
GENERAL RULES AND REGULATIONS

(continued)

Rule 2. Service Application, Establishment and Re-establishment of Credit.**SERVICE APPLICATION**

An application for service shall be made by Applicant(s) orally or in writing. Applicants with multiple service sites must submit separate applications for each site. Where two or more responsible individuals reside at the same address, a joint application or separate applications for each individual, is required. Where two or more individuals join in one application, such individuals shall be jointly responsible for the account.

All Residential Applicants shall provide all of the following information for each responsible individual named on the account:

- (a) The service address;
- (b) The name of the person(s) responsible for payment on the account;
- (c) The name to be used to identify the account, if different than the actual name;
- (d) The birth date of the person(s) responsible for payment on the account;
- (e) Proof of identification by one of the options identified below;
- (f) The billing address, if different than the service address; and
- (g) Any available telephone numbers where the Applicant can be reached night and day.

All Residential Applicants must provide proof of identification through any one of the following options:

1. The social security number of the person(s) responsible for payment on the account and a current valid Oregon driver's license number of the person(s) responsible for payment on the account; or
2. The social security number of the person(s) responsible for payment on the account and the identification number of a Qualifying Valid State or Federal Identification containing name and photograph of the person(s) responsible for payment on the account; or
3. Current valid Oregon driver's license number of the person(s) responsible for payment on the account and the identification number from another Qualifying Valid State or Federal Identification containing name and photograph of the person(s) responsible for payment on the account; or
4. All of the following submitted by facsimile or U.S. mail:
 - i. An original or certified true copy of the Applicant's birth certificate;
 - ii. A photocopy of a current identification from school or employer containing a photograph, notarized by a notary public commissioned by any of the 50 United States or the District of Columbia; and
 - iii. The name, address, and telephone number of a person who can verify the Applicant's identity, such as a teacher, employer, or caseworker.

(continue to Sheet RR-2.1)

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

Effective with service on
and after November 1, 2012

GENERAL RULES AND REGULATIONS

(continued)

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

All Non-Residential Applicants shall provide the following information for the responsible entity and each responsible individual named on the account:

- (a) The service address;
- (b) The business name, and the name of the parent company, if applicable;
- (c) A description of the business activity and the applied use of natural gas at the service address for purposes of determining rate and customer classification
- (d) The name of the business owner or representative of the business that is responsible for payment on the account;
- (e) The name to be used to identify the account, if different than (b);
- (f) The federal tax identification number, or the social security number of the person(s) responsible for payment on the account, whichever applies;
- (g) The billing address, if different than the service address; and
- (h) Any available telephone numbers where a representative of the business can be reached night and day.

A Non-Residential Customer is responsible to notify the Company of any Change in Responsible Party. Where practicable, such notice should be made within ten (10) Business Days of the change. If a sale or transfer of majority ownership constitutes a Change in Responsible Party, the new owner will be considered an Applicant, and in such case will have twenty (20) Business Days from the date of ownership to apply for service. If the business activity materially differs from the previous owner, a change in Rate Schedule or service type may be warranted and a new Service Election form may be required.

The Company may refuse any application for service until it receives payment in full for any past due amount or other obligation on a prior Oregon account, or as also set forth in OAR 860-021-0335. See **Rule 8** of this Tariff. If an Applicant is denied service for failure to provide an acceptable form of identification, the applicant may pursue conflict resolution under the Commission's rules.

The Company will not approve an application for service until the Applicant(s) has established satisfactory credit as set forth in this **Rule 2**, or otherwise provided sufficient security, as described in **Rules 6, 6A, 6B and 6C** of this Tariff.

ESTABLISHMENT OF CREDIT

The establishment of credit or the Company's acceptance of other security shall not relieve an Applicant or Customer from complying with the Rules and Regulations established by the Commission, including but not limited to, the prompt payment of bills and the Disconnection of Service for nonpayment.

(continue to Sheet 2.2)

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

Effective with service on
and after November 1, 2012

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

First Revision of Sheet RR-2.2
Cancels Original Sheet RR-2.2

GENERAL RULES AND REGULATIONS

(continued)

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

ESTABLISHMENT OF CREDIT (continued)

If an Applicant has other active or inactive gas service accounts with the Company for the same class of service, then the account history of all such accounts may be considered in the establishment of credit for any new application. If the estimated monthly bill for service under any new Non-Residential Applicant is higher by 50% or more than the average monthly bill of the Applicant's other accounts for the same class of service, then a deposit may be required, irrespective of the credit standing on such Applicant's other gas service accounts.

In the event that there are multiple active accounts but no single account has been active for a consecutive 12-month period, then the requirement for 12-months of continuous service may be met by combining the non-duplicative active months across all accounts (i.e. account #1 was active January-May; Account #2 was active April through December). If the consecutive 12-month period cannot be met (i.e. the accounts were all activated less than 12 months and for the same calendar months), then a deposit may be required.

If the principals of a corporation, partnership or other Non-Residential enterprise are substantially the same as those of another corporation, partnership or Non-Residential enterprise that either is or has at one time received Natural Gas service from the Company, then they will be deemed to be the same corporation, partnership or Non-Residential enterprise for the purposes of establishing or re-establishing credit standing under this **Rule 2**.

In order to be considered substantially the same as those of another corporation, partnership or Non-Residential enterprise, seventy-five percent (75%) of the business ownership must be the same. Where there are only two principals, both principals must be the same in order to be considered substantially the same corporation, partnership, or Non-Residential enterprise.

For purposes of establishing credit, a builder, contractor, property developer, or property manager shall be considered a Non-Residential Applicant on any application made for gas service to real property for which they are responsible through their business activities, whether the property to which the application for service applies is classified as Residential or Non-Residential.

A Residential Customer that is required to pay a deposit, or that provides a surety agreement in lieu of a deposit, will be deemed to have 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.

(C)

(continue to Sheet RR-2.3)

Issued October 26, 2022
NWN OPUC Advice No. 22-18

Effective with service on
and after November 1, 2022

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Second Revision of Sheet RR-2.3
Cancels First Revision Sheet RR-2.3

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)

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

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

First Revision of Sheet RR-2.4
Cancels Original Sheet RR-2.4

GENERAL RULES AND REGULATIONS

(continued)

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

Non-Residential Service

A Non-Residential Applicant, or a Customer that is required to re-establish credit, must meet all of the following conditions:

- a. Applicant is licensed to do business in the state of Oregon and has kept current over the past twelve (12) consecutive months on all real estate mortgages or lease agreements, commercial loans, utility bills and trade accounts; and
- b. Applicant has not been involved in a solvency proceeding, including but not limited to bankruptcy, receivership, liquidation, bulk sale, or financial reorganization, naming the Applicant or any principals of the corporation, partnership, or Non-Residential entity as a debtor party to the filing at any time during the prior thirty-six (36) consecutive months; and
- c. Applicant received twelve (12) consecutive months of service with the Company or another energy utility immediately prior to the date of application and:
 - i. Received no more than two final disconnection notices during such 12-month period; and
 - ii. Did not have service disconnected for non-payment, theft, diversion of service, or for tampering with utility facilities during such 12-month period; and
 - iii. Does not owe a past due amount.

If any one of the above conditions cannot be met, the Non-Residential Applicant or Customer must pay a deposit, and the Company may require the Applicant to provide other security, as set forth in **Rule 6B**.

The Company may also require additional credit or financial information deemed necessary in its judgment to determine credit worthiness. Customer will have five (5) Business Days from the date of the Company's request to provide the Company with such information.

Re-establishment of Credit – Non-Residential Service

Any Non-Residential Customer may be required to re-establish credit under this **Rule 2** when the conditions of service or the basis upon which credit was originally established has changed, including:

- (a) A change in the type of business in use at the service address;
- (b) A business name change;
- (c) A change in responsible party(ies);
- (d) A change in ownership;
- (e) The expiration or termination of Customer's Oregon business license;
- (f) Customer was found to have established credit standing based on false or incomplete information;

(continue to Sheet RR-2.5)

(M) Transferred from Sheet RR-2.5

Issued October 26, 2022
NWN OPUC Advice No. 22-18

Effective with service on
and after November 1, 2022

(D)
(M)

(M)

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

First Revision of Sheet RR-2.5
Cancels Original Sheet RR-2.5

GENERAL RULES AND REGULATIONS

(continued)

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

Re-establishment of Credit – Non-Residential Service (continued)

- (g) Customer has been approved by the Company to select a different Service Type that results in an expected change to the average monthly bill for such Customer of 50% or more; or
- (h) Other circumstances which the Company can be reasonably certain may result in Customer's inability to regularly and timely pay for services rendered by the Company or that otherwise may have the potential to adversely affect rates for other ratepayers of the Company.

When a Non-Residential Customer is required to re-establish credit, the Customer must then meet all of the conditions set forth in this **Rule 2** based on the most recent 12 months of service with the Company. If any one of these conditions cannot be met, Customer may be required to pay a deposit, pay an additional deposit, and/or provide other security as set forth in **Rule 6B**. The Company may also require additional credit or financial information deemed necessary by the Company to determine credit worthiness. Customer will have five (5) Business Days from the date of the Company's request to provide the Company with such information.

(K)

(M)

(M)

(D)

(K) Non-Residential Service and Re-establishment of Credit – Non-Residential Service transferred to Sheet RR-2.4
(M) Transferred from Sheet RR-2.6; Sheet RR-2.6 is cancelled with Advice No. 22-18.

Issued October 26, 2022
NWN OPUC Advice No. 22-18

Effective with service on
and after November 1, 2022

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

First Revision of Sheet RR-2.6
Cancels Original Sheet RR-2.6

(T)
(T)

(K)

(T)

This Sheet CANCELLED with Advice No. 22-18

(K) Re-establishment of Credit – Non-Residential Service (continued) transferred to Sheet RR-2.5.

Issued October 26, 2022
NWN OPUC Advice No. 22-18

Effective with service on
and after November 1, 2022