
GENERAL RULES AND REGULATIONS
(continued)

Rule 6. Emergency Medical Certificates.

Customer must notify Company if a medical emergency exists.

A residential customer who has received a written notice of disconnection and who subsequently notifies the company of the existence of a medical emergency will be given an additional five (5) days in which to make payment or to enter into a time payment plan before service will be disconnected. If service has already been disconnected, service will be reinstated, without a reconnection charge, and the five (5) day grace period will begin as of the date of notification to the Company of the existing medical emergency.

Customer must also submit to the Company, within the five-day period, an emergency medical certificate from a qualified medical professional stating that disconnection would significantly endanger the physical health of the customer or a member of the customer's household.

A qualified medical professional is defined as a licensed physician, nurse practitioner, or a physician's assistant authorized to diagnose and treat the medical condition described without direct supervision by a physician.

An emergency medical certificate will be valid only for the length of time the health endangerment is certified to exist, but no longer than thirty (30) days without renewal.

The Company may verify the accuracy of any emergency medical certificate submitted under this provision.

A medical emergency does not excuse a customer from paying delinquent and ongoing charges. A customer who fails to abide by the terms of a time payment plan may be disconnected in accordance with Rule 5 of this tariff and in accordance with the WUTC Disconnection Rules.

(continue to Sheet 7.1)

Issued October 24, 1997
NNG Advice No. WUTC 97-2

Effective with service on
and after October 28, 1997

BY AUTHORITY OF WUTC SECOND SUPPLEMENTAL ORDER IN DOCKET NO. UG-970932

Issued by: NORTHWEST NATURAL GAS COMPANY

220 N.W. Second Avenue
Portland, Oregon 97209-3991