

NW NATURAL

Consumer Communication Expenses for the Test Year		
Twelve months ended September 30, 2007		
FERC 909		
Account	Communications	Total
20000	Salary & Overhead	\$203,912.51
21000	Bill Inserts	\$179,469.34
	Energy Saving Tips	\$36,784.55
	High-Efficiency Offer	\$8,962.64
	Comfort Zone	\$16,614.00
	Comfort Zone	\$14,004.00
	Comfort Zone	\$14,187.00
	Rights & Responsibilities	\$16,653.85
	Houseline Maintenance	\$2,409.30
	Comfort Zone	\$17,859.00
	Comfort Zone	\$14,479.00
	WARM Brochure	\$21,224.00
	Comfort Zone	\$15,029.00
	WA PGA	\$1,263.00
23000	Utility Information/Service	\$250,812.04
	Residential Welcome Packet (printing/postage)	\$65,842.48
	IVR	\$5,233.00
	Paperless Billing	\$7,863.65
	High-efficiency Communications/Collateral/PR	\$80,016.09
	Trench Specifications/Guidelines	\$6,691.90
	WARM Brochure	\$6,170.50
	Service/Price Information	\$7,871.34
	Houseline Maintenance	\$14,392.42
	LIEAP	\$6,350.75
	Customer Surveys	\$6,240.00
	Professional Services/Writing /Design	\$18,022.91
	Media Planning/Buying	\$26,117.00
24000	High-efficiency Fall Campaign	\$459,239.00
	TV Media	\$229,714.00
	Radio Media	\$48,609.00
	Web Media	\$59,606.25
	Print Media	\$16,200.00
	Print Production	\$12,781.00
	TV Production	\$69,905.00

NW NATURAL

Consumer Communication Expenses for the Test Year		
Twelve months ended September 30, 2007		
FERC 909		
Account	Communications	Total
	Radio Production	\$5,823.75
	Web production	\$16,600.00
25000	High-efficiency Winter Campaign	\$123,861.02
	Radio Media	\$67,709.00
	Web Media	\$35,282.14
	TV Production	\$4,485.00
	Radio Production	\$9,209.88
	Focus Group Testing	\$7,175.00
28000	Safety	\$395,786.83
	TV Media	\$183,500.00
	Print Media	\$73,313.97
	Radio PSA	\$1,040.00
	HCA/ROW Brochure	\$17,487.00
	Safety Brochure	\$19,555.35
	Emergency Officials Brochure	\$1,935.00
	School Program	\$15,342.18
	Communications/PR/mailings	\$17,697.33
	Events/Sponsorships	\$35,916.00
	Emergency Officials Training	\$30,000.00
29000	Telephone Directory	\$42,272.67
	Media	\$42,272.67
	Total	\$1,655,353.41

Test Year Summary

Total System for Test Year	\$1,655,353.41
Washington Test Year Expense (10.28% allocation factor)	\$170,143