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**SCHEDULE D**  
**RESIDENTIAL ARREARAGE MANAGEMENT PROGRAM – OPTIONAL FOR**  
**QUALIFYING CUSTOMERS**

**PURPOSE:**

The purpose of this schedule is to implement a residential Arrearage Management Program (AMP) for customers eligible for Tier 0 of the Bill Discount Program described in tariff Schedule 330, consistent with the Second Partial Stipulation approved in Commission Order No. 24-359.

**APPLICABLE:**

To all income-eligible Residential Customers with a past due balance taking service under Rate Schedule 2 of this Tariff. To qualify as income-eligible for this Program, customers can self-certify as having a household income level that is consistent with Tier 0 of the Bill Discount Program described in tariff Schedule 330. Tier 0 customers are those with qualifying income of not more than 15% of state median income. Self-certification of income eligibility will be accepted by the Customer Contact Center (CCC) with no documentation required

**ENROLLMENT:**

Eligible residential Customers may enroll in an AMP option by calling the CCC, Monday through Friday, 7 a.m. to 6 p.m. at 800-422-4012 or 503-226-4211.

**AMP GRANTS:**

The Program is intended to address long-term arrearage reduction and prevent disconnection due to non-payment. It also serves as an additional resource to supplement various sources of low-income energy assistance for qualified customers.

AMP arrearage forgiveness grants are available up to \$1,000, not to exceed the past due or full account balance.

**SPECIAL CONDITIONS**

1. Residential customers can participate in the AMP up to a maximum contribution of the Program limit of \$1,000 every 24 months.
2. The Company will defer and seek recovery of all associated program costs not otherwise included in rates in accordance with a Commission-approved deferral for the AMP.
3. The Company will provide quarterly reporting on the amount of assistance that has been provided and the number of customers enrolled in the Program, and any additional reporting as determined by the Commission.

**GENERAL TERMS:**

This Schedule is governed by its terms, 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.

Issued February 17, 2025  
NWN OPUC Advice No. 25-02

Received  
Filing Center  
FEB 17 2025

Effective with service on  
and after April 1, 2025