Oregon Public Utility Commission

e-FILING REPORT COVER SHEET

COMPANY NAME: NW Natural

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? ■ No ☐ Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type: ☐ RE (Electric) ☐ RG (Gas) ☐ RW (Water) ☐ RT (Telecommunications)
◆ RO (Other, for example, industry safety information)

Did you previously file a similar report? ☐ No ■ Yes, report docket number: RO 16

Report is required by: ■ OAR 860-021-0408
☐ Statute
■ Order 26-181
Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)
☐ Other
(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case? ☐ No ■ Yes, docket number: RO 16

List Key Words for this report. We use these to improve search results.

Energy Burden

Send the completed Cover Sheet and the Report in an email addressed to PUC.FilingCenter@state.or.us

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.

Print

NW Natural®

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Portland, OR 97204

503-226-4211
nwnatural.com

November 12, 2026

VIA ELECTRONIC FILING

Public Utility Commission of Oregon Attn: Filing Center
201 High Street SE, Suite 100 Post Office Box 1088
Salem, OR 97308-1088

Re: RO 16 – Energy Burden Metrics Report OAR 860-021-0408

In compliance with OAR 860-021-0408 Northwest Natural Gas Company, dba NW Natural, submits the enclosed Energy Burden Metrics Report for the Third Quarter of 2026, using the template provided by Public Utility Commission of Oregon Staff. NW Natural additionally provides supplemental metrics outlined in Order No.26-181 that include:

1. Specific dates when OAR 860-021-0407 and -0406 moratoriums were in effect within each service territory zone;
   For months during which the utility's 12-month rolling average disconnection rate exceeded 0.1 percent:
2. Monthly count of non-payment disconnections in affected service territory zone(s) subject to a disconnection moratorium under OAR 860-021-0407 or OAR 860-021-0406 on the day before the moratorium begins.
3. Monthly count of reconnections for income-qualified and medical certificate accounts in affected service territory zone(s) subject to an active disconnection moratorium under OAR 860-021-0407 or OAR 860-021-0406.

Please address correspondence on this matter to me, with copies to the following:

eFiling
Rates & Regulatory Affairs
NW Natural
250 SW Taylor Street
Portland, Oregon 97204
Telephone: (503) 610-7330
Email: eFiling@nwnatural.com

Sincerely,

/s/ Melissa Martin

Melissa Martin
Regulatory Advisor
NW Natural
250 SW Taylor Street
Portland, OR 97204

Telephone: (503) 610- 7645
Email: melissa.martin@nwnatural.com

Enclosures

Oregon Public Utility Commission

Docket No. RO 16 - Energy Burden Metrics Report

Table 1: Utility Information

Line No.	Field	Response
1	Utility Name	NW Natural
2	Reporting Period	Third Quarter 2026
3	Date of Submission	

Table 2: Arrearage Information

Line No.	**Month**	July	Aug	Sept
	Year	2026	2026	2026
1	Total Customers in Arrears	54,213.00	55,660.00	55,318.00
2	31-60 Days in Arrears	25,271.00	22,665.00	22,106.00
3	61-90 Days in Arrears	12,064.00	13,146.00	11,148.00
4	91 or More Days in Arrears	16,878.00	19,849.00	22,064.00
5	Total Arrears Balance	$ 4,371,446.48	$ 4,175,374.70	$ 3,884,390.01
6	31-60 Days in Arrears	$ 1,853,804.18	$ 1,517,871.57	$ 1,439,554.94
7	61-90 Days in Arrears	$ 983,246.83	$ 976,461.78	$ 789,597.12
8	91 or More Days in Arrears	$ 1,534,395.47	$ 1,681,041.35	$ 1,655,237.95
9	Total number of customers enrolled in Time Payment Arrangements (TPA) or other extended payment plans	6,580	6,336	6,050

Table 3: Disconnection Information

Line No.	**Month**	July	Aug	Sept
	Year	2026	2026	2026
1	Total number of active residential accounts	651,589	650,728	651,054
2	Total number of service disconnections for non-payment	1,302	778	720
3	Percentage of accounts with service disconnections for non-payment	0.20%	0.12%	0.11%
4	Total number of disconnection notices sent to residential customers	10,946	8,446	7,530
5	Total number of bill discount recipient service disconnections for non□payment	389	279	213
6	Total number of energy assistance recipient service disconnections for non□payment	37	28	23
7	Total number of service disconnections for non-payment on medical certificate holder accounts	0	0	0

Table 3 Continued: Disconnection Information

Line No.	Month	July	Aug	Sept
	Year	2026	2026	2026
8	Number of service reconnections following a service disconnection for non-payment on the same day or next calendar day following disconnection	407	230	252
9	Number of service reconnections following a service disconnection for non-payment that occur more than one day and within 7 calendar days following disconnection	248	171	152
10	Number of days on which the energy utility was required to impose a moratorium on service disconnection for severe weather as required by OAR 860-021-0407	0	5	2

Table 4: Usage and Bill Information

Line No.	Month	July	Aug	Sept
	Year	2026	2026	2026
1	Total Residential Usage	9,194,168.30	7,598,092.40	9,022,143.50
2	Average Residential Usage	14.12	11.68	13.86
3	Average Residential Bill	$ 35.47	$ 31.89	$ 35.05

Table 5: Bill Discount Program Information

Line No.	**Month**	July	Aug	Sept
	Year	2026	2026	2026
1	Total number of residential customers which received a bill discount	52,269	52,123	52,110
2	Tier 1	12,492	12,446	12,464
3	Tier 2	15,339	15,344	15,336
4	Tier 3	14,225	14,133	14,095
5	Tier 4	10,213	10,200	10,215
6	Tier 5	-	-	-
7	Total dollars provided to bill discount program participants	$ 681,841.02	$ 608,669.72	$ 675,875.13
8	Tier 1	$ 55,573.46	$ 49,652.32	$ 55,344.85
9	Tier 2	$ 138,923.88	$ 124,795.27	$ 138,564.03
10	Tier 3	$ 215,810.56	$ 191,317.55	$ 212,845.27
11	Tier 4	$ 271,533.12	$ 242,904.58	$ 269,120.98
12	Tier 5	$ -	$ -	$ -
13	Total bill discount program costs	$ 681,841.02	$ 608,669.72	$ 675,875.13
14	Incremental administrative costs	$ -	$ -	$ -
15	Applied Credits	$ 681,841.02	$ 608,669.72	$ 675,875.13
16	Total number of new enrollments	1,057	1,009	967
17	Total number of disenrollments	1,005	1,142	890

Table 5 Continued: Bill Discount Program Information

Line No.	**Month**	July	Aug	Sept
	Year	2026	2026	2026
18	Average bill discount program participant usage	13.35	11.07	13.23
19	Tier 1	12.92	10.64	12.79
20	Tier 2	13.25	11.00	13.15
21	Tier 3	13.35	11.06	13.23
22	Tier 4	14.07	11.73	13.87
23	Tier 5	-	-	-
24	Pre-discount average bill discount program participant bill	$ 34.02	$ 30.88	$ 33.73
25	Tier 1	$ 34.62	$ 30.95	$ 33.86
26	Tier 2	$ 34.68	$ 31.33	$ 34.22
27	Tier 3	$ 34.80	$ 31.39	$ 34.42
28	Tier 4	$ 31.22	$ 29.41	$ 31.91
29	Tier 5	$ -	$ -	$ -
30	Post-discount average bill discount program participant bill	$ 20.97	$ 19.19	$ 20.76
31	Tier 1	$ 30.16	$ 26.96	$ 29.42
32	Tier 2	$ 25.63	$ 23.20	$ 25.17
33	Tier 3	$ 19.62	$ 17.81	$ 19.32
34	Tier 4	$ 4.63	$ 5.60	$ 5.54
35	Tier 5	$ -	$ -	$ -

Table 5 Continued: Bill Discount Program Information

Line No.	**Month**	July	Aug	Sept
	Year	2026	2026	2026
36	Total number of bill discount program participants with an arrearage balance	11,833	11,729	11,609
37	31-60 Days in Arrears	3,466	3,014	3,042
38	61-90 Days in Arrears	2,595	2,503	2,117
39	91 or More Days in Arrears	5,772	6,212	6,450
40	Total arrears balance of program participants	$ 906,084.96	$ 851,145.59	$ 789,654.70
41	31-60 Days in Arrears	$ 287,193.08	$ 222,791.46	$ 214,124.48
42	61-90 Days in Arrears	$ 211,583.75	$ 193,345.17	$ 148,714.01
43	91 or More Days in Arrears	$ 407,308.13	$ 435,008.96	$ 426,816.21

Appendix Table 1: Utility Bill Discount Program Information

LINE NO.	Utility Bill Discount Tier	SMI Range (%)	Discount
1	Tier 1	46% - 60% SMI	15%
2	Tier 2	31% - 45% SMI	30%
3	Tier 3	16% - 30% SMI	50%
4	Tier 4	0% - 15% SMI	85%
5	0	0	0

NW Natural

Energy Burden Metrics Report Supplement for Third Quarter 2026

Notes:

1 Worksheet tabs numbered 1-3 in this workbook cooerspond to the items required to be reported Order No. 26-181.

2 Appendix- Center tab in this workbook provides area descriptions for each territory zone.

1. Specific dates when OAR 860-021-0407 and -0406 moratoriums were in effect within each service territory zone

	ALB	AST	CEN	COOS	DALO	EUG	LC	MTSC	PARK	SAL	SCNT	SUNS
July												
Aug	8/4/2026		8/4/2026	8/4/2026	8/4/2026	8/4/2026	8/4/2026	8/4/2026	8/4/2026	8/4/2026	8/3/2026	8/3/2026
	8/5/2026		8/5/2026		8/5/2026	8/5/2026		8/5/2026	8/5/2026	8/5/2026	8/4/2026	8/4/2026
	8/6/2026		8/6/2026		8/6/2026	8/6/2026		8/6/2026	8/6/2026	8/6/2026	8/5/2026	8/5/2026
			8/31/2026		8/14/2026	8/7/2026		8/31/2026	8/31/2026	8/31/2026	8/6/2026	8/6/2026
					8/19/2026	8/31/2026					8/31/2026	8/31/2026
Sept					9/28/2026							

2. Monthly count of non-payment disconnections in affected service territory zone(s) subject to a disconnection moratorium under OAR 860-021-0407 or OAR 860-021-0406 on the day before the moratorium begins.

	ALB	AST	CEN	COOS	DALO	EUG	LC	MTSC	PARK	SAL	SCNT	SUNS
July	0	0	0	0	0	0	0	0	0	0	0	0
Aug	0	0	11	0	0	3	0	34	1	3	8	8
Sept	0	0	0	0	0	0	0	0	0	0	0	0

3. Monthly count of reconnections for income-qualified and medical certificate accounts in affected service territory zone(s) subject to an active disconnection moratorium under OAR 860-021-0407 or OAR 860-021-0406.

	Metric	ALB	AST	CEN	COOS	DALO	EUG	LC	MTSC	PARK	SAL	SCNT	SUNS
July	Income Qualified	0	0	0	0	0	0	0	0	0	0	0	0
	Medical Certficate	0	0	0	0	0	0	0	0	0	0	0	0
Aug	Income Qualified	27	0	36	15	65	40	15	36	36	36	42	42
	Medical Certficate	0	0	0	0	0	0	0	0	0	0	0	0
Sept	Income Qualified	0	0	0	0	4	0	0	0	0	0	0	0
	Medical Certficate	0	0	0	0	0	0	0	0	0	0	0	0

Service Area	Area Description	Representative zip code
ALB	Albany	97330
AST	Astoria	97103
CEN	Central Service Center	97214
COOS	Coos Bay	97420
DALO	The Dalles OR/ Columbia River Gorge OR	98672
EUG	Eugene	97401
LC	Lincoln City	97367
MTSC	Mt Scott Service Center	97030
PARK	Parkrose Service Center	97024
SAL	Salem	97302
SCNT	South Center Service Center	97104
SUNS	Sunset Service Center	97123