

ONITA R. KING
Tariff and Regulatory Compliance
Tel: 503.721.2452
Fax: 503.721.2516
email: ork@nwnatural.com



March 31, 2011

NWN Advice No. WUTC 11-2

VIA ELECTRONIC FILING

Dave Danner, Executive Director & Secretary
Washington Utilities and Transportation Commission
1300 S Evergreen Park Drive SW
PO Box 47250
Olympia, Washington 98504-7250

Re: General Rule 4. Billing, Payment Responsibilities, and Payment Arrangements
Revisions to Preferred Due Date

Northwest Natural Gas Company, dba NW Natural (“NW Natural” or the “Company”), files herewith the following revision to its Tariff WN U-6 stated to become effective on and after **May 1, 2011**:

Third Revision of Sheet 4.1.1,
General Rules and Regulations (continued),
“General Rule 4. Billing, Payment Responsibilities, and Payment
Arrangements (continued).”

The purpose of this filing is to add language to Rule 4 that would allow the Company to terminate a preferred due date arrangement with a customer that is assessed late charges on their account more than two times within a 12-month period.

The underlying premise behind allowing a preferred due date option is to provide the customer the opportunity to avoid late payment charges by selecting a due date that better matches the customer’s monthly budget needs. This effort has failed if the customer continues to experience late payment charges while under a preferred due date option. The Company recognizes that problems will arise from time to time. To allow for this, the Company proposes that a preferred due date option will not be terminated until the customer has experienced more than two late payment charges within a 12-month period.

Upon the termination of a preferred due date agreement the billing due date will revert back to the date normally assigned to the customer’s billing cycle. Upon a customer’s request, the Company may work with the customer to find another due

date provided that the date meets the Company's preferred due date criteria and provided a change in due date has not already occurred within the most recent 12-month period.

The Company respectfully requests that the tariff sheets filed herein be approved to become effective with service on and after May 1, 2011.

As required by WAC 480-80-103(4)(a), I certify that I have authority to issue tariff revisions on behalf of NW Natural.

A copy of the filing is available for public inspection in the Company's main office in Portland, Oregon and on its website at www.nwnatural.com.

Please address correspondence on this matter to me with copies to the following:

Kelley Miller, Staff Assistant
Rates & Regulatory Affairs
220 NW Second Avenue
Portland, Oregon 97209
Telecopier: (503) 721-2516
Telephone: (503) 226-4211, ext. 3589
E-mail: kelley.miller@nwnatural.com
eFiling@nwnatural.com

Please call me if you have any questions.

Sincerely,

/s/ Onita King

Onita King
Tariff and Regulatory Compliance

attachment