

# NORTHWEST NATURAL GAS COMPANY

WN U-6

Third Revision of Sheet 4.1

Cancels Second Revision of Sheet 4.1

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## GENERAL RULES AND REGULATIONS

(continued)

### **Rule 4. Billing, Payment Responsibilities, and Payment Arrangements.**

Any service rendered by the Company obligates the person(s) legally responsible to pay the bill(s) for such service when due, in accordance with the applicable Rule or Rate Schedule of this Tariff.

Customers will be billed for service on a meter read cycle determined by the Company in its sole discretion. A typical monthly bill will be based on a meter read cycle of approximately 30 days. The meter read cycle may be changed from time to time when such change is determined necessary for the Company's business practices. Typically, bills will be issued the next business day following the last read date.

A bill may be prorated when: (1) there is a change in billing rates within a meter read 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. Monthly Fixed Charge(s) x # of days at old rate / # of days in Billing Month
- b. Metered service x # of days at old rate / # of days in Billing Month

New Rate:

- a. Monthly Fixed Charge(s) x # of days at new rate / # of days in Billing Month
- b. Metered service x # of days at new rate / # of days in Billing Month

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

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

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

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; (d) Transportation Charge; and (e) Schedule 19 charges. Monthly Fixed Charges do not include charges under Schedule C or Schedule 10.

(continue to Sheet 4.1.1)

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# NORTHWEST NATURAL GAS COMPANY

WN U-6

Second Revision of Sheet 4.1.1

Cancels First Revision of Sheet 4.1.1

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## GENERAL RULES AND REGULATIONS

(continued)

### **Rule 4. Billing, Payment Responsibilities, and Payment Arrangements (continued).**

The following criteria will be used when the Company must issue an estimated bill for reasons set forth in Rules 7 and 10, or when weather conditions or other conditions beyond the Company's control interfere with the Company's ability to complete meter read routes, or at such other times as may be warranted.

- 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.

Any estimated read 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.

Opening and closing bills will be prepared 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.

Regular monthly gas bills are due when rendered, and become delinquent without payment, upon expiration of the due date printed on the bill. In the event that a 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 under Rule 5. 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.

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 next 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.

(continue to Sheet 4.1.2)

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**GENERAL RULES AND REGULATIONS**

(continued)

**Rule 4. Billing, Payment Responsibilities, and Payment Arrangements  
(continued).**

Monthly payments received from Customers will be allotted first to required deposits, then to past due gas service balances on active accounts, if any, then to current gas service balances then due, and last to any non-gas service balances or charges. 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 gas service account.

If an outstanding balance is owed to Company by a Residential Customer from a prior account or prior address for Washington service, or from amounts owing under Rule 12 or Schedule E, the Company may transfer the amount due to customer's current account, or may choose other collection means if deemed appropriate, after giving the customer notice of the action to be taken. The notice shall include the amount due and the period of time during which the balance was incurred, and the service address or account number under which the balance was incurred. If the Company transfers a prior obligation to the customer's current account, the prior obligation will be tracked separately to prevent improper notices and improper disconnects.

The Company's Equal Pay Plan is described in Schedule B of this Tariff. Residential customers whose accounts are current may elect at any time to participate in the Equal Pay Plan, which is designed to provide a means of leveling customers' monthly payments over a 12 month period.

A written time payment agreement may be established for eligible residential customers who become delinquent on their gas service account. A customer may choose between a Levelized Payment Plan (LPP) and a Current Bill Plus Past Due Installment Plan (CBP). Under the LPP, customer will pay a down payment equal to the average annual bill, including the account balance, divided by 12, and will pay a like payment each month for the next 11 months. Billings in the 12th month of the LPP will reflect any over or under payments. Under the CBP, the customer will pay a down payment equal to one-twelfth the total amount owed for utility service, including the amount overdue, and any current bill amount, or any bill under preparation but not yet presented to the customer. Each month for the next 11 months an amount equal to the down payment will be added to and payable with the current charges due for utility service. Any late payments may be subject to charges set forth in Schedule C of this Tariff.

The Company may periodically review and adjust the monthly installment of a customer's time payment agreement to reflect rate changes, to more accurately reflect usage, or to reflect a change in residence.

(continue to Sheet 5.1)

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