



# 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)

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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.

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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.

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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.

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(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.

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|  
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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

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(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**.

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(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.

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(continue to Sheet RR-12)

(M) – material moved from Sheet RR-11.2

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