

January 26, 2024

**VIA ELECTRONIC FILING**

Received  
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Jan 26, 2024

Kathy Hunter, Acting Executive Director & Secretary  
Washington Utilities and Transportation Commission  
621 Woodland Square Loop S.E.  
Lacey, Washington 98503

**Re: UG-230739—NW Natural Status on Arrearage Management Program (“AMP”) – Compliance with Order 01**

In compliance with Order 01 in UG-230739, Northwest Natural Gas Company, dba NW Natural (“NW Natural” or “Company”), provides the following updates on progress toward developing an AMP. Order 01 directed the Company to provide monthly updates. The work on an AMP for the month of January 2024 includes:

1. Formal internal AMP kick-off meeting scheduled for February 6, 2024.
2. Conducted three informal internal meetings.
3. Researched NW Natural’s past AMP programs and other utilities’ programs.
4. Scheduled meetings with other utilities on January 31, 2024 (Avista) and February 2, 2024 (Cascade Natural Gas) to discuss their programs.
5. Analyzed data on the potential financial impacts of an AMP program for customers.
6. Updated the GREAT Advisory Group on the AMP development activities at the January 26, 2024, meeting.

Please contact me at (503) 610-7546 if you have questions.

Sincerely,

*/s/ Amy Schulties*

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