

Quick Reference Information

Account Number 119193-1
Bill Date 4/04/2023
Bill Inquiries or 503-721-2512 800-422-4012
Current Charges Due 4/25/2023
AMOUNT DUE \$4,437.47



NW Natural

nwnatural.com

Customer Statement For Service At:
PORTLAND COMMUNITY COLLEGE
Jackson Hall
705 N Killingsworth St
Portland, OR 97217-2332

P.O.#PO098286

USAGE SUMMARY

Meter 624861

Actual Read 20370 4/04/23
Actual Read - 17093 3/06/23
Units of gas 3277 29 days
Billing Factor \* x 1.266
Therms 4148.7

\*Billing Factor is calculated by this formula:

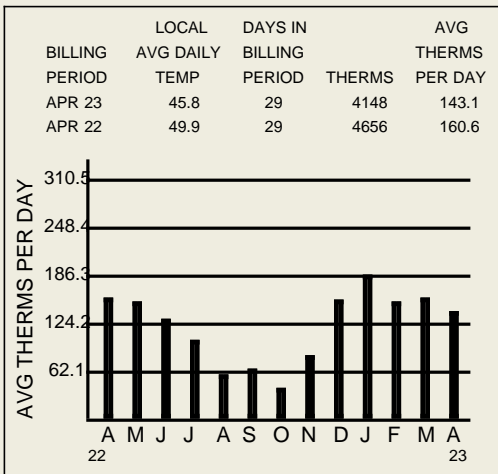
Table with columns: Temperature Factor, Pressure Factor, Meter Multiplier, Btu Factor. Values: 1.028 x 1.129 x 1 x 1.091

NW NATURAL ACCOUNT SUMMARY

Previous Balance \$5,414.81
Payment(s) Received 5,414.81CR
Subtotal Balance Forward \$.00
Current Charges: Monthly Service Charge Rate 31CSF 325.00, Gas Usage 2000.0 @ .85127 1,702.54, etc.
Subtotal Current Charges \$4,437.47
New Balance \$4,437.47

A late charge of 2.2% with a minimum of \$3.00 may be assessed on a past due balance of \$50.00 or more. Thank you for your payment.

Questions about your bill? You can get answers by sending us an email at nwnatural.com/ContactUs.



Please detach and return this portion with your payment.

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NW Natural

PO BOX 6017
Portland Oregon 97228-6017

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

ACCOUNT NUMBER

119193-1

DUE DATE FOR CURRENT BILL

4/25/2023

PLEASE PAY THIS AMOUNT

\$4,437.47

PORTLAND COMMUNITY COLLEGE
JACKSON HALL
C/ FACILITY MGMT SRVCS - SY CSB 314
722 SW 2ND AVE
PORTLAND OR 97204



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**