – Residential Customers.**

Residential Customers with accounts that become delinquent may be eligible to enter into a Time Payment Agreement to bring the account current. The Customer may choose a Levelized Payment Plan or a Current Bill-Plus-Past Due Installment Plan.

**The Levelized Payment Plan (“LPP”)** requires an initial payment equal to the Customer’s average annual bill, including the account balance, divided by twelve (12). A like payment will be due each month over the next eleven (11) months. Billings in month twelve (12) of the LPP will reflect any over- or under-payments.

**The Current Bill-Plus-Past Due Installment Plan (“CBP”)** requires an initial payment equal to one-twelfth of the total amount owed by Customer for gas service, including (a) the amount overdue, (b) any current bill amount, and (c) any bill under preparation but not yet presented to the Customer. A like amount will be added to and payable with the Customer’s current charges each month over the next eleven (11) months.

If a Customer changes their service address during the term of an active and current Time Payment Agreement, the monthly installment will be adjusted to reflect the balance of the account at the previous address and the average annual bill at the new address so as to bring the account into balance within the time period specified in the original Time Payment Agreement. Customer shall pay any other charges associated with the change in address. When installment payments on a Time Payment Agreement have not been kept current, Customer shall be required to pay all past-due installments, together with any other applicable charges, before service is provided at the new address.

The Company may periodically review and adjust the monthly installment of a Customer’s Time Payment Agreement to reflect changes in billing rates, to more accurately reflect usage, or to reflect a change in service address.

The Company and a Residential Customer may agree in writing to alternate payment arrangements, including time-payment agreements of longer duration, provided the Company first informs the customer of the availability of LPP and CBP.

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(N)  
(N)

Failure to abide by a Payment Agreement may be cause for Disconnection of Service as provided under **Rule 11.**

(continue to Sheet RR-9A)

# NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Third Revision of Sheet RR-10  
Cancels Second Revision of Sheet RR-10

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## 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 twenty-four (24) months for chronic illnesses, without renewal. (C)

A medical certification given to Company verbally must be confirmed in writing within sixty (60) calendar days by the qualified medical professional prescribing medical care. (C)

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 thirty (30) days prior to the expiration date, unless the medical certificate is renewed with the Company before that day arrives. (C)

(continue to Sheet RR-11)

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**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 for non-payment to a Residential Customer under severe weather and/or air quality conditions or to a Commercial Schedule 3 Customer under severe air quality conditions specified in OAR 860-021-0407(1) that are forecasted and/or exist in the Company's service territory. For severe on-season cold events, the moratorium will begin 24 hours before the forecasted event; and for severe off-season cold events and severe air quality events, the moratorium will begin on the day of the forecasted event. The moratoriums end 48 hours after the event ends. Severe air quality events, severe off-season cold events, and severe on-season cold events are as defined in OAR 860-021-0008(11), (13), and (14), respectively. 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 non-moratorium business day as weather and operational conditions allow, subject to the restrictions and limitations identified in this Rule 11.

Area/Zone	Zip Code Used in Weather.gov	Boundary general description
Albany	97330	Entire resource center boundary
Astoria	97103	Entire resource center boundary
Central	97214	Entire resource center boundary
Clark County	98686	Entire resource center boundary
Coos Bay	97420	Entire resource center boundary
Eugene	97401	Entire resource center boundary
Lincoln City	97367	Entire resource center boundary
Mt. Scott	97030	Entire resource center boundary
Parkrose	97024	Entire resource center boundary
Sherwood	97104	Entire resource center boundary
Sunset	97123	Entire resource center boundary
Salem	97302	Entire resource center boundary
The Dalles OR	98672	Oregon side of resource center boundary

**Wildfire Displacement Moratorium**

The Company will make best efforts 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 and the two days after a level 2 or 3 evacuation order has been lifted, as specified in OAR 860-021-0406.

(K) - material moved to Sheet RR-11.2 (continue to Sheet RR-11.1)

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(C)  
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# NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Fourth Revision of Sheet RR-11.1  
Cancels Third Revision of Sheet RR-11.1

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## 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 60 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. (C)

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.

(continue to Sheet RR-11.2)

Issued February 2, 2026  
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# NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Fourth Revision of Sheet RR-11.2  
Cancels Third Revision of Sheet RR-11.2

## GENERAL RULES AND REGULATIONS

(continued)

### Rule 11. Disconnection and Reconnection of Service – By Company (continued).

#### Reconnection of Service

Except as otherwise provided in this Rule 11, customer must first satisfy the requirements for reconnection of service as set forth in this provision before the Company will reconnect service following a Disconnection of Service performed under this Rule.

(N)(T)

Upon request from a Residential Customer who has been disconnected for nonpayment within the previous 7 calendar days of severe weather events set forth in OAR 860-021-0407 or a Schedule 3 Commercial Customer disconnected for nonpayment within the previous 72 hours of an air quality event as defined in OAR 860-021-0008(11), the Company will make best efforts to reconnect service. Charges authorized in **Schedule C** may apply.

(C) (M)  
(C)(N) |  
(N) |  
(C) |  
(M)

Upon request from a Residential or Commercial Customer who has been disconnected for nonpayment within the previous 7 calendar days of a level 2 or level 3 wildfire evacuation notice or order, the Company will make best efforts to reconnect service. Charges authorized in **Schedule C** may apply.

(C) (M)  
(C) (M)  
(C) (M)

As specified in OAR 860-021-0330(3), income-qualified or medical certificate residential customers requesting reconnection within 7 calendar days of weather conditions specified in OAR 860-021-0407 or wildfire displacement conditions specified in OAR 860-021-0406 will not be required to pay any outstanding balance or reconnection fee as a prerequisite for reconnection. Charges authorized in **Schedule C** may apply and any outstanding balance, fee or portion thereof remains the responsibility of the customer and may be included in subsequent bills until paid in full.

(N)  
|  
(N)

Except as otherwise provided in **Schedule C** of this Tariff, the Company will reconnect service by the end of the next Business Day.

If the Disconnection of Service was the result of a Company action, such as maintenance or repair of Company facilities, then service will be reconnected as soon as reasonably possible and the requirements for reconnection of service set forth in this provision do not apply.

#### Residential Requirements - Reconnect within 20 days of Disconnection.

Where the Disconnection of Service was for non-payment, Customer/Applicant must first pay at least one-half of all past due amounts, but no more than \$200 for income-qualified or medical certificate customers, except any past due deposit payments must be paid in full, plus any new deposit amount due, plus the applicable service reconnection charge set forth in **Schedule C**. An Income-Qualified Residential Customer, as defined in OAR 860-021-0180, will not be charged a deposit. The customer/applicant shall pay the balance of the amount owed within six subsequent billing cycles of the date service is initiated

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

If Disconnection of Service was for theft, Customer/Applicant must pay in full all amounts owed by Customer/Applicant, including amounts owed for gas used but not billed, and any amounts due for damage to the Company's meter or other Distribution Facilities, as set forth in **Schedule C**.

(K)

(continue to Sheet RR-11.3)

(M) – material moved from Sheet RR-11

(K) – material moved to Sheet RR-11.3

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**GENERAL RULES AND REGULATIONS**

(continued)

**Rule 11. Disconnection and Reconnection of Service – By Company (continued).**Non-Residential Requirements – Reconnect within 20 days of Disconnection

Where Disconnection of Service was for non-payment, Customer/Applicant must first pay all past due amounts, plus any deposit amounts, plus the service reconnection charge set forth in **Schedule C**.

If Disconnection of Service was for theft, Customer/Applicant must pay in full all amounts owed by Customer/Applicant, including amounts owed for gas used but not billed, and any amounts due for damage to the Company's meter or other Distribution Facilities, as set forth in **Schedule C**.

Residential and Non-Residential Requirements- Reconnect more than 20 days of Disconnection

When more than twenty (20) days have passed before a reconnection of service is requested following a Disconnection of Service under this Rule, a new service application, as set forth in General **Rule 2** of this Tariff, will be required before service will be reconnected. Applicant must pay in full all amounts owed from the date of Disconnection of Service, plus any deposit amount, plus the service reconnection charge set forth in **Schedule C**.

If more than twelve (12) consecutive Billing Months have passed since the date of Disconnection of Service, then the Company will treat the request as a new application for service subject to **Rule 2** and the provisions of this **Rule 11** do not apply.

(M)

(M)

(continue to Sheet RR-12)

(M) – material moved from Sheet RR-11.2

# NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Tenth Revision of Sheet C-1  
Cancels Ninth Revision of Sheet C-1

## SCHEDULE C MISCELLANEOUS CHARGES AND CREDITS

### **APPLICABLE:**

To all Customers served by the Company under the Tariff of which this Schedule is a part.

### **PURPOSE:**

To describe and summarize the charges and credits that may apply to Customers in addition to the rates established in the Rate Schedule or Service Agreement under which Customer receives service. See the DESCRIPTION OF CHARGES provision of this Schedule for specific terms and conditions.

### **SUMMARY OF CHARGES and CREDITS:**

<b>Late Payment Charge</b>	2.4% of unpaid balance per payment period, but no less than \$3.00	
<b>Charge for Payment Not Honored (per incident)</b>	\$ 15.00	
<b>Service Reconnection Charges</b>		
Scheduled for 8:00 a.m. – 5:00 p.m. Mon.-Fri. (except Holidays)	\$ 30.00	(T)
Scheduled for after 5:00 p.m., Mon.-Fri.	\$ 80.00	(T)
Scheduled for Same Day Mon-Fri, or on Saturday or on a Holiday	\$100.00	(T)(C)
<b>Service Reconnection Charges – Curtailment Order</b>		
8:00 a.m. - 5:00 p.m. Mon.-Fri. (except Holidays)	\$ 150.00	
After 5:00 p.m. Mon.-Fri. and on weekends or Holidays	\$ 600.00	
<b>Inaccessible Meter Charge – Installation of Shut-off Valve</b>	\$ 250.00	
<b>Field Visit Charge</b>	\$ 20.00	
<b>Meter Interference</b>	Actual costs of damages, repairs and any additional or unusual costs or services directly related to the meter interference, plus the amount of unbilled gas determined to have been lost, plus applicable Service Reconnection Charges.	
<b>Unauthorized Use – failure to comply with Curtailment Order</b>	\$ 10.00 per therm	
<b>CSR Assisted Automated Payment Charge</b>	\$ 2.50 per check	
<b>Summary Billing Charge</b>		
One-time time set up fee, per account	\$ 5.00	
Per account billed per month	\$ 1.00	

(continue to Sheet C-1.1)

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# NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Sixth Revision of Sheet C-2  
Cancels Fifth 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 an Income-Qualified Residential Customer as defined in OAR 860-021-0180. (T)

**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) for medical certificate customers and Income-Qualified Residential Customers as defined in OAR 860-021-0180. (C)(T)

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 After 5:00 p.m. the next day Same Day	\$30 \$80 \$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) After 5:00 p.m. the next day (Saturday) Same Day	\$30 \$80 \$100
Friday 3:00 p.m. to 6:00 p.m.	By 5:00 p.m. of the next Business Day (Monday) After 5:00 p.m. of the next Business Day (Monday) Same Day Saturday	\$30 \$80 \$100 \$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)

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# NORTHWEST NATURAL GAS COMPANY

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Second Revision of Sheet C-3  
Cancels First Revision of Sheet C-3

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## 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 an Income-Qualified Residential Customer as defined in OAR 860-021-0180.

(T)  
(T)

**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)

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