

Dear «GreetingLine»:

Thank you for being a valued Interruptible Service customer, who helps balance available gas supply for all NW Natural customers, all year round. To prepare you for possible gas service interruptions, we request an updated Customer Emergency Contact List from our interruptible customers every year.

Enclosed is the Customer Emergency Contact Form. **Please complete, sign, scan and return the form to mast@nwnatural.com by Friday, October 16, 2020.** Note that the form has been updated. If you would like a copy of your last year's list please request it from your account manager or above email.

**Please return the signed form.** By returning the completed form, you confirm that you read and understand the curtailment process described in this letter, including the charge for unauthorized use.

#### **Emergency Contact Information**

Emergency gas service curtailments can occur at any time, and we must be able to immediately notify an authorized representative of your company. Please include all of your facility's Customer Emergency Contacts to ensure current, around-the-clock weekday, weekend and holiday contact email addresses and telephone numbers of authorized representatives. If possible, please provide multiple representatives.

NW Natural's Tariff outlines customer responsibility to maintain current emergency contact information as follows:

1. If any of your authorized representative contact information changes, it is your responsibility to submit a new Customer Emergency Contact List to NW Natural within five business days. The form is available online at [www.nwnatural.com/Business](http://www.nwnatural.com/Business), or you can request one from your account manager. (Specific language addressing customer responsibility is in the Pre-requisites to Service section of the individual rate schedules.)
2. If NW Natural is unable to issue a Curtailment Order either because the authorized representative information is not current or because NW Natural is unable to reach any authorized representatives, all gas used by your company within the Curtailment Period will be considered unauthorized gas.
3. NW Natural's inability to reach an authorized representative may result in a shift of the account to Firm Service, as well as unauthorized use charges.

#### **Curtailment Process—Please Note Notification Method Has Changed**

If curtailment is necessary, a NW Natural representative will **email** your authorized representatives. It may also be necessary for us to call your representative with the curtailment order. In that case, please note that by completing the Customer Emergency Contact List, your company has consented to the recording or any curtailment notification/conversation(s). If gas-restoration information is not provided at the time of the curtailment notification, you can obtain that information at [nwnatural.com/GasTransportation>Status](http://nwnatural.com/GasTransportation>Status).

#### **Steps to Take to Avoid Unauthorized Use Charges**

To avoid incurring unauthorized use charges, please be aware of the following steps:

1. Ensure that those on your Customer Emergency Contact List(s) are aware they are authorized to take NW Natural curtailment notification calls, and that they are trained and prepared to take the necessary steps at your facility to comply with a curtailment order.
2. Ensure that your authorized representatives are aware of the consequences of not complying with a curtailment order within the time specified in the curtailment notification email.
3. Unless otherwise stated, a curtailment order must be complied with within two hours of receiving notice, and all natural gas use must terminate. Any natural gas use after the time specified will be subject to the unauthorized-use charge detailed in NW Natural's Tariff Schedule C (currently \$10.00 per therm).
4. When NW Natural emails or calls your authorized representatives with a curtailment, it is your company's responsibility to discontinue natural gas consumption.

5. If your facility has alternate fuel capability, we recommend testing all alternate fuel equipment before a curtailment occurs. We also recommend verifying alternate fuel storage levels and maintaining the equipment in a state of readiness.
6. The above curtailment notification process is separate and distinct from entitlement notifications that Transportation Service customers receive. If you have any questions about how the entitlement process works and what it means to you as a transporter, please contact your account manager.

For your reference, our website includes NW Natural's entire Tariff:

- See specific language addressing emergency contacts and curtailment and Schedule C charges for failure to comply with a curtailment order:

For Oregon: [nwnatural.com/AboutNWNatural/RatesAndRegulations/OregonTariffBook](http://nwnatural.com/AboutNWNatural/RatesAndRegulations/OregonTariffBook), read General Rules and Regulations, Rule 13

For Washington: [nwnatural.com/AboutNWNatural/RatesAndRegulations/WashingtonTariffBook](http://nwnatural.com/AboutNWNatural/RatesAndRegulations/WashingtonTariffBook), read General Rules and Regulations Rule 16

- For customers receiving Transportation Service, please review the most current Gas Transportation Operating Policies and Procedures:

[nwnatural.com/Business/TransportationAndStorage/GasTransportation/GasTransportationProcedures](http://nwnatural.com/Business/TransportationAndStorage/GasTransportation/GasTransportationProcedures)

We appreciate your assistance preparing for curtailment services. Please contact me or your account manager if you would like advice or technical assistance from a NW Natural industrial field service technician. We appreciate your business and look forward to continuing to provide you with efficient, affordable natural gas.

Sincerely,



Nancy Lange  
Manager, Major Account Services  
Enclosure