

NORTHWEST NATURAL GAS COMPANY

WN U-6 Fourteenth Revision of Sheet vii
Cancels Thirteenth Revision of Sheet vii

TARIFF INDEX
(continued)

Sheet Number

RATE ADJUSTMENT SCHEDULES:

Schedule 200	Summary of Adjustments.....	200.1 to 200.2
Schedule 201	Temporary (Technical) Adjustments to Rates.....	201.1 to 201.2
Schedule 203	Purchased Gas Cost Adjustments to Rates.....	203.1
Schedule 203A	Purchased Gas Cost Adjustment Credit	203A.1
Schedule 205	Temporary Rate Adjustment Open-Access Transportation Firm and Interruptible Schedules – <u>CANCELLED</u>	205.1
Schedule 206	Temporary Rate Adjustment Open-Access Transportation Special Contracts and Incentive Rates – <u>CANCELLED</u>	206.1
Schedule 207	General Rate Adjustment	
	Schedule 1 through Schedule 27	207.1
	Schedule 41 through Special Contracts	207.2
Schedule 208	Temporary Rate Adjustment (FAS 106) – <u>CANCELLED</u>	208.1
Schedule 210	Adjustment to Rates for Property Sales	210.1
Schedule 215	Adjustment to Rates Energy Conservation Programs.....	215.1
Schedule 220	Special Rate Adjustment.....	220.1 to 220.2
Schedule 225	Adjustments to Rates for Costs Relating to South Mist Pipeline Extension Project – <u>CANCELLED</u>	225.1
Schedule 230	Temporary Adjustments to Rates for Low-Income Programs.....	230.1 to 230.2
Schedule 250	Monthly Incremental Cost of Gas.....	250.1

GENERAL SCHEDULES:

Schedule A	Addition of City Exactions.....	A.1
	Camas	
	Battle Ground	
	Bingen	
	North Bonneville	
	Ridgefield	A.2
	LaCenter	
	Vancouver	
	Washougal	
	White Salmon	
Schedule B -	Bill Payment Options (optional)	B.1 to B.5

(continue to Sheet viii)

Issued January 10, 2014
NWN WUTC Advice No. 14-1

Effective with service on
and after March 1, 2014

NORTHWEST NATURAL GAS COMPANY

WN U-6 Sixth Revision of Sheet B.3
Cancels Fifth Revision of Sheet B.3

SCHEDULE B
BILLS AND BILL PAYMENT OPTIONS (optional)
(continued)

NON-RESIDENTIAL EQUAL PAY PLAN: (continued)

The levelized monthly payment for a Customer whose Equal Pay Plan is effective in any month other than the month of May will be based on the number of months between the sign up month and the month of April. Thereafter, the monthly payments will be levelized over the eleven-month period May through March.

Billings in the month of April will reflect over or under payments. Overpayments of more than \$75.00 shall be refunded. Unless Customer requests otherwise, lesser amounts will be credited to Customer's account and reflected in the level payments for the following Plan year. Underpayments will be due in full on or before the April billing due date.

Levelized monthly payments are determined from (a) the rates stated in Customer's respective rate schedule and (b) an estimate of Customer's projected annual usage requirements, based upon prior usage history at the service address.

The Company will re-estimate the amount of Customer's level payments each succeeding year that Customer remains on the Plan. During the Plan year, monthly payment requirements will be periodically reviewed and may be adjusted to reflect rate changes, to more accurately reflect usage, or to reflect a change in service address.

Level payments under the Equal Pay Plan shall not be construed as a guarantee or assurance that the annual cost of gas service will not exceed the estimate upon which they are based.

Customers may terminate their Equal Pay Plan at any time. The Company may terminate a Customer's Equal Pay Plan at any time the Company determines that the Customer no longer meets all of the conditions of qualification. Upon termination of an Equal Pay Plan, the entire balance on the account will be due and payable. If a Customer's Equal Pay Plan is terminated for any reason, that Customer may not be allowed to sign up for the Equal Pay Plan again until the following May.

A Customer with a delinquent collect balance on the Plan's account receivable will be subject to disconnection of service pursuant to Rule 5. A disconnection of service will not occur on Plans that have a credit balance on the Plan's accounts receivable. A Customer that is unable to make regular payments under the Plan or is unable to pay the accounts receivable balance at the end of the Plan term may be eligible for a time payment agreement.

AUTO PAY PLAN:

The Auto Pay Plan is an electronic bill payment option available to Customers as described below. Auto Pay allows for automatic bill payments to be made to the Company directly from Customer's checking, savings or bankcard account ("Bank Account"). To participate, Customers must provide valid account information to Company. Payments will be automatically deducted from Customer's Bank Account and credited to Customer's gas service account on the payment due date stated on Customer's bill.

(continue to Sheet B.4)

Issued January 10, 2014
NWN WUTC Advice No. 14-1

Effective with service on
and after March 1, 2014

SCHEDULE B
BILLS AND BILL PAYMENT OPTIONS (Optional)
(continued)

AUTO PAY PLAN (continued):

Checking or Savings Account.

All Customers are eligible for the Auto Pay Plan using the checking or savings account payment option. Customers may submit a written application, or may sign up through the Company's website where they will be required to provide an electronic signature.

In the event that sufficient monies are not available in Customer's Bank Account on the payment due date, the Company will issue a letter to the Customer advising them of the payment failure, and requiring that payment be made by a different payment method. The available methods include cash, cashier's check, money order, or bankcard.

Bankcard Account.

Residential and Non-Residential Rate Schedule 3 Customers with annual usage of 25,000 therms or less are eligible for the Auto Pay Plan using a bankcard (credit or debit card). Customers must sign up through the Company's website and will be required to provide an electronic signature.

In the event that sufficient monies are not available in Customer's Bank Account on the payment due date, and the payment is declined, the Company will issue a letter to the Customer advising them of the payment failure, and requiring that payment be made by a different payment method. The available methods include check, cash, cashier's check, money order, or bankcard, provided funds are available at the time of payment.

Should the Company find that a Customer no longer qualifies for the Bankcard Account option, regardless of the account status, the Company will notify the Customer and the Customer will be removed from the Auto Pay Plan Bankcard Account option. The Customer may sign up for the Checking or Savings Account Auto Pay Plan option provided they meet the eligibility requirements described in this Schedule B.

Payments Not Honored.

When any payment failure occurs, a Payment Not Honored charge as set forth in **Schedule C** will be assessed to Customer's account at that time, and the gas service account will be considered delinquent. Failure to pay such account will be cause for Disconnection of Service. Two (2) payment failures in a twelve-month period may be cause for the Company to automatically terminate Customer's Auto Pay Plan and the Customer may be restricted from enrolling in the Auto Pay Plan for the next 12-month period.

In the event that a payment failure occurs because the Bank Account is reported closed, the Company will terminate the Customer's Auto Pay Plan. The Company will issue a letter to the Customer advising them of the termination of the Auto Pay Plan due to the closed Bank Account, and the gas service account will be considered delinquent. Failure to pay amounts due on such account will be cause for Disconnection of Service. The Customer may sign up for the Auto Pay Plan using a different Bank Account provided they meet the eligibility requirements described in this Schedule B.

(continue to Sheet B.5)

Issued January 10, 2014
NWN WUTC Advice No. 14-1

Effective with service on
and after March 1, 2014

SCHEDULE B
BILLS AND BILL PAYMENT OPTIONS (Optional)
(continued)

BANKCARD PAYMENT:

Residential Customers and Non-Residential Rate Schedule 3 Customers with annual usage of 25,000 therms or less can make bill payments with a bankcard (credit card or debit card) at any time. Payment by bankcard can be made online on the Company's website or through the Company's Interactive Voice Recognition (IVR) system. Customers will be provided a payment confirmation number as part of a completed transaction. The Company may limit the number of transactions that can be made in any given time period. The Company reserves the right to deny a Customer the use of the bankcard payment option when the bankcard interchange network declines a Customer's transaction for reasons of fraud or other illegal use.

ONLINE CHECKING ACCOUNT PAYMENTS:

Customers can make a secure online checking account payment each month at the Company's web site. To use this payment option, Customers must provide NW Natural valid checking account information for the account from which payments are to be deducted. When making an online checking account payment, payments will be automatically deducted from Customer's bank account and credited to Customer's gas service account on the date specified by the Customer, or the following business day if the date specified is a weekend or Holiday. In the event that the payment is returned to NW Natural by the Customer's bank, the Company will issue a letter to the Customer advising them of the payment failure, and requiring that payment be made in cash, or by a cashier's check or money order. When any payment failure occurs, an NSF charge will be assessed to Customer's account at that time, and the account will be considered delinquent. Failure to pay will be cause for discontinuance of service.

GENERAL RULES AND REGULATIONS:

Service under this schedule is governed by the terms of this Schedule, the General Rules and Regulations contained in this Tariff, any other Schedules that by their terms or by the terms of this Schedule apply to service under this Schedule, and by all rules and regulations prescribed by regulatory authorities, as amended from time to time.

Issued January 10, 2014
NWN WUTC Advice No. 14-1

Effective with service on
and after March 1, 2014