

**GENERAL RULES AND REGULATIONS**

(continued)

**Rule 7. Bills and Bill Payments.**

Any service rendered by the Company obligates the Customer, co-customer or other responsible person to pay for such service in accordance with the applicable Rule or Rate Schedule of this Tariff.

Bill Payments.

Monthly payments received from Customers will be credited in the following priority:

1. Any required deposits
2. Past due gas service account balances, if any,
3. Current gas service account balances,
4. Any non-gas service account balances or charges, if any.

Payments for non-gas service account balances will be credited first to past-due account balances if any, then to current account balances. Where more than one non-gas service account exists for a single customer, payments will be credited first to the account with the earliest account activation date. In the event a payment is received that is greater than the amount needed to bring all balances current, the remaining credit balance will be applied to the Customer's active service account unless Customer requests a refund.

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Non-payment of a regular monthly bill is cause for Disconnection of Service under **Rule 11**.

In the event that any payment is not honored by the respective financial institution, the bill will be deemed unpaid. In such event, if valid payment is not received within one Business Day following notice to Customer, the account may be subject to Disconnection of Service under **Rule 11**. A fee will be assessed for each payment not honored as set forth in **Schedule C**. The Company may require payment by cash, certified check, or money order if two or more payments are not honored in any consecutive twelve (12) month period.

Billing Period and Payment Due Date.

Except as otherwise provided in this **Rule 7**, or in **Rate Schedule 31** or **Rate Schedule 32**, Customers will be billed for service on a billing cycle determined by the Company in its sole discretion. A typical monthly bill will be based on a billing cycle of approximately thirty (30) calendar days. The billing cycle may be changed from time to time when such change is determined necessary for the Company's business practices. Typically, bills for Natural Gas service will be issued the next Business Day following the last meter read date.

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In the event that a change to the Customer's billing cycle creates a short or long bill that results in the issuance to Customer of more than one bill in a single revenue month or less than one bill in a single revenue month, the Company may refund or surcharge any applicable additional Monthly Fixed Charge amounts, as defined below in this **Rule 7**, on the same or a subsequent monthly bill.

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(continue to Sheet RR-7.1)

Issued June 2, 2017  
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# NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Second Revision of Sheet RR-7.1  
Cancels First Revision of Sheet RR-7.1

## GENERAL RULES AND REGULATIONS

(continued)

### Rule 7. Bills and Bill Payments (continued).

#### Billing Period and Payment Due Date (continued).

A Non-Residential Customer may request that a bill be rendered based on a calendar month cycle. The Company will accommodate such requests, but Customer may be required to provide, at Customer's expense, any utility, electric power, or other services or devices that the Company deems necessary to support AAMR technology for the transmission of metered data to the Company. Customers must ensure that any service or devices installed by the Customer to support AAMR are continuously active at all times. Charges set forth in **Schedule 15** may apply.

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Regular monthly bills are due when rendered, and become delinquent if not paid by the due date printed on the bill. Customer may select a payment due date different than the date normally designated for that customer's regular billing cycle, except that the Company may deny a customer's preferred due date if the requested date is later than the bill issue date in any billing month within the next 12-month period, or if such date would otherwise violate standard billing practices or Commission Rules. The Company may restrict a Customer from changing their bill due date more than once in a 12-month period. The Company may terminate a preferred due date billing arrangement with a Non-Residential Customer, if more than two late payment charges are assessed on the Customer's account within a 6-month period.

#### Prorated Bills.

A bill may be prorated when: (1) there is a change in billing rates within a billing cycle; (2) there is an opening bill with an initial meter read cycle that is less than 26 days or more than 35 days; (3) there is a closing bill with a final meter read cycle that is less than 26 days or more than 35 days; or (4) there is a need to re-bill more than one billing period on a single bill statement. Except where a change in billing rates occurs, a long or short bill that results from a change in meter read cycle will not be prorated.

Any bill proration will be computed as follows:

(1) A change in billing rates:

Old Rate:

- a.  $\text{Monthly Fixed Charge(s)} \times \# \text{ of days at old rate} / \# \text{ of days in Billing Month}$
- b.  $\text{Metered service} \times \# \text{ of days at old rate} / \# \text{ of days in Billing Month}$

New Rate:

- a.  $\text{Monthly Fixed Charge(s)} \times \# \text{ of days at new rate} / \# \text{ of days in Billing Month}$
- b.  $\text{Metered service} \times \# \text{ of days at new rate} / \# \text{ of days in Billing Month}$

(2) Opening and closing bills or re-bills \*:

- a.  $\text{Monthly Fixed Charge(s)} \times \# \text{ of days} / 30 \text{ days}$
- b. Metered service for the amount metered during the bill period
- c. For blocked rates:  $\text{blocked volume} \times \# \text{ of days at billed rate} / 30 \text{ days}$

\* Month-end bills will be prorated based on the number of days in the Billing Month / # of days in the calendar month

(continue to Sheet 7.2)

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

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# NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

First Revision of Sheet RR-7.2  
Cancels Original Sheet RR-7.2

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## GENERAL RULES AND REGULATIONS

(continued)

### Rule 7. Bills and Bill Payments (continued).

#### Prorated Bills. (continued)

For purposes of this General Rule, Monthly Fixed Charges include, but are not necessarily limited to: (a) Customer Charge; (b) Standby Charge; (c) MDDV-based Charges; or (d) Transportation Charge. Monthly Fixed Charges do not include charges under **Schedule C** or **Schedule 15**.

Gas usage included on opening and closing bills will be determined from actual meter reads obtained through the normal meter read cycle. Upon a Customer request, or when otherwise deemed necessary, the Company will obtain an out-of-cycle meter read for purposes of preparing an opening or closing bill. (C)

#### Estimated Bills.

The Company may issue bills based on an estimated read when (a) the Company is unable to gain access to read the meter, (b) weather conditions or other conditions beyond the Company's control interfere with the Company's ability to complete meter reading routes, (c) the Company determines that a theft of service or meter interference has occurred; (d) the meter or appurtenances thereto fail to operate for any reason; or (e) at such other times as may be warranted. Any estimated reading will be clearly noted on the bill. Except in extraordinary circumstances, the Company will not issue an estimated bill for more than two consecutive months.

Any bill estimation will be computed as follows:

- Space and/or water heating load. For accounts with known space and/or water heating equipment, the estimate will be based upon historical base load and degree day use of the account premise, if available. Otherwise, the estimate will be calculated from a recent historical use profile, adjusted for actual weather, if appropriate.
- All other load. For all other accounts, the estimate will be based on the actual use at the account premise from the same month of the prior year, or if not available, from the most recently billed months.
- Insufficient historical use. If there is insufficient historical usage from which to derive an estimate based on the above criteria, a default estimate may be used based on the most recent average use of other customers on the same rate schedule.

(continue to Sheet RR-8)

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