



250 SW Taylor Street  
Portland, OR 97204

503-226-4211  
nwnatural.com

May 11, 2021

VIA ELECTRONIC FILING

Mark L. Johnson, Executive Director and Secretary  
Washington Utilities and Transportation Commission  
621 Woodland Square Loop S.E.  
Lacey, Washington 98503

Received  
Records Management  
05/11/21 11:19  
State Of WASH.  
UTIL. AND TRANSP.  
COMMISSION

**Re: U-200281 and UG-210193—NW Natural Report of April Data – Supplemental**

On May 10, 2021, Northwest Natural Gas Company, dba NW Natural (NW Natural or Company), submitted its response to the Washington Utilities and Transportation Commission’s (Commission) Staff request for April data in advance of the May 12 Open Meeting.

At the time of filing, the data for NW Natural’s latest Healthy Account Campaign (HAC) had not been available. The Company supplements its May 10 response with the follow data for the HAC run in March-April 2021:

**NW Natural - Healthy Account Campaign (Proactive Outreach)**

**Totals (March 1 to April 30, 2021)**

<b>Customer Contacts</b>	
Total Outbound Calls to Customers	<b>1065</b>
Total Messages Left for Customers (Unable to Reach)	<b>436</b>
Total Return Calls by Customers After Message Left by CSR	<b>99</b>

<b>Outcomes</b>	
Payment made to account	<b>1010</b>
New Equal Pay Sign-ups (account brought current)	<b>26</b>
Time Pay Arrangements (TPAs) including Plan Type	<b>146</b>
Deposits Applied	<b>50</b>
Energy Assistance Referrals/Agency Payments	<b>60</b>

**Totals (April 1 to April 30, 2021)**

<b>Customer Contacts</b>	
Total Outbound Calls to Customers	<b>559</b>
Total Messages Left for Customers (Unable to Reach)	<b>222</b>
Total Return Calls by Customers After Message Left by CSR	<b>44</b>

<b>Outcomes</b>	
Payment made to account	<b>534</b>
New Equal Pay Sign-ups	<b>19</b>
Time Pay Arrangements (TPAs)	<b>77</b>
Deposits Applied	<b>19</b>
Energy Assistance Referrals/Payments	<b>26</b>

Please contact me at (503) 610-7074 if you have questions.

Sincerely,

*/s/ Natasha Siores*  
Natasha Siores  
Manager, Rates and Regulatory Affairs  
NW Natural  
250 SW Taylor Street  
Portland, OR 97204  
503-610-7074