
GENERAL RULES AND REGULATIONS
(continued)

Rule 11. Disconnection and Reconnection of Service – By Company.

The following shall be cause for a Disconnection of Service by the Company:

- (a) Failure to pay Tariff or price-listed charges for services rendered;
- (b) Meter tampering, diverting service, or other theft of service;
- (c) When a Customer is found to have provided false identification to establish service, continue service, or verify identity;
- (d) Failure to pay a deposit under the terms of **Rule 6**;
- (e) Failure to abide by the terms of a Time Payment Agreement;
- (f) For a delinquent collect balance on an Equal Pay Plan;
- (g) The existence of hazardous or unsafe conditions; or
- (h) Failure to provide access to the Company's meter or other Distribution Facilities; or
- (i) Other applicable reasons set forth in the Commission Rules.

The Company will not disconnect service for non-payment on Friday, Saturday, Sunday, on a holiday, or the day preceding a state- or utility-recognized holiday.

In addition, the Company will not disconnect service to a Residential Customer for non-payment when the daily high temperature forecast in a given geographic area is reported by the Company's approved weather reporting service to be less than 32 degrees Fahrenheit. The NWN Weather Zones identified in Rule 24 of this Tariff define the geographic areas to be used for purposes of this provision. The decision to hold disconnections of service will be made by 8:00 a.m. each morning and will apply only to the specific geographic area(s) that meet the temperature threshold. Any disconnection of service placed on hold due to this provision shall be re-scheduled for completion on the next available business day as weather and operational conditions allow, subject to the restrictions and limitations identified in this Rule 11.

A Customer that receives a Disconnection of Service notice for non-payment may be eligible to enter into a Time Payment Agreement designed to bring their account current. The Time Payment Agreements available to Customers are described in **Rules 9 and 9A**.

Notice of Disconnection of Service

Non-payment

The Company will issue no fewer than two notices to Commercial Schedule 3 Customers and Residential Customers before a Disconnection of Service is initiated by the Company for non-payment. The first notice will give the Customer at least twenty (20) calendar days following the day the notice was mailed to make payment or payment arrangements. The second notice will give the Customer at least five (5) Business Days following the date of mailing before service will be disconnected. (N) (C)

If the notice is for non-payment of a deposit, Customer or known Applicant will have no fewer than five (5) Business Days after mailing or delivery of the notice to make payment before service is disconnected. (C)

(continue to Sheet RR-11.1)

NORTHWEST NATURAL GAS COMPANY

P.U.C. Or. 25

Second Revision of Sheet RR-11.1
Cancels First Revision of Sheet RR-11.1

GENERAL RULES AND REGULATIONS

(continued)

Rule 11. Disconnection and Reconnection of Service – By Company (continued).

Notice of Disconnection of Service; Non-payment (continued)

A Residential Customer with a bona fide medical condition will be given an additional five (5) Business Days to submit an emergency medical certificate before service will be disconnected. The emergency medical certificate must comply with the terms and conditions set forth in **Rule 10** of this Tariff.

The Company will attempt to contact the Customer on the day the service is scheduled to be disconnected. If service is disconnected, a notice stating the requirements for service reconnection will be left in a conspicuous place at the residence.

Notice to Commercial Schedule 3 Customers will be provided as described above; service to other Non-Residential Customers may be disconnected for non-payment on not less than five (5) Business Days written notice. (N)(T)

False Identification

When the Company determines that an account was established with false identification within sixty (60) calendar days from the date the false identification was given to the Company, the Company will notify the Customer that valid identification must be submitted within five (5) Business Days from the date the notice was mailed.

When more than sixty (60) calendar days have passed from the date the false identification was given to the Company, the notice will require that valid identification be submitted within fifteen (15) Business Days following the date the notice was mailed.

If the Customer fails to provide valid identification in the form required by **Rule 2** within the time indicated on the notice, the Company may disconnect service without further notice.

Other

For any other cause for a Disconnection of Service, the Company will issue one notice to a Customer before service is disconnected. The notice will give the Customer at least five (5) Business Days prior to the date service is scheduled to be disconnected to take appropriate actions to prevent the Disconnection of Service.

Advance notice is not required when the Disconnection of Service is for emergencies where life or property is in danger or for additional reasons as set forth in this Rule.

(continue to Sheet RR-11.2)

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Third Revision of Sheet RR-11.2
Cancels Second Revision of Sheet RR-11.2

GENERAL RULES AND REGULATIONS

(continued)

Rule 11. Disconnection and Reconnection of Service – By Company (continued).

Reconnection of Service

Customer must first satisfy the requirements for reconnection of service as set forth in this provision before the Company will reconnect service following a Disconnection of Service performed under this Rule.

Except as otherwise provided in **Schedule C** of this Tariff, the Company will reconnect service by the end of the next Business Day.

If the Disconnection of Service was the result of a Company action, such as maintenance or repair of Company facilities, then service will be reconnected as soon as reasonably possible and the requirements for reconnection of service set forth in this provision do not apply.

Residential Requirements - Reconnect within 20 days of Disconnection.

Where the Disconnection of Service was for non-payment, Customer/Applicant must first pay at least one-half of all past due amounts, except any past due deposit payments must be paid in full, plus any new deposit amount due, plus the applicable service reconnection charge set forth in **Schedule C**.

If Disconnection of Service was for theft, Customer/Applicant must pay in full all amounts owed by Customer/Applicant, including amounts owed for gas used but not billed, and any amounts due for damage to the Company's meter or other Distribution Facilities, as set forth in **Schedule C**.

Non-Residential Requirements – Reconnect within 20 days of Disconnection

Where Disconnection of Service was for non-payment, Customer/Applicant must first pay all past due amounts, plus any deposit amounts, plus the service reconnection charge set forth in **Schedule C**.

If Disconnection of Service was for theft, Customer/Applicant must pay in full all amounts owed by Customer/Applicant, including amounts owed for gas used but not billed, and any amounts due for damage to the Company's meter or other Distribution Facilities, as set forth in **Schedule C**.

Residential and Non-Residential Requirements- Reconnect more than 20 days of Disconnection

When more than twenty (20) days have passed before a reconnection of service is requested following a Disconnection of Service under this Rule, a new service application, as set forth in General **Rule 2** of this Tariff, will be required before service will be reconnected. Applicant must pay in full all amounts owed from the date of Disconnection of Service, plus any deposit amount, plus the service reconnection charge set forth in **Schedule C**.

If more than twelve (12) consecutive Billing Months have passed since the date of Disconnection of Service, then the Company will treat the request as a new application for service subject to the **Rule 2** and the provisions of this **Rule 11** do not apply.

(continue to Sheet RR-12)

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Issued by: **NORTHWEST NATURAL GAS COMPANY**

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