
SCHEDULE 350
ENERGY EFFICIENCY SERVICES AND PROGRAMS – RESIDENTIAL AND COMMERCIAL**APPLICABLE:**

This program is intended to provide an economical and effective means of conserving Natural Gas through the reduction of heat loss in Residential dwellings and Commercial buildings and in the improvement of the efficiency of space heating, water heating, and energy utilization of the dwellings. This Tariff is in compliance with ORS 469.631 et seq. and with Orders No. 81-778, No. 85-619, No. 85-639, No. 85-891, No. 85-896, No. 91-822, No. 02-624 and No. 12-408 of the Commission.

AVAILABLE:

In all territory served by the Company under the Tariff of which this program is a part.

ENERGY EFFICIENCY SERVICES:

The Company will provide to its Residential and Commercial Customers, general and technical information about energy efficiency services offered by the Company, and about energy efficiency programs available through the Energy Trust of Oregon (Energy Trust), that will improve the efficiency of space heating and energy utilization of Residential dwellings and Commercial buildings. This information may be provided through the use of bill inserts, displays (all offices), booklets, handouts, advertisements, and industry and public agency literature.

Advice concerning the advantages or disadvantages of various methods of saving energy will be available through trained Company personnel upon request of Residential and Commercial Customers. Thermal insulation standards of the American National Standards Institute, the International Conference of Building Officials, and American Society of Heating, Refrigeration and Air Conditioning Engineers will be the basis for any technical advice. The Company will provide qualified speakers on energy efficiency subjects for any group desiring this assistance.

ENERGY EFFICIENCY PROGRAMS:

Energy efficiency programs will be available to customers directly through a designated third-party provider(s) or from the Company, as approved by the Commission. The Energy Trust of Oregon is an approved provider of energy efficiency program under this Schedule, and is authorized to deliver and administer certain energy efficiency programs to NW Natural's Customers. To participate in Energy Trust programs, Customers may contact the Energy Trust directly, or a NW Natural representative will connect the Customer upon request.

CUSTOMER NOTIFICATION:

Residential and Commercial Customers will be notified annually by "bill insert" that (1) information on energy efficiency is available from the Company; (2) that certain energy efficiency programs are available through the Energy Trust; (3) how to obtain energy efficiency information from the Company; and (4) how to contact the Energy Trust.

Notification to rental unit owners will be made by mail when a tenant who is a Customer: (a) requests that the material be mailed to the owner; and (b) furnishes the owner's name and address with the request.

GENERAL TERMS:

This Schedule is governed by the terms of this Schedule, 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.

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and after November 1, 2012