
GENERAL RULES AND REGULATIONS
(continued)

**Rule 4. Billing, Payment Responsibilities, and Payment Arrangements
(continued).**

The following criteria will be used when the Company must issue an estimated bill for reasons set forth in Rules 7 and 10, or when weather conditions or other conditions beyond the Company's control interfere with the Company's ability to complete meter read routes, or at such other times as may be warranted.

- Space and/or water heating load. For accounts with known space and/or water heating equipment, the estimate will be based upon historical base load and degree day use of the account premise, if available. Otherwise, the estimate will be calculated from a recent historical use profile, adjusted for actual weather, if appropriate.
- All other load. For all other accounts, the estimate will be based on the actual use at the account premise from the same month of the prior year, or if not available, from the most recently billed months.
- Insufficient historical use. If there is insufficient historical usage from which to derive an estimate based on the above criteria, a default estimate may be used based on the most recent average use of other customers on the same rate schedule.

Any estimated read will be clearly noted on the bill. Except in extraordinary circumstances, the Company will not issue an estimated bill for more than two consecutive months.

Opening and closing bills will be prepared from actual meter reads obtained through the normal meter read cycle. Upon a Customer request, or when otherwise deemed necessary, the Company will obtain an out-of-cycle meter read for purposes of preparing an opening or closing bill.

Regular monthly gas bills are due when rendered, and become delinquent without payment, upon expiration of the due date printed on the bill. In the event that a payment is not honored by the respective financial institution, the bill will be deemed unpaid. In such event, if valid payment is not received within one business day following notice to Customer, the account may be subject to disconnection under Rule 5. A fee will be assessed for each payment not honored as set forth in Schedule C. The Company may require payment by cash, certified check, or money order if two or more payments are not honored in any consecutive twelve (12) month period.

Customer may select a payment due date different than the date normally designated for that customer's regular billing cycle, except that the Company may deny a customer's preferred due date if the requested date is later than the next bill issue date in any billing month within the next 12-month period, or if such date would otherwise violate standard billing practices or Commission Rules. The Company may restrict a Customer from changing their bill due date more than once in a 12-month period. The Company may terminate a preferred due date billing arrangement with a Customer if more than two late payment charges are assessed on the Customer's account within a 12-month period.

(continue to Sheet 4.1.2)

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