

# NORTHWEST NATURAL GAS COMPANY

WN U-6

Second Revision of Sheet 5.1

Cancels First Revision of Sheet 5.1

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## GENERAL RULES AND REGULATIONS

(continued)

### **Rule 5. Disconnection and Reconnection Procedures.**

The following shall be cause for Company to disconnect service to any customer: (a) for failure to pay Tariff or price-listed charges for services rendered; (b) for 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) for failure to pay a deposit under the terms of RULE 3; (e) for failure to abide by the terms of a time payment agreement; (f) for a delinquent collect balance on an Equal Pay Plan; (g) for hazardous or unsafe conditions; or (h) for certain other reasons set forth in the Rules of the Washington Administrative Code (hereinafter referred to as "WUTC Disconnection Rules"). Residential customers will be given the opportunity to enter into a time payment agreement designed to bring their account current before service will be disconnected. The payment plans available to customers are described in RULE 4 of this Tariff. The Company will not disconnect service on, or the day prior to, a weekend or holiday.

#### **Disconnection of Service**

If at any time the Company finds that the identification provided by a Residential Customer was false at the time the Customer: (a) established new service, (b) re-established service following a disconnection, (c) continued service at a new service address, (d) or for any other reason was required to provide proof of identification, the Company may disconnect service. If the false identification is found more than sixty (60) days from the date of Customer contact, the Company will issue a notice requiring the Customer to provide valid identification within fifteen (15) business days following the date the notice was mailed. If the false identification is found within sixty (60) days from the date of Customer contact, the Company will issue a notice requiring the Customer to provide valid identification within five (5) business days following the date the notice was mailed. If the Customer fails to provide valid identification in the form required by Rule 1 within the time indicated on the notice, the Company will disconnect service without further notice.

Except as otherwise allowed under WAC 480-90-128(2) or as otherwise specified in this General Rule, the Company shall issue a disconnect notice to customer prior to disconnecting service. Except as provided below, the Company will make no fewer than two attempts to contact a customer before disconnecting service. The first notice will give the customer no fewer than eight (8) business days following the day the notice was mailed to make payment or payment arrangements before service is disconnected. If the disconnect notice is personally delivered to customer, customer will have no fewer than two (2) business days following the day notice was delivered to make payment or payment arrangements before service is disconnected. Prior to disconnecting service, Company will attempt to contact the customer in person, by telephone, or by additional written notice. If by telephone, at least two attempts will be made to contact customer on the day the Company expects to disconnect service. If contact is not made, a written notice will be mailed and the Company will give at least three (3) business days following the date of mailing before disconnecting service. If by additional written notice, the Company will give at least three (3) business days following the date of mailing before disconnecting service.

If the disconnect notice is for nonpayment of a deposit, customer will have no fewer than six (6) business days after mailing or delivery of the notice to customer before service is disconnected.

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GENERAL RULES AND REGULATIONS  
(continued)

**Rule 5. Disconnection and Reconnection Procedures** (continued).

Advance notice of disconnection is not required when disconnection is for meter tampering, diverting service, other theft of service, or for hazardous or unsafe conditions.

A residential customer who can certify that a medical emergency exists will be given an additional five (5) business days to obtain an emergency medical certificate before service will be disconnected. See RULE 6 for more information on emergency medical certificates.

When a Customer makes a payment subsequent to the issuance of a notice to disconnect service due to nonpayment, whether payment is made to prevent a disconnection of service or to reactivate service that was disconnected, and the payment is not honored by the bank or other financial institution, the account will be deemed unpaid. The Company will attempt to notify the Customer in person, by telephone, or by written notice, of the payment failure and the Customer will have one Business Day to correct the failure. If a valid payment is not received, service to the Customer may be disconnected after the due date of the previously issued five (5) day notice, and without further written notice. This process may proceed separate from the normal notice process described herein.

**Reconnection of Service**

Customer or Applicant must first satisfy the requirements and request reconnection before the Company will schedule a reconnection of service. Upon satisfaction of the requirements for reconnection, service will be scheduled for reconnection in accordance with the Customer's elected reconnection option, as set forth in Schedule C.

If the service disconnection was due to a Company action, such as maintenance or repair of Company facilities, then service will be reconnected as soon as reasonably possible and the terms and conditions set forth in this provision will not apply.

**Residential**

Where service was disconnected for non-payment, Customer/Applicant must at a minimum pay any deposit amount due plus the service reconnection charge

If service was disconnected for theft, Customer/Applicant must pay in full all amounts owed by Customer/Applicant, plus any applicable Schedule C charges, and any amounts due for damage to the Company's meter or other Distribution Facilities.

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GENERAL RULES AND REGULATIONS

(continued)

**Rule 5. Disconnection and Reconnection Procedures** (continued).

**Reconnection of Service (continued)**

Non-Residential

Where service was disconnected for non-payment, Customer/Applicant must first pay all past due amounts, plus any deposit amounts, plus the service reconnection charge.

If service was disconnected for theft, Customer/Applicant must pay in full all amounts owed by Customer/Applicant, plus any applicable Schedule C charges, and any amounts due for damage to the Company's meter or other Distribution Facilities.

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

A new service application, as set forth in General Rule 1 of this Tariff, will be required before service will be reconnected for any residential or non-residential applicant that requests reconnection of service at the same address more than 20 days from the date the service was disconnected. Applicant must pay any deposit amount plus the service reconnection charge before service will be reconnected.

If the request for reconnection comes more than twelve (12) months from the date of disconnection, the reconnection charge set forth in Schedule C shall not apply.

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