

**NORTHWEST NATURAL GAS COMPANY**

P.U.C. Or. 25

Original Sheet 330-1

**SCHEDULE 330  
RESIDENTIAL BILL DISCOUNT PROGRAM –  
OPTIONAL FOR QUALIFYING CUSTOMERS**

**PURPOSE:**

The purpose of this schedule is to implement an optional bill discount program for income-qualifying residential customers.

**APPLICABLE:**

To all income-qualified Residential Customers taking service under Rate Schedule 2 of this Tariff. Income-qualified is defined as Customers with gross household income at or below 60% of Oregon State Median Income (SMI), adjusted for household size. For customers in single-person households, eligibility is extended to those with gross household incomes the greater of 60% SMI or full-time wages at Oregon minimum wage rates for Portland Metro area.

Pending operational readiness, this program will begin as early as October 1, 2022 and no later than November 1, 2022.

**BILL DISCOUNT:**

Participating income-qualified Customers will receive the following credit on their monthly bill:

	Income Qualifying	Bill Discount Percentage
Tier 0	0-15% SMI	40%
Tier 1	16-30% SMI	25%
Tier 2	31%-45% SMI	20%
Tier 3*	46%-60% SMI	15%

\* For customers in single-person households, Tier 3 eligibility is extended to those with gross household income that is the greater of 60% SMI or full-time wages at Oregon minimum wage rates for Portland Metro area.

**SPECIAL CONDITIONS:**

1. An Applicant for this bill assistance program must be the account holder and is required to provide an application that includes a self-declaration of household size and income. Household size reflects all permanent residents in the home, including adults and children. Qualifying income refers to total gross annual income, both taxable and nontaxable, from all sources for all persons in the applicant's household.
2. Renewal of a Customer's enrollment is required every two years. It is the customer's responsibility to notify the Company if there is a change in income qualification status.
3. NW Natural may also auto-enroll eligible customers that have received energy assistance or have participated in any of the Company's low-income programs with a Tier 3 bill discount. Auto-enrolled customers may provide additional information to qualify for higher tier discounts and must re-enroll every two years.
4. Participants that were not auto-enrolled may be subject to post-enrollment verification audit sampling, which may include a showing of proof of household size and income. Bill discounts may be suspended for Customers found to be ineligible or non-responsive during post-enrollment audits. Customers may re-apply for this program upon providing verification of eligibility.

(continue to Sheet 330-2)

Issued July 6, 2022  
NWN OPUC Advice No. 22-02A

Received  
Filing Center  
JUL 06 2022

Effective with service on  
and after July 15, 2022

(N)

(N)

---

**SCHEDULE 330  
RESIDENTIAL BILL DISCOUNT PROGRAM –  
OPTIONAL FOR QUALIFYING CUSTOMERS**

**SPECIAL CONDITIONS (continued):**

5. Customers are only eligible to receive bill credits under this rate schedule at one residential location at any one time and only for new charges billed after enrollment or re-enrollment.

**GENERAL TERMS:**

This Schedule is governed by its terms, the General Rules and Regulations contained in this Tariff, any other Schedules that by their terms or by the terms of this Schedule apply to service under this Schedule, and by all rules and regulations prescribed by regulatory authorities, as amended from time to time.

(N)

(N)

Issued July 6, 2022  
NWN OPUC Advice No. 22-02A

Received  
Filing Center  
JUL 06 2022

Effective with service on  
and after July 15, 2022