

NORTHWEST NATURAL GAS COMPANY

WN U-6

Third Revision of Sheet 1.1

Cancels Second Revision of Sheet 1.1

GENERAL RULES AND REGULATIONS

(continued)

Rule 1. Service Application and General Terms of Service.

SERVICE APPLICATIONS

An application for service shall be made by Applicant(s) orally or in writing. For Applicants with multiple service sites, separate applications shall be required for each site. Service will be furnished by Company, provided Applicant has met the credit criteria set forth in **Rule 2**; and where an application for service requires installation of Distribution Facilities, Applicant has first paid any amounts required under **Rule 12** or **Schedule E**. A contract will be deemed to be in effect upon Company acceptance of the application. The Company shall furnish service in accordance with the Schedules and Rules and Regulations of this Tariff, as approved and on file with the Commission.

All Residential Applicants shall provide 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) The billing address, if different than the service address; and
- (f) Any available telephone numbers where the Applicant can be reached night and day.

Customer must provide at least one of the following forms of identification at the time of application:

1. A valid social security number.
2. A valid Washington driver's license number.
3. 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.
4. An original or certified true copy of the Applicant's birth certificate together with 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 the name, address, and telephone number of a person who can verify the Applicant's identity, such as a teacher, employer, or caseworker.

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GENERAL RULES AND REGULATIONS
(continued)

Rule 1. Service Application and General Terms of Service. (continued)
SERVICE APPLICATIONS (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 within ten (10) Business Days of any change in business name, change in the principals of the business, or of a sale or transfer of business ownership. In the event of a sale or transfer of ownership, the new owner will be considered an Applicant, and 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 Provisions of Rule 2 shall apply in the event of any change in the principals of the business, or to any sale or transfer of ownership.

GENERAL TERMS OF SERVICE

The contract between Customer and Company, created by the acceptance of an application for gas service, shall continue in full force and effect for a term of not less than one Year, unless otherwise specified in a Rate Schedule or written service agreement, or until terminated by the Customer or by the Company as provided in the rules of this Tariff. Seasonal or temporary disconnection of service may be allowed under certain Rate Schedules, subject to the payment of charges as set forth in **Schedule C** of this Tariff.

The Rate Schedule election shall be made at the time of initial application. The Customer shall elect the Rate Schedule for which they fully qualify, and which is best suited to meet Customer's service requirements. The Company will assist Customer in electing the appropriate Rate Schedule based on the representations of the Customer at the time of application. The Company shall classify a Non-Residential Applicant as Commercial or Industrial based on the Customer-provided description of the business and applied natural gas use at the service address. Customer shall be responsible to notify the Company of any changes in installed equipment or service conditions that may warrant a change in Rate Schedule, a change in Customer class, or that necessitate construction, relocation, removal, or replacement of Distribution Facilities.

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First Revision of Sheet 1.3

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GENERAL RULES AND REGULATIONS

(continued)

Rule 1. Service Application and General Terms of Service (continued).

GENERAL TERMS OF SERVICE (continued)

Company may examine Customer's equipment at any time, and Company shall have the right to disconnect, discontinue or refuse service under a Rate Schedule if the Customer's equipment and use of gas are found not to entitle the Customer to continued service under that Rate Schedule.

Unless specifically allowed in a Rate Schedule, written Service Agreement, or Special Contract, or as otherwise permitted by the Company, Customer may not transfer from one Rate Schedule to another or change a Service Agreement or Special Contract for the purpose of obtaining more favorable rates, priority of service, or avoiding minimum charges, unless the minimum term of service has been met and appropriate notices have been received by the Company.

Any person(s) who use gas service prior to application and Company acceptance of same, shall be responsible to pay for service taken in accordance with the applicable Rate Schedule, provided that no other person(s) are known by Company to have responsibility for such service.

Any person(s) that at any time is found to have provided false identification to establish service, continue service, or verify identity will be considered an Applicant and will be required to immediately provide valid proof of identification in order to receive new or continued service. Failure to provide valid identification will be cause for disconnection as set forth in General Rule 5 of this Tariff.

Notice to terminate gas service must be made by the Customer to the Company orally or in writing. The Customer notice must specify the date the service is to terminate. The Company may require a minimum of three (3) Business Days' prior notice from the Customer's requested termination date. Certain Rate Schedules or written service agreements may require more than three (3) Business Days' prior notice to terminate. The Customer shall be liable for all gas supplied to the Premise until the specified termination date.

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