

Quick Reference Information

Account Number 354126-5
Bill Date 2/02/2024
Bill Inquiries 800-422-4012
Current Charges Due 2/23/2024
AMOUNT DUE \$150.00



NW Natural
nwnatural.com

Customer Statement For Service At:

RICHARD C LEBLANC
Sheryl M Leblanc
14201 NW 44th Ct
Vancouver, WA 98685-1543

USAGE SUMMARY

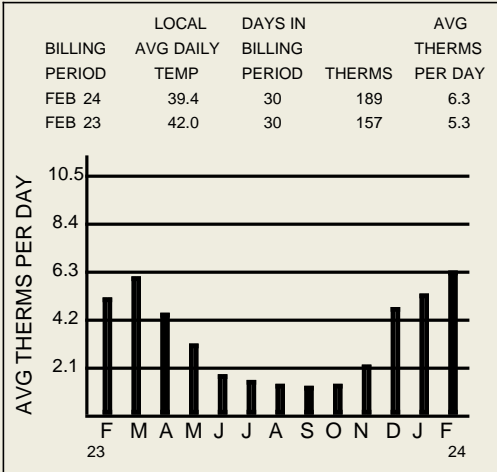
Meter 667476

Actual Read 4537 2/02/24
Actual Read - 4371 1/03/24
Units of gas 166 30 days
Billing Factor x 1.143
Therms 189.7

NW NATURAL ACCOUNT SUMMARY

Previous Balance \$4.88
Payment(s) Received 150.00CR
Subtotal Balance Forward \$145.12CR
Current Charges
Minimum Charge Rate R02 8.00
Gas Usage 189.7 @ 1.20795 229.15
WA Climate Act Fee 189.7 @ .49726 94.33
WA Climate Act Credit Jan-Mar 32.62CR
Subtotal Current Charges \$298.86
New Balance \$153.74

\*\* Auto-Pay \*\* Your automatic payment will be processed on the due date of this bill.
A late charge of 1% with a minimum of \$1.00 may be assessed on a past due balance of \$50.00 or more.
Your monthly Equal Pay Plan amount is \$150.00
You are on a budget plan. The amount due includes the amount owed on your plan and any miscellaneous charges.
Thank you for your payment.
Current charges include \$15.36 to support energy efficiency programs.



The cost of postage increased in January. To save money on stamps, enroll in paperless billing. We'll send a helpful email or text when your bill is ready. Enroll at nwnatural.com/Paperless.



NW Natural
PO BOX 6017
Portland Oregon 97228-6017

Please detach and return this portion with your payment.

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CHECK BOX IF ADDRESS CHANGE OR COMMENTS NOTED ON BACK OF BILL.

ACCOUNT NUMBER
354126-5

DEDUCTION DATE 2/23/2024
AUTO PAY DO NOT SEND PAYMENT

RICHARD C LEBLANC
SHERYL M LEBLANC
14201 NW 44TH CT
VANCOUVER WA 98685-1543



NW NATURAL

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**NW Natural**<sup>®</sup>

nwnatural.com

**IMPORTANT INFORMATION**

**WHEN YOU MOVE OR WANT TO DISCONTINUE GAS SERVICE** Please notify NW Natural at least five days in advance.

**EMPLOYEE IDENTIFICATION** Our employees carry company identification with a photograph. Ask to see identification before admitting anyone onto your premises. If you have any questions, call 800-422-4012.

**CUSTOMER RIGHTS REGARDING BILLS** Customers receiving a corrected bill due to a previous underbilling have the right to enter into a time payment agreement by calling NW Natural. A customer that cannot resolve a billing dispute with NW Natural may contact their state utility commission. Oregon: Public Utility Commission of Oregon at 800-522-2404 or www.puc.state.or.us. Washington: Washington Utilities & Transportation Commission at 888-333-9882 or www.utc.wa.gov.

**PRIVACY POLICY** NW Natural's privacy policy is posted on its website at nwnatural.com.

**Explanation of common billing terms:**

**BILLING FACTOR** Converts metered units of gas into therms.

**LATE PAYMENT CHARGE** A charge may be applied to past-due utility billings.

**PAYMENT DUE DATE** Bills are due when rendered and become delinquent if not paid by the due date printed on the bill.

**THERMS** A measure of energy. One therm equals 100,000 BTUs (British Thermal Units). To determine the number of therms used, multiply the Units of Gas by the Billing Factor.

**UNITS OF GAS** Gas meters record the volume (units) of gas you use. To calculate the units of gas used, subtract the previous meter readings from the present meter reading.

**WARM (Weather Adjusted Rate Mechanism)** Default billing method that helps ensure NW Natural does not collect more or less than its fixed costs from its Oregon customers, regardless of fluctuations in weather.

**NATURAL GAS ODORS**

- Toll Free (24 hours a day, 7 days a week) .....800-882-3377

**GAS LINE LOCATING SERVICE (Call before you dig!)**

- Oregon & Washington .....callbeforeyoudig.org or call 811

**CONTACT CENTER HOURS**

- Monday - Friday, 7:00 a.m. to 6:00 p.m.

**CUSTOMER SERVICE & BILLING**

- Residential & Commercial Customers .....503-226-4211  
Toll Free .....800-422-4012
- Industrial & Large Commercial Customers .....503-721-2512
- Equipment Replacement Information, Toll Free ..800-927-6123
- Weatherization Information .....866-368-7878
- Oregon Relay Service (for Hearing Impaired) ...800-735-2900
- Washington Relay Service (for Hearing Impaired) ..800-833-6384

**NW NATURAL APPLIANCE CENTER**

2610 SE 8th Avenue, Portland, OR 97202-1004 ... 503-220-2362

**PAYMENT METHODS**

- Mailing Address ..... P.O. Box 6017, Portland, OR, 97228-6017
- Enroll in Auto Pay .....nwnatural.com/AutoPay
- Free Payment Online ..... nwnatural.com
- Free Payment by Phone ..... 833-347-2116
- Pay Station Locations ..... nwnatural.com  
or Toll Free..... 800-422-4012

**MAILING ADDRESS FOR PAYMENTS**

**NW NATURAL  
P.O. BOX 6017  
PORTLAND, OR 97228-6017**

**ADD MAILING ADDRESS CHANGE OR COMMENTS HERE**

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**PHONE**