

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

First Revision of Sheet RR-16
Cancels Original Sheet RR-16

GENERAL RULES AND REGULATIONS

(continued)

Rule 16. Voluntary Termination of Gas Service Account

Customers that receive service under a **Residential Rate Schedule, Rate Schedule 3, or Rate Schedule 27** may terminate their gas service upon oral or written notice. The Customer notice must specify the date the service is to terminate. The Company may require a minimum of five (5) Business Days' prior notice from the Customer's requested termination date. The Customer shall be liable for all gas supplied to the Premise until the specified termination date.

Customers taking service under **Rate Schedule 31, Rate Schedule 32, Rate Schedule 33**, or under a Special Contract may terminate their gas service account by giving written notice in accordance with the terms of the Rate Schedule or Special Contract. Where no notice period is stated, or where Customer is electing to change Rate Schedules, the notice period will be one (1) Billing Month in advance of the desired termination date. A termination on less than the required notice may be cause for the Company to bill, and for the Customer to pay, the total of all fixed charges due for each Billing Month within the required notice period, and the closing bill proration of Monthly Fixed Charges as described in **Rule 7** will not apply.

Any amounts held by Company on account of a Customer for deposits, including accrued interest, or for Construction Contribution refunds payable to Customer at the time an account is voluntarily terminated may be first applied to any deposit on a new account, or to any unpaid past due balance owing by Customer to Company on any other account for which the Customer is responsible, with any remaining amount applied as a credit on the closing bill of the terminating account.

Any amounts owed to Company by Customer at the time the account is terminated will be reflected in the total balance due. If the closing bill reflects a credit balance, the credit amount will be refunded to Customer by check following the issuance of the closing bill. If the Customer has made a new service arrangement with the Company, such as applied for service under a new Rate Schedule, or applied for service at a new service address, any credit balance or balance due will be transferred to the account for the new service arrangement.

Closing bills will be issued as set forth in **Rule 7** of this Tariff.

The Company, in its sole discretion, may choose to leave the gas meter active following a voluntary termination of service by a Customer.

(continue to Sheet RR-17)

Issued April 21, 2017
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Effective with service on
and after June 2, 2017

Issued by: **NORTHWEST NATURAL GAS COMPANY**

d.b.a. NW Natural
220 N.W. Second Avenue
Portland, Oregon 97209-3991

Received by OPUC
Utility Division
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