

TABLE 1
NW NATURAL CUSTOMER PAYMENT STATISTICS - 2014
Attachment for Docket A-150561
15-May-15

Payment Type	Volume				Dollars				Consumer Fee (per transaction)	Allocated Utility Cost - System				Utility Cost / Trans
	Count		Percentage		Count		Percentage			Bank & Vendor Fees	Labor Costs ^{1/}	Other Costs	Total Transaction	
	Wash	System	Wash	System	Wash	System	Wash	System						
1 One-Time Electronic Checks - Web/IVR	71,214	704,370	8.9%	9.3%	\$ 6,262,125	\$ 64,948,158	8.0%	8.0%	\$ -	\$ 17,645	\$ 5,335	\$ 164	\$ 23,144	\$ 0.03
2 One-Time Electronic Checks - CSR assisted	4,276	31,307	0.5%	0.4%	(included above)	(included above)			\$ 2.50		\$ 28,048		\$ 28,048	\$ 0.90
3 Auto Pay - Checking/Savings	156,819	1,673,539	19.5%	22.2%	\$ 11,394,697	\$ 123,387,489	14.5%	15.2%	\$ -	\$ 40,139	\$ 46,664	\$ 821	\$ 87,624	\$ 0.05
4 Auto Pay - Bankcard	13,406	93,628	1.7%	1.2%	\$ 741,519	\$ 5,110,679	0.9%	0.6%	\$ -	\$ 117,971	\$ 27,791	\$ 2,029	\$ 147,791	\$ 1.58
5 One-Time Bankcard (Db &Cr) - Web	108,271	717,354	13.5%	9.5%	\$ 9,182,953	\$ 65,179,744	11.7%	8.0%	\$ -	\$ 846,478	\$ 8,002	\$ 9,498	\$ 863,978	\$ 1.20
6 Retail Lock Box	214,944	2,255,144	26.7%	29.9%	\$ 30,072,590	\$ 348,396,860	38.3%	43.0%	\$ -	\$ 403,671	\$ 66,681	\$ 3,270	\$ 473,622	\$ 0.21
7 Pay Station (Cash, Check, Money Order, Db Card)	4,275	56,877	0.5%	0.8%	\$ 386,794	\$ 4,820,866	0.5%	0.6%	\$ -	\$ 56,713	\$ 4,445	\$ 137	\$ 61,295	\$ 1.08
8 ACH 3rd Party - Consumer	224,329	1,947,117	27.9%	25.8%	\$ 16,379,855	\$ 144,906,776	20.9%	17.9%	\$ -	\$ 46,701	\$ 24,005	\$ 739	\$ 71,445	\$ 0.04
9 ACH 3rd Party - Non-consumer	2,649	21,649	0.3%	0.3%	\$ 3,118,357	\$ 30,813,353	4.0%	3.8%	\$ -	\$ 12,210	\$ 19,560	\$ 602	\$ 32,372	\$ 1.50
10 Drop Box (check, cash)	77	3,196	0.0%	0.0%	\$ 8,335	\$ 453,564	0.0%	0.1%	\$ -	\$ 1,945	\$ 40,009	\$ 1,231	\$ 43,185	\$ 13.51
11 Field Collections (check, cash)	2,241	18,628	0.3%	0.3%	\$ 359,293	\$ 3,001,377	0.5%	0.4%	\$ -	\$ 10,692	\$ 44,455	\$ 5,720	\$ 60,867	\$ 3.27
12 Energy Assistance (agency payments or vouchers)	1,180	15,430	0.2%	0.2%	\$ 443,658	\$ 3,966,613	0.6%	0.5%	\$ -	\$ -	\$ 3,556	\$ 109	\$ 3,665	\$ 0.24
13 Collection Agency	1,164	6,362	0.1%	0.1%	\$ 91,308	\$ 586,032	0.1%	0.1%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
14 Other (includes wires, etc.)	170	1,780	0.0%	0.0%	\$ 125,648	\$ 15,064,069	0.2%	1.9%	\$ -	\$ 1,608	\$ 8,002	\$ 246	\$ 9,856	\$ 5.54
Total	805,015	7,546,381	100.0%	100.0%	\$ 78,567,132	\$ 810,635,581	100.0%	100.0%		\$ 1,555,773	\$ 326,553	\$ 24,566	\$ 1,906,892	

^{1/} **Labor costs excludes:**

- Service technician time for payments collected in the field.
- Office time to enter energy assistance payments into on-line cash batches.
- Office time to process reverse payments due to various returned reasons.