

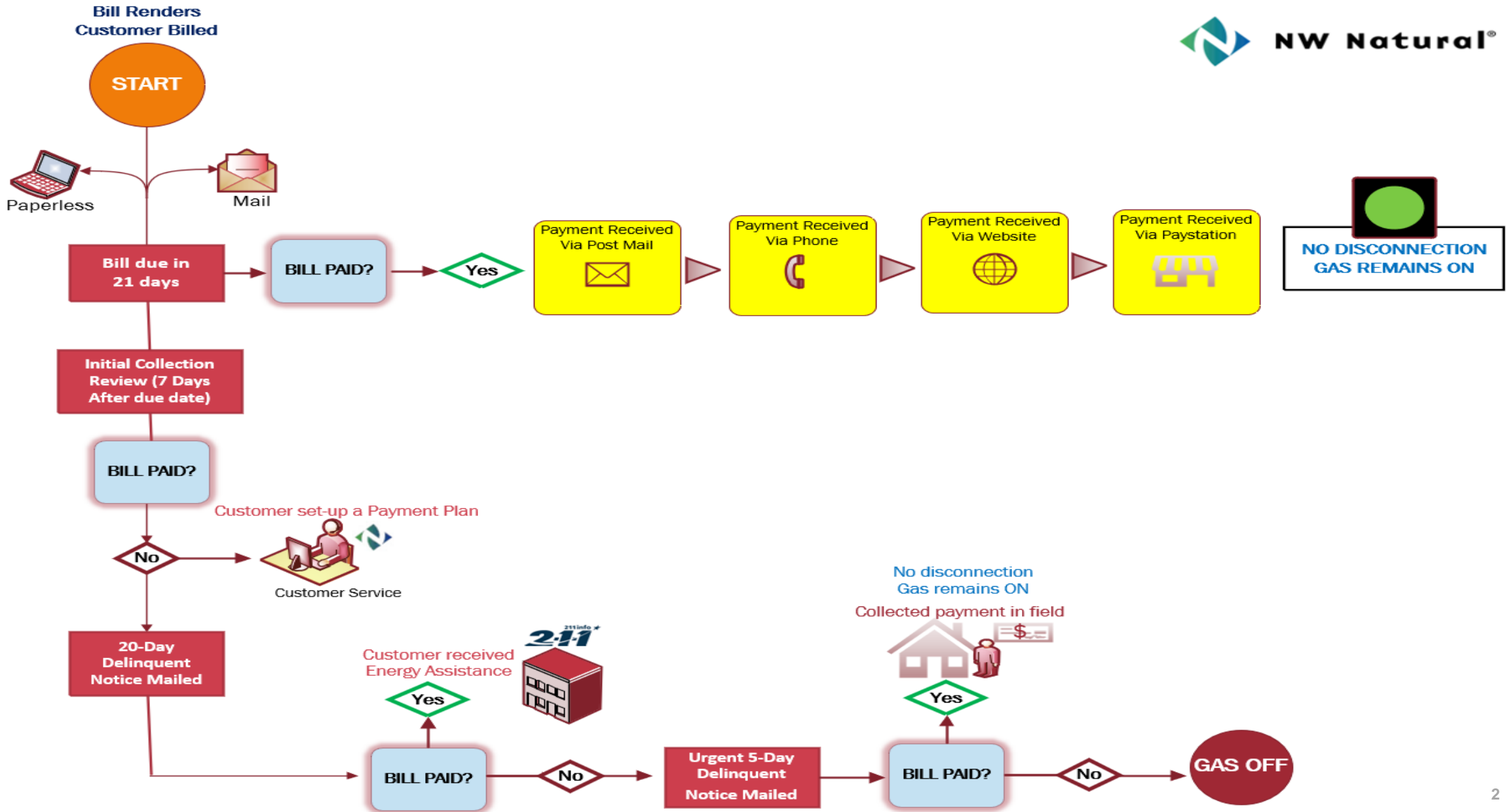
Billed Account Timeline Guide to Keeping Service Active



Energy Assistance Team



CHART FOR CONTINUED ACTIVE GAS SERVICE



Step 1



Account is Billed

Current charges are due in 21 Calendar Days



Billing Statement in a Glance



Quick Reference Information

Account Number

Bill Date

3/24/2023

Bill Inquiries

800-422-4012

Current Charges Due

4/14/2023

AMOUNT DUE

\$318.00

Customer Statement For Service At:

Portland, OR 97233-1326

USAGE SUMMARY

Meter		
Actual Read	6969	3/24/23
Actual Read	- 6871	2/24/23
Units of gas	98	28 days
Billing Factor	x 1.080	
Therms	105.8	

NW NATURAL ACCOUNT SUMMARY

Previous Balance \$795.28

Payment(s) Received .00

Subtotal Balance Forward \$795.28

Current Charges

Monthly Service Charge Rate 02R 5.14

Gas Usage 105.8 @ 1.13052 119.60

Schedule 335 Fee .11

Step 2



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 97228

every 6 or 12 months depending on the illness. A qualified medical professional means a licensed physician, nurse practitioner, or physician's assistant authorized to diagnose and treat the medical condition without physician supervision.

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 503-378-6600 or 1-800-522-2404 or 711 TTY.

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

**PAST DUE
NOTICE**

ACCOUNT NUMBER

PAST DUE TOTAL	TO AVOID DISCONNECT
\$ 318.00	\$ 318.00

PORTLAND OR



NW NATURAL

DATE ISSUED 4/21/2023

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

Step 3



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.

5-Day Urgent Final Disconnect Notice in a glance



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).

I

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 503-378-6600 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

ACCOUNT NUMBER

PAST DUE TOTAL	TO AVOID DISCONNECT
\$ 318.00	\$ 318.00

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

Step 4



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.

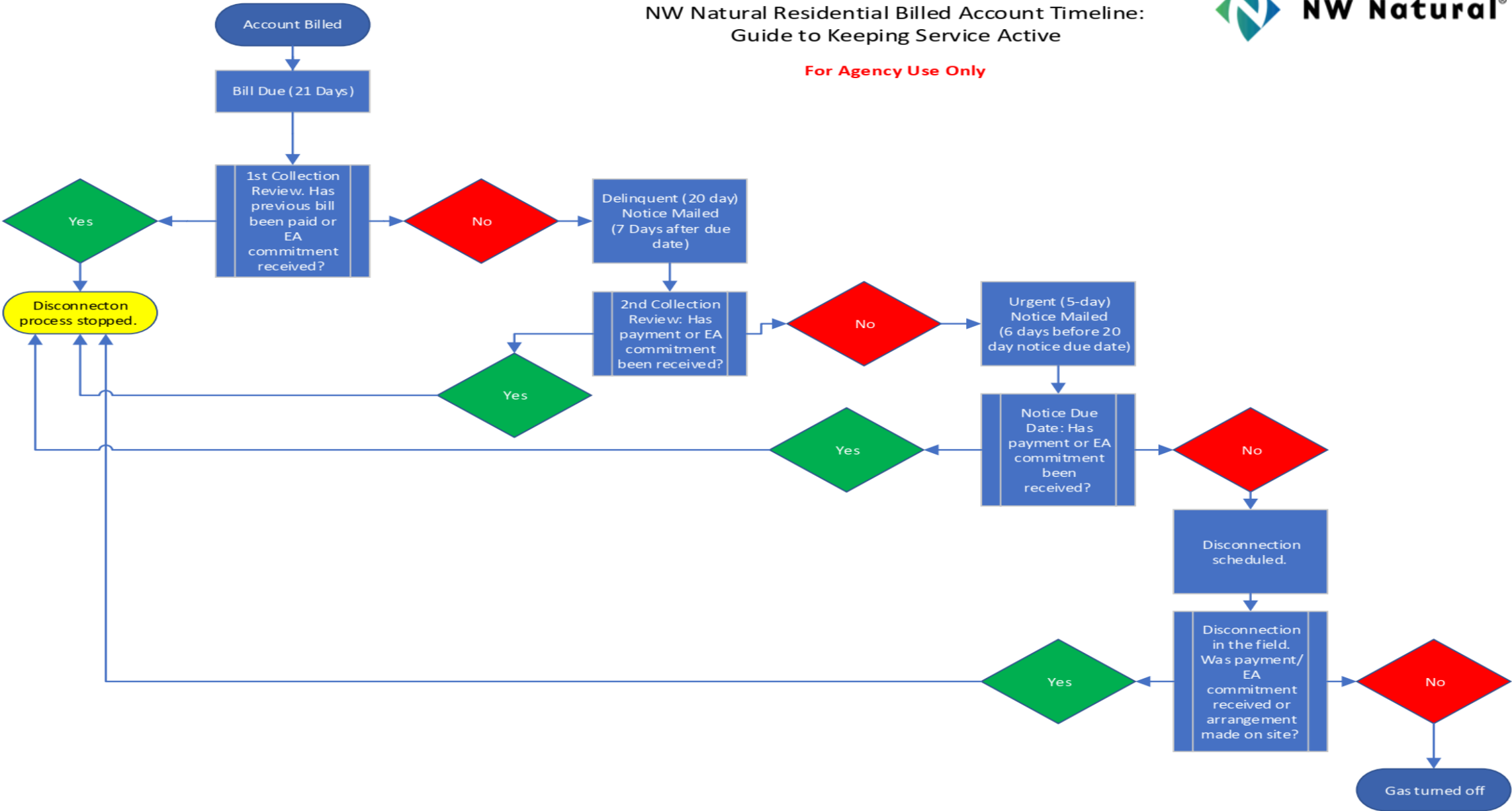
Reasons for Disconnection for Non-Payment



NW Natural Residential Billed Account Timeline: Guide to Keeping Service Active



For Agency Use Only





Q & A