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December 1, 2020

VIA ELECTRONIC FILING

Mark L. Johnson, Executive Director and Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop S.E.
Lacey, Washington 98503

Received
Records Management
12/02/20 08:32
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Re: U-200281—NW Natural’s Data Report Required By Order 01

Northwest Natural Gas Company dba NW Natural (NW Natural or Company) provides the enclosed data report in compliance with Order 01 in docket U-200281 and as outlined in the approved term sheet. Data is provided by month for the periods March 1, 2019 through December 31, 2019, and March 1, 2020 through September 30, 2020.

NW Natural notes the following items that are not included in this report:

- Item 2d – Disconnections – this item seeks the number of disconnections that would have occurred but for the disconnection moratorium. The Company is unable to provide this information because we simply do not have the data associated with this scenario. We will continue to explore options that may result in meaningful data for this item and will supplement our response if such data becomes available.
- Item 5 – Medical Certificates – this item seeks data related to customer accounts with medical certificates. NW Natural is unable to provide this information at this time because the data in our Customer Information System is for current medical certificates only and is not retained after the medical certificates expire; as a result, this data will need to be gathered by hand with manual records. The Company will continue to gather this data and will supplement our response when the data becomes available.
- Item 6 – Deposits – this item seeks data related to customers with deposits. At the time of filing, NW Natural was unable to verify some of the data associated with this item. We are continuing to review the data to identify and resolve discrepancies and will supplement our response when the deposit data can be verified.

The data provided includes five-digit zip code level. NW Natural has zip+4 data but is not providing it due to a concern for customer privacy as zip+4’s may often reflect one individual household or premise, enabling users to match confidential customer data and billing characteristics to an address or premise. In addition, the nature of this data would be voluminous, making this reporting cumbersome for users.

Please address correspondence on this matter to me with copies to the following:

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Rates & Regulatory Affairs
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Sincerely,

/s/ Natasha Siores

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Attachment:

U-200281-NWN-COVID-Data-Rpt-12-01-2020