

SUB 07/08/21

**NORTHWEST NATURAL GAS COMPANY**

WN U-6

Fifth Revision of Sheet C.2

Cancels Fourth Revision of Sheet C.2

**SCHEDULE C  
MISCELLANEOUS CHARGES**

(continued)

**DESCRIPTION OF CHARGES:**

**Late Payment Charge.** A late payment charge may be applied to Customer accounts not paid in full each month by the payment due date. The late payment charge will not apply to accounts if the balance is less than \$50.00, or to Equal Pay Plan or Time Payment Plan accounts that are current.

**Charge For Payment Not Honored.** A charge of fifteen dollars (\$15.00) will be applied each time a customer makes a payment on account that is not honored, for any reason, by a bank or other financial institution.

**Reconnection Charges.** A reconnection charge may be assessed for re-establishment of service to customer following the disconnection of service at the meter, or where Customer initiated a seasonal or temporary disconnection of service and is requesting service be restored at the same address within twelve (12) months. Before service will be re-established, all amounts then due and payable, including the reconnection charge, must be paid to Company at the Company's offices prior to 6:00 p.m., or, upon prior arrangement between Company and customer, shall be paid to the Company's representative at the time of visit. The service reconnection options are as follows:

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Customer Contact with Company	Service Reconnection Options	Charge
Monday-Thursday 7:00 a.m. to 6:00 p.m.	By 5:00 p.m. of the next day * Same Day after 5:00 p.m.**	\$25 \$50
Monday-Thursday after 6:00 p.m.	None ***	N/A
Friday before 3:00 p.m.	By 5:00 p.m. of the next day (Saturday) * Same Day after 5:00 p.m.**	\$25 \$50
Friday 3:00 p.m. to 6:00 p.m.	By the end of the next Business Day (Monday)* Friday after 6:00 p.m.** Saturday**	\$25 \$50 \$50
Monday-Friday after 6:00 p.m.	None***	N/A

\* Standard Reconnection. This time frame is subject to change for any cause not reasonably within the control of the Company. If the next day is a state-recognized holiday, then it will be the next Business Day  
 \*\* After Hours Reconnection.  
 \*\*\* Applicant must call on next Business Day to schedule the reconnection

**Field Collection Charges.**

**Disconnect Visit.** A charge of fifteen dollars (\$15.00) may be assessed to customer when the Company goes to the premise to disconnect service for non-payment and the visit does not result in termination of service.

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**Reconnect Visit.** A charge of fifteen dollars (\$15.00) may be assessed to customer when the Company is requested to go to the premise to reconnect service after a disconnect at the meter, should the visit not result in reconnection of service due to customer actions or inactions.

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**COVID-19 Pandemic Exception: The Company shall suspend its collection of Reconnection Charges and Field Collection Charges until 180 days after the resumption date of disconnections allowed under Governor Jay Inslee's Proclamation 20-23.16.**

(N)

(N)

**Charge For Meter Interference.** When the Company discovers that there has been interference with the meter or its connections at the customer's place of service, such that gas has been used in a manner which prevents it from being registered accurately on the meter, customer will be required to pay the cost of any repairs, replacement, or prevention devices required to be installed by the Company as a result of said interference, plus the amount of any unbilled gas determined to have been lost as a result of customer's interference, at the rates specified in the schedule under which customer took service at the time of the incident.

(continue to Sheet C.3)

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NWN WUTC Advice No. 21-03A

Effective with service on  
and after August 1, 2021