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January 10, 2014

NWN WUTC Advice No. 14-1

VIA ELECTRONIC FILING

Steven V. King, Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive, SW
Post Office Box 47250
Olympia, Washington 98504-7250

Re: **Schedule B – Auto Pay and Credit Card Payments**

Northwest Natural Gas Company, dba NW Natural (“NW Natural” or the “Company”), files herewith the following revisions and additions to its Tariff, WN U-6 to become effective with service on and after March 1, 2014 as follows:

Fourteenth Revision of Sheet vii,
Tariff Index (continued),

Fifth Revision of Sheet B.3,
Schedule B,
“Bills and Bill Payment Options (Optional) (continued),”

Third Revision of Sheet B.4,
Schedule B,
“Bills and Bill Payment Options (Optional) (continued),” and

Original Sheet B.5,
Schedule B,
“Bills and Bill Payment Options (Optional) (continued).”

The purpose of this filing is to revise Schedule B to remove the third-party fee and other restrictions associated with credit card payments, and to revise the Auto Pay Plan provisions to include the availability of a bank card payment option.

Effective November 1, 2012 the Company implemented a fee-free bank card option for customer bill payments in both Oregon and Washington. This change was implemented following the Company’s last general rate case in Oregon¹ wherein the Company requested and received approval to include costs in rates associated with providing a fee-free credit card payment option to its Oregon customers. In order for the Company to provide the credit card option at the lowest transaction rate possible, the Company entered into merchant contracts with three major card providers, Visa, MasterCard, and Discover. The merchant contract with Visa specifically prohibits the Company from surcharging any customer it serves for the use of a Visa credit card.

¹ OPUC Docket UG 221

Because Visa is one of the most common credit cards used by NW Natural's customers, the Company decided to move forward with the merchant contracts and assume the costs associated with offering the fee-free credit card payment option to its Washington customers until the issue can be addressed in the next Washington general rate case.

As part of the fee-free credit card payment option customers may now also use a credit card for recurring payments under the Auto Pay Plan. The recurring payment option for the Auto Pay Plan only recently became available to customers in early January 2014.

The purpose of this filing is to make changes to Schedule B to reflect the changes in the use and charges for credit card payments that are already in place. The Company is not requesting rate recovery for the fee-free bank card payment option with this filing.

The tariff changes discussed above result in the movement of tariff language from one sheet to another which necessitates the addition of original sheet B-5.

The Company respectfully requests that the tariff sheet filed herewith be approved to become effective with service on and after March 1, 2014.

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

Copies of this letter and the filing made herewith are available in the Company's main office in Portland, Oregon, and on the Company's website at www.nwnatural.com.

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

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If you have questions, please call me at (503) 721-2452.

Sincerely,

/s/ Onita King

Onita R. King
Rates & Regulatory Affairs

attachments