Billed Account Timeline
Guide to Keeping Service Active
CHART FOR CONTINUED ACTIVE GAS SERVICE

Bill Renders - Customer Billed

START

- Paperless
- Mail

Bill due in 21 days

BILL PAID?

Yes → Payment Received Via Post Mail

No → Payment Received Via Phone

Payment Received Via Website

Payment Received Via PayStation

NO DISCONNECTION GAS REMAINS ON

Initial Collection Review (7 Days After due date)

BILL PAID?

Yes

Customer set-up a Payment Plan

No → Customer Service

20-Day Delinquent Notice Mailed

BILL PAID?

Yes → Customer received Energy Assistance

No → Urgent 5-Day Delinquent Notice Mailed

BILL PAID?

Yes → No disconnection
Gas remains ON
Collected payment in field

No → GAS OFF
Step 1

Account is Billed

Current charges are due in 21 Calendar Days
# Billing Statement in a Glance

**Quick Reference Information**

<table>
<thead>
<tr>
<th>Account Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Bill Date** 3/24/2023

**Bill Inquiries** 800-422-4012

**Current Charges Due** 4/14/2023

**AMOUNT DUE** $318.00

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**Usage Summary**

<table>
<thead>
<tr>
<th>Meter</th>
<th>Actual Read</th>
<th>Units of gas</th>
<th>Billing Factor</th>
<th>Therms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6969</td>
<td>98</td>
<td>x</td>
<td>105.8</td>
</tr>
<tr>
<td></td>
<td>6871</td>
<td>28 days</td>
<td></td>
<td></td>
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</tbody>
</table>

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**NW Natural Account Summary**

<table>
<thead>
<tr>
<th>Previous Balance</th>
<th>$795.28</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment(s) Received</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subtotal Balance Forward</th>
<th>$795.28</th>
</tr>
</thead>
</table>

**Current Charges**

<table>
<thead>
<tr>
<th>Monthly Service Charge Rate 02R</th>
<th>5.14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas Usage</td>
<td>119.60</td>
</tr>
<tr>
<td>Schedule 335 Fee</td>
<td>0.11</td>
</tr>
</tbody>
</table>
A Past Due Notice is mailed

Seven (7) calendar days after the due date with no payment received, a 20-day Past Due Notice is mailed.
20-Day Past Due Notice in a glance

Ways to pay:
1. Online at nwnatural.com
2. By phone at 833-347-2116, through our payment processor Paymentus
3. Authorized pay stations listed at nwnatural.com/pay-in-person

PAY THIS AMOUNT
$ 318.00

PAYMENT ADDRESS:
PO Box 6017
Portland OR 97226

TO AVOID DISCONNECTION YOU NEED TO PAY $ 318.00 BY 6 P.M. MAY 12, 2023.

ACCOUNT NUMBER

PAST DUE TOTAL TO AVOID DISCONNECT
$ 318.00  $ 318.00

NW NATURAL
DATE ISSUED 4/21/2023

PORTLAND OR
Communication is Critical
Opportunities to Communicate

1. To Make A Payment
   - Pay By Mail
     PO Box 6017
     Portland OR 97228
   - Pay By Phone
     833-347-2116
   - Pay Online
     www.nwnatural.com
   - Pay-In-Person
     Authorized PayStations

2. To Make Payment Arrangements
   - Set-up Time Payment Plans
   - Apply for Energy Assistance
   - Apply for Bill Discount Program
An Urgent Final Disconnect Notice is mailed

Six (6) business days before the due date of the Past Due Notice with no payment received, an Urgent Final Disconnect Notice is mailed with the same due date as the Past Due Notice.
DO NOT mail your payment
Pay your bill only at the listed authorized stations or online at nwnatural.com for immediate posting. (Payments made at unlisted, unauthorized locations or 3rd party online banking sites will be delayed by 3-5 business days).

2. If you are not currently on a time payment plan, you will be able to avoid disconnection by making a down payment toward one of two available time payment plans that will spread out your payments over 12 months.

3. If you cannot pay directly or through a time payment plan you may be eligible for bill payment assistance. See the enclosed brochure for a list of agencies.

4. If you have a dispute with this bill, call us at 1-800-422-4012. If we are unable to resolve your dispute, you may call the Consumer Services Section of the Public Utility Commission at 503-378-5600 or 1-800-522-2404 or 711 TTY.

5. If you are on Equal Pay or Level Pay Plan, it may be cancelled if you do not bring the plan amount current. If the amount to avoid disconnection is not paid, you may be disconnected for nonpayment.

URGENT FINAL DISCONNECT NOTICE

<table>
<thead>
<tr>
<th>ACCOUNT NUMBER</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>PAST DUE TOTAL</th>
<th>TO AVOID DISCONNECT</th>
</tr>
</thead>
<tbody>
<tr>
<td>$ 318.00</td>
<td>$ 318.00</td>
</tr>
</tbody>
</table>

DATE DUE: 5/12/2023

PORTLAND OR 97203-6131
Communication is Critical
Opportunities to Communicate

1 To Make A Payment

- Pay By Mail
  PO Box 6017 Not an option at this point
  Portland OR 97228

- Pay By Phone
  833-347-2116

- Pay Online
  www.nwnatural.com

- Pay-In-Person
  Authorized PayStations

2 To Make Payment Arrangements

- Set-up Time Payment Plans

- Apply for Energy Assistance

- Apply for Bill Discount Program
Account Scheduled for Disconnection

Prior to disconnection for non-payment, NW Natural Field Representative attempts to communicate with customer.
Communication is Critical
A NW Natural Field Representative tries to communicate.

1. Accepts payments
   - Accepts Check Payment
   - Accepts Cash Payment

2. Make Payment Arrangements
   - Set-up Time Payment Plans
   - Seek Energy Assistance
   - Advise of illness in the household
Step 5

Account Disconnected for non-payment

A NW Natural Field Representative goes out to the property to shut-off the gas service.
Reasons for Disconnection for Non-Payment

1. Lack of payment Unable to make a payment.
2. Lack of communication for payment arrangements.
3. Lack of communication for pending energy assistance.
4. Lack of communication associated with reasons to prevent disconnection.
NW Natural Residential Billed Account Timeline: Guide to Keeping Service Active

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