
GENERAL RULES AND REGULATIONS

Definitions:

The following terms shall have the meanings listed herein unless defined otherwise within a specific Rule or Schedule.

Allowance. See Construction Allowance.

AAMR. Advanced Automated Meter Reading. The term used to refer to the type of automated meter reading applicable to Non-Residential month-end billed Customers.

AMR. Automated Meter Reading. The term used to refer to the type of automated meter reading applicable to cycle-billed Sales Service Customers.

Annual Sales WACOG. The Company's annual weighted average commodity cost of gas, as determined in the Company's most recent Purchased Gas Cost Adjustment (PGA) Filing, and set forth in **Schedule P** and **Schedule 164** of this Tariff. Sometimes referred to as the Commodity Component.

Annual Service Election Date. The date by which a Non-Residential Customer may request to change all or a portion of their current service type for the next PGA Year. The Annual Service Election Date is July 31.

Applicant. A person, business, or agency who applies for utility service with the Company, or who reapplies for utility service at the same or a different location more than 20 days after a voluntary termination of service, or who applies for service any time after service has been disconnected under **General Rule 11** of this Tariff. An Applicant may also be an existing Customer who requests that the Company make changes to or install additional Distribution Facilities.

Authorized Supplier/Agent. A third party agent authorized by an end-use Transportation Customer to nominate and transport Natural Gas to the Company's system on a Customer's behalf.

Base Rate Adjustments. The net amount by which the Base Rates under a given Rate Schedule are to be adjusted on a permanent basis outside of a general rate case proceeding. Base Rate Adjustments include amounts set forth in **Schedule 177**, **Schedule 183**, **Schedule 184**, and such other **Schedules** as may be approved by the Commission from time to time.

Btu. See British Thermal Unit.

Balancing. The process of equalizing receipts and deliveries of gas for a Transportation Customer.

Balancing Period. A period of time in which a Transportation Customer must eliminate or bring into allowed tolerance levels an Imbalance situation.

Billing Month. The period of time between, and including, the date of the current meter read and the date of the prior meter read, which is the period upon which Customer's monthly bill is based. A Billing Month may be contained within a single calendar month, or may encompass a portion of two separate calendar months.

Biomethane. A naturally occurring gas which is produced by anaerobic digestion of organic matter such as dead animal and plant material, manure, sewage, organic waste and other like materials. Biomethane authorized by the Company for transport on the Company's distribution system must meet the Company's gas quality specifications described in **General Rule 24** of this Tariff.

British Thermal Unit (Btu). The standard unit for measuring a quantity of thermal energy. One Btu equals the amount of thermal energy required to raise the temperature of one pound of water one degree Fahrenheit and is exactly defined as equal to 1,055.05585262 joules. 100,000 Btus is equivalent to one Therm.

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Issued October 8, 2014
NWN OPUC Advice No. 14-21

Effective with service on
and after January 14, 2015

GENERAL RULES AND REGULATIONS

(continued)

Definitions (continued):

Business Day. A business day is Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. Pacific Standard Time (PST) except where such day falls on a holiday.

Change in Responsible Party. Any merger, consolidation, sale of assets or other similar transaction or series of transactions involving Customer, other than any such transaction or transactions following which the Customer or its shareholder(s), member(s) or owner(s) continue to own a majority of the combined voting power of the outstanding securities of the corporation or other entity surviving or succeeding to the business of the Customer.

Commercial Customer Class. Customers that use natural gas for space or water heating in an office or retail space, or where natural gas is used in equipment that primarily supports a commercial trade or other commercial purpose. For example, providing services, wholesale or retail trade, restaurants, agriculture, forestry, fisheries, transportation, communications, utilities, finance, insurance, real estate, clubs and hotels. Customers not included directly in other definitions will be classified in this category.

Commission. The Public Utility Commission of Oregon also referred to as OPUC, or any successor entity holding responsibility for the regulation of utility service in the state of Oregon.

Commission Rules. The Oregon Administrative Rules (OAR) of the OPUC, Chapter 860.

Commodity Component. The component of the billing rate that a Sales Service Customer pays for the physical natural gas supply procured by the Company under any of the Rate Schedules that provide for Sales Service. The Commodity Component is either Annual Sales WACOG or Winter Sales WACOG, adjusted for Revenue Sensitive Effects, (see **Schedule P** and **Schedule 164**), or, where applicable, Monthly Incremental Cost of Gas (**see Schedule 150**).

Company. Northwest Natural Gas Company d.b.a. NW Natural, also referred to as NWN, acting through its duly authorized officers, employees or representatives within the scope of their respective duties.

Compressed Natural Gas (CNG). CNG is natural gas under high pressure through mechanical means of compression. When used to fuel vehicles, the natural gas may be compressed to pressures above 3,100 pounds per square inch.

Confirmed Nominations. The final physical quantity of customer-owned gas confirmed by the Pipeline as delivered to a specific Company Receipt Point(s) for a specific Transportation Service Customer on a specific Gas Day. Only the Pipeline's Confirmed Nominations will be used for balancing and billing purposes.

Construction Allowance. The dollar credit that may be available to an Applicant or Customer to offset the cost of construction of Distribution Facilities. The Construction Allowance will vary by Customer and type of equipment installed.

Construction Contribution. The amount that an Applicant or Customer must pay toward the cost of construction of Distribution Facilities.

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Issued October 8, 2014
NWN OPUC Advice No. 14-21

Effective with service on
and after January 14, 2015

GENERAL RULES AND REGULATIONS

(continued)

Definitions (continued):

Curtailment. A condition where the Company must interrupt service to Customers in accordance with the General Rules and Regulations of this Tariff (**Rule 12, Rule 13, and Rule 14**). A Curtailment event may affect any level of service depending on the severity and geographical scope of the event. Gas taken by a Customer due to failure to comply with a Curtailment Order will be considered unauthorized and subject to charges as set forth in **Schedule C**.

Curtailment Discount. A billing credit offered to Firm Non-Residential Sales Service Customers whose gas service is curtailed for reasons other than Force Majeure.

Curtailment Order. The term used to refer to the Company's notification to Customers of a Curtailment condition. Only one Curtailment Order can be in effect at any one time.

Custody Transfer Point. The primary meter located at the Delivery Point; generally the meter at the interconnection between the Company's Distribution Facilities and Customer's House Line. Title and risk of loss to the gas shall pass from the Company to Customer at this point.

Customer. A person(s), business, or agency in whose name service is rendered, as evidenced by the signature on an application, Special Contract, Service Agreement or Service Election Form on file with the Company. In the absence of a signed instrument, a Customer shall be identified by the receipt and payment of bills regularly issued in that name.

Customer Charge. A monthly charge designed to recover a portion of the fixed costs associated with serving Customers that is not directly related to gas usage or otherwise collected.

Customer-Owned Gas. Natural Gas procured by the Customer that is transported by the Company for Customer's own use. Title to Customer-Owned gas is held by the Customer at all times, and Customer-Owned Gas is not a part of the Company's system supplies.

Dekatherm (Dth). A unit of heating value equivalent to 1,000,000 Btus. One (1) dekatherm or ten (10) Therms equals 1,000,000 Btus.

Delivery Point. The point at which gas passes through the Custody Transfer Point at Customer's facility. The Delivery Point may also be the point at which Biomethane leaves the Company's Distribution System at the point of interconnect with the Pipeline.

Disconnection of Service. The cessation of gas service to a Customer where action is taken by Company to physically shut-off service at the meter, cut service at the curb, or other action that causes the Distribution Facilities that serve a Customer to become inactive.

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GENERAL RULES AND REGULATIONS

(continued)

Definitions (continued):

Distribution Capacity Charge. A charge applicable to Firm Service Customers under **Rate Schedule 32** and **Rate Schedule 33** that relates to the cost of providing Firm service on the Company's Distribution System.

Distribution Facilities. Facilities required to provide natural gas service to end-users, and include any combination of meters, regulators, compression, valves, service piping, main piping, piping required to accommodate metering of individual units within multi-unit buildings, and associated equipment.

Distribution System. The compilation of all of the Company's Distribution Facilities upon which Company and Customer-procured gas supplies are transported from the Receipt Point to the Delivery Point.

Domestic. Of or relating to the residential household.

Dth. See dekatherm.

Entitlement. A condition where a Transportation Service Customer is required to control gas usage to be within a specified threshold percentage as detailed in Schedule T of this Tariff. Failure to comply with an Entitlement Order will be subject to the charges set forth in Schedule T. Entitlement may be declared by the Company upon receiving notice of Entitlement from the Pipeline, or due to operational difficulties on the Company's system. See also Overrun Entitlement and Underrun Entitlement.

Essential Human Needs Customers. Customers whose use of natural gas is required to provide primary space heat to areas where residents sleep or receive life-essential medical care, or to fuel essential functions related to providing life-essential medical care, including back-up electric generation required for the purpose of operating equipment necessary to support or sustain human life, and that absent the availability of natural gas, an immediate danger to the lives of persons that rely upon such Customer would exist.

Excess Flow Valve (EFV). A device installed in a Natural Gas service line pursuant to DOT 49 – CFR Part 192, designed to limit the flow of gas in the event that the flow in the service line exceeds a pre-determined level.

Extraordinary Conditions. Conditions at the Applicant or Customer site, or leading to the Applicant or Customer site, which have the potential to increase the Company's costs to construct Distribution Facilities, and include but are not necessarily limited to the conditions described in **Schedule X** of this Tariff.

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Issued October 31, 2012
NWN OPUC Advice No. 12-17

Effective with service on
and after November 1, 2012

GENERAL RULES AND REGULATIONS

(continued)

Definitions (continued):

Firm Sales Service. Sales Service which the Company provides on a firm basis. The Company will exercise reasonable diligence and care to supply and deliver continuous service; provided, however, Company does not guarantee such continuity of service or sufficiency of quantity. See Interruptible Sales Service.

Firm Transportation Service. Transportation Service which the Company provides on a firm basis. Customer must secure firm or interruptible pipeline delivery service to the Receipt Point. The Company will exercise reasonable diligence and care to ensure continuous delivery of Customer-procured gas supply from the Receipt Point to the Delivery Point, but the Company does not guarantee such continuity of service. See Interruptible Transportation Service.

Force Majeure. Unavoidable accident or casualty, extraordinary action of the elements, strikes, interruptions caused by government action or authority, litigation, or any cause beyond the reasonable control of the party claiming Force Majeure which could not have been prevented by the exercise of due diligence, or which could not otherwise reasonably be foreseen and guarded against. Force Majeure usually does not include required maintenance of Customer's facilities, plant closures, economic conditions, or variations in agricultural crop production.

Fuel Use Tax. Any state or federal highway taxes or other taxes applicable to the use of Compressed Natural Gas ("CNG") or Liquefied Natural Gas ("LNG") in a motor vehicle.

Gas Day. A twenty-four (24) hour period beginning daily at 7:00 a.m. Pacific Clock Time (PCT). The Company's Gas Day coincides with the Gas Day established by the Pipeline, and may change from time to time, upon approval of the Federal Energy Regulatory Commission ("FERC").

House Line. The piping which extends from the Custody Transfer Point to a Customer's gas-fired equipment, and which shall be owned and maintained by Customer.

Imbalance. The difference between Confirmed Nominations and the volume of gas actually used by or delivered to a Transportation Customer within a Balancing Period. A positive imbalance exists when the volume of Transportation gas confirmed for Customer's account is greater than the volume of gas used. A negative imbalance exists when the volume of Transportation gas confirmed for Customer's account is less than the volume of gas used.

Industrial Customer Class. Customers that use Natural Gas in equipment that is used primarily in a process that creates or changes raw or unfinished materials into another form or product.

Interruptible Sales Service. Sales Service which the Company provides on an interruptible basis. Interruptible Sales Service is subject to Curtailment or Entitlement, or both.

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Issued October 8, 2014
NWN OPUC Advice No. 14-21

Effective with service on
and after January 14, 2015

GENERAL RULES AND REGULATIONS

(continued)

Definitions (continued):

Interruptible Transportation Service. Transportation Service which the Company provides on an interruptible basis. Customer must secure firm or interruptible pipeline delivery service to the Receipt Point. Interruptible Transportation Service is subject to Curtailment or Entitlement, or both.

Liquefied Natural Gas (LNG). LNG is natural gas that is cooled to -162°C (-260°F).

Main. Piping and associated fittings that serves, or is expected to serve, as a common source of supply for more than one Service Line.

Main Extension. Piping and associated facilities required to extend service from the Company's existing Main facilities into an area not previously supplied to serve an Applicant.

Maximum Daily Delivery Volume (MDDV). Company's maximum daily responsibility to Customer. MDDV will be based on the known actual use, or estimated use, of Customer's equipment to be served, as mutually agreed between Company and Customer.

Maximum Hourly Delivery Volume (MHDV). Company's maximum hourly responsibility to Customer. MHDV will be based on the capacity of Customer's equipment to be served, as mutually agreed between Company and Customer.

Monthly Incremental Cost of Gas. The Commodity Component that shall be paid by a Customer that makes a Service Type Selection change from Firm Transportation Service or Interruptible Transportation Service to Firm Sales Service or Interruptible Sales Service at times where the Company's Annual Sales WACOG or Winter Sales WACOG choices are not available.

Natural Gas (also referred to as **gas**). A naturally occurring non-toxic mixture of hydrocarbon and non-hydrocarbon gases found in porous geologic formations beneath the earth's surface, which consists essentially of methane, and is the fuel source for the operation of equipment served by the Company.

Nomination. A request by a specific Transportation Service Customer or that Customer's Authorized Supplier/Agent to have a physical quantity of customer-owned gas delivered to a specific Company Receipt Point(s) for a specific Gas Day or period. Nominations are not considered final until confirmed by the Pipeline. See Confirmed Nominations.

Non-Residential Customer. Any Commercial or Industrial Customer.

NSF. The acronym used to refer to the refusal of a financial institution to honor a payment by check, bank card, or other similar type of payment.

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Issued October 8, 2014
NWN OPUC Advice No. 14-21

Effective with service on
and after January 14, 2015

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Fifth Revision of Sheet 00.7
Cancels Fourth Revision of Sheet 00.7

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.

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Issued February 2, 2026
NWN OPUC Advice No. 26-01

Received
Filing Center
FEB 2 2026

Effective with service on
and after March 18, 2026

GENERAL RULES AND REGULATIONS

(continued)

Definitions (continued):

Sales Service. Gas service to Customers that use Company procured gas supplies. This term does not include service to Customers that purchase Company procured gas supplies upstream of the Company's distribution system.

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Schedule 2R or 02R. Refers to Rate Schedule 2, Residential Service.

Schedule 3 CSF or 03CSF. Refers to Rate Schedule 3, Commercial Sales Firm Service.

Schedule 3 ISF or 03ISF. Refers to Rate Schedule 3, Industrial Sales Firm Service.

Schedule 31 CSF or 31CSF. Refers to Rate Schedule 31, Commercial Sales Firm Service.

Schedule 31 CTF or 31CTF. Refers to Rate Schedule 31, Commercial Transportation Firm Service.

Schedule 31 ISF or 31ISF. Refers to Rate Schedule 31, Industrial Sales Firm Service.

Schedule 31 ITF or 31ITF. Refers to Rate Schedule 31 Industrial Transportation Firm Service.

Schedule 32 CSF or 32CSF. Refers to Rate Schedule 32 Commercial Sales Firm Service.

Schedule 32 ISF or 32ISF. Refers to Rate Schedule 32 Industrial Sales Firm Service.

Schedule 32 CTF or 32CTF. Refers to Rate Schedule 32 Commercial Transportation Firm Service.

Schedule 32 ITF or 32ITF. Refers to Rate Schedule 32 Industrial Transportation Firm Service.

Schedule 32 CSI or 32CSI. Refers to Rate Schedule 32 Commercial Sales Interruptible Service.

Schedule 32 ISI or 32ISI. Refers to Rate Schedule 32 Industrial Sales Interruptible Service.

Schedule 32 CTI or 32CTI. Refers to Rate Schedule 32 Commercial Transportation Interruptible Service.

Schedule 32 ITI or 32ITI. Refers to Rate Schedule 32 Industrial Transportation Interruptible Service.

Schedule 33 TF or 33TF. Refers to Rate Schedule 33 Transportation Firm Service.

Rate Schedule 33 TI or 33TI. Refers to Rate Schedule 33 Transportation Interruptible Service.

Seasonal Customer. A Non-Residential Customer that by the nature of the Customer's business sixty percent (60%) or more of the Customer's annual gas usage occurs in any period of four (4) months or less.

Service Agreement. The oral or written agreement between Company and Customer for gas service.

Service Election. The term used to describe a Non-Residential Customer's choice of service options.

Service Line. The piping that runs from the Main to the Delivery Point at Customer's service site.

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Issued June 2, 2017
NWN OPUC Advice No. 17-03

Effective with service on
and after July 12, 2017

GENERAL RULES AND REGULATIONS

(continued)

Definitions (continued):

Special Contract. A negotiated contract with unique rates and terms and conditions that must be approved by the Commission and must meet the criteria established by ORS 757.210 and OPUC Order No. 87-402.

Standby Service. Service to equipment that is available in lieu of or as a supplement to the usual source of supply; or service to equipment that is used for the protection of equipment or commodity during cold weather.

Storage Charge. A charge applicable to Firm Sales Service Customers served under **Rate Schedule 32** designed to recover the cost of storage facilities used to support Firm Sales Service on the Company's Distribution System.

Tariff. The published volume of Schedules, Rate Schedules, and General Rules and Regulations under which the Company's Natural Gas service will be provided.

Temporary Adjustment. The net amount by which the rates under a given Rate Schedule are to be adjusted on a temporary basis. Temporary adjustments include amounts set forth in **Schedule 162**, and any other **Schedules** as may be approved by the Commission.

Temporary Disconnection. A period of more than one Billing Month but less than twelve (12) consecutive Billing Months following the date of a Disconnection of Service. At the Company's discretion, the maximum period that a disconnection can be deemed temporary may be extended for reasonable cause.

Termination of Service. The ending of the service relationship between a Customer and the Company effectuated by closing the Customer's service account at a specific Premise, by the Disconnection of Service at a Customer's Premise, or both.

Therm. A unit of heating value equivalent to 100,000 Btus. The amount of heat energy in approximately 100 cubic feet of Natural Gas. One Therm equals 29.3 kilowatt hours of electricity at 100% conversion efficiency.

Time Payment Agreement. A monthly payment plan available to Customers as a means to bring delinquent account balances current within a specified period, usually not more than twelve (12) months.

Transportation. The movement of Customer-Owned Natural Gas from the Receipt Point(s) through the Company's Distribution Facilities to a Customer's Delivery Point(s).

Transportation Service. A service offered by the Company for the Transportation of Customer procured gas supplies.

Underrun Entitlement. A condition whereby a Transportation Service Customer is required to use the gas previously nominated and received on such Customer's behalf on a specified Gas Day.

Vehicle Fueling Appliance. A self-contained system designed predominantly for a residential application that compresses natural gas and dispenses the natural gas for a vehicle's engine fueling system.

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Issued July 21, 2016
NWN OPUC Advice No. 16-09Effective with service on
and after September 1, 2016

GENERAL RULES AND REGULATIONS

(continued)

Definitions (continued):

Weighted Average Cost of Gas (WACOG). See Annual Sales WACOG and Winter Sales WACOG. Sometimes referred to as the Commodity Component.

Winter Sales WACOG. The Company's weighted average commodity cost of gas for the winter period (November through March), as determined in the Company's most recent Purchased Gas Cost Adjustment (PGA) filing, and set forth in **Schedule P** and **Schedule 164** of this Tariff. Sometimes referred to as the Commodity Component.

Year. A period of twelve (12) consecutive Billing Months.

Issued October 8, 2014
NWN OPUC Advice No. 14-21

Effective with service on
and after January 14, 2015