

# NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Seventh Revision of Sheet C-1  
Cancels Sixth Revision of Sheet C-1

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## 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>	2.2% of unpaid balance per payment period, but no less than \$3.00	(l)
<b>Charge for Payment Not Honored (per incident)</b>	\$ 15.00	
<b>Service Reconnection Charges</b>		
Scheduled 8:00 a.m. – 5:00 p.m. Mon.-Fri. (except Holidays)	\$ 30.00	
Scheduled after 5:00 p.m., Mon.-Fri.	\$ 80.00	
Same Day after 5:00 p.m. Mon-Fri, or on Saturday or on a Holiday	\$100.00	
<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

Third Revision of Sheet C-1.1  
Cancels Second Revision of Sheet C-1.1

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## SCHEDULE C MISCELLANEOUS CHARGES AND CREDITS (continued)

### SUMMARY OF CHARGES and CREDITS (continued):

<b>Priority Installation Schedule (Schedule X)</b>	\$ 200.00
<b>Service Guarantee credit on Company Provided Utility Pathway for New Construction (Schedule X)</b>	\$100.00
<b>Wasted Trip charge on Applicant Provided Utility Pathway for New Construction (Schedule X)</b>	
Main Trench (all classes)	\$290.00 each additional trip
Service Trench (Commercial)	\$290.00 each additional trip
Service Trench (Residential)	\$155.00 each additional trip
<b>Optional – Residential Customer Requested Non-AMR Meter</b>	
Installation	\$172.00
Monthly manual meter read charge	\$ 26.55 per bill
<b>CNG Metering Charge</b>	
Standard (250 cubic feet/hour meter size)	\$ 6.00 per month
Non-Standard (meter sizes greater than 250 cubic feet/hour)	Customer-specific

(continue to Sheet C-2)

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# 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)  
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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)

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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 a Low-Income Residential Customer as defined in OAR 860-021-0180.

(N)  
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**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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**SCHEDULE C**  
**MISCELLANEOUS CHARGES AND CREDITS**  
(continued)**DESCRIPTION OF CHARGES and CREDITS (continued):**

**Summary Billing Charge.** This option is not available to Transportation Service Customers or Interruptible Service Customers. The Company will provide Customers, upon request, with a summary billing for two or more accounts. A one-time set up charge, and a monthly service charge will apply.

**Charge for a Priority Installation Schedule (Schedule X).**

The Priority Installation Schedule charge will apply to Residential and Commercial Applicants that request expedited service under **Schedule X**. An expedited request for service means that the installation of Distribution Facilities will be completed within five (5) working days from the date that the application for service is approved by the Company.

The priority installation option is available between September 1 and January 31, except that the Company may refuse to accommodate a priority installation if doing so would adversely affect the quality or timing of installations of other Applicants or Customers. The Priority Installation Schedule charge must be paid prior to the installation of Distribution Facilities. The charge will be refunded if the Company fails to meet the priority installation date.

**Service Guarantee Credit for Company Provided Utility Pathway for New Construction (Schedule X).** The Service Guarantee Credit will apply when the Company agrees to provide the utility pathway for a project and the Company does not meet the scheduled construction date.

**Wasted Trip Charge on Applicant Provided Utility Pathway for New Construction (Schedule X).** The wasted trip charge will apply when the Company goes to the site of a new construction project following notice by Applicant that the site is ready, and the site is not ready when the Company arrives, thereby requiring the Company to schedule a return trip.

**Optional – Residential Customer Requested Non-AMR Meter**

A Residential Customer in a single-family dwelling may request that the Company install a non-AMR Meter at that Customer's premise, as set forth in **General Rule 17** of this Tariff. The installation charge will be billed to the Customer on the first monthly bill following the date of installation, and is due and payable on the date stated on such bill. In addition, commencing with the first bill following the date of installation, Customer will be billed the monthly manual meter read charge. This charge shall continue to be billed monthly until the earlier of the Customer's request to remove the Non-AMR meter or the date that the Customer voluntarily closes the account.

**CNG Metering Charge**

The CNG metering charge will apply when a Customer requests service to a Vehicle Fueling Appliance (VFA) or other CNG vehicle refueling equipment and the Company determines that service can be provided from the existing Gas Service Line with a second meter to measure vehicle refueling usage and upon Customer request, the Company has determined that usage for both meters can be separately stated and billed on the same monthly bill. If the added load to be measured by the second meter requires a non-standard meter size (greater than a 250 Cubic Feet/hour meter), the meter charge will be calculated using a traditional utility cost-of-service calculation using the actual cost of the meter set design and installation and a 50 year life of the meter.

**GENERAL TERMS:**

This Schedule is governed by the terms of this Schedule, the General Rules and Regulations contained in this Tariff, any other schedules that by their terms or by the terms of this Schedule apply to service under this Schedule, and by all rules and regulations prescribed by regulatory authorities, as amended from time to time.

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