

THE NORTHWEST UTILITIES:  
 NORTHWEST NATURAL GAS LLC  
 NORTHWEST NATURAL GAS OF MURRAY COUNTY LLC  
 GORHAMS INC.

ANNUAL COMPLIANCE FILING (FILED JOINTLY)  
 FOR THE CALENDAR YEAR ENDING DECEMBER 31, 2024  
 DOCKET NUMBER: G999/PR-25-15

**REQUIREMENT A:**

Updated customer counts for all municipal franchises, the number of customers served under each municipal franchise, and the number of customers served outside of each municipality's border that the utility claims are incidental, plus a statement that the utility does not discriminate between in-municipality and out-of-municipality customers, or, if it does discriminate, why:

**Rate Board - Joint Powers Board (2 Council Members of Each City W/Franchise Agreement)**

			2024
Franchise Agreement	IN/OUT	CITY/TOWNSHIP	COUNTS
Mapleton, City of	In	Mapleton, City of	556
Incidentals	Out	Mapleton Township	15
Incidentals	Out	Beauford Township	6
Minnesota Lake, City of	In	Minnesota Lake, City of	244
Incidentals	Out	Minnesota Lake Township	1
Incidentals	Out	Danville Township	12
Good Thunder, City of	In	Good Thunder, City of	203
Incidentals	Out	Lyra Township	8
Vernon Center, City of	In	Vernon Center, City of	116
Incidentals	Out	Vernon Center Township	4
Incidentals	Out	Garden City Township	1
			<b>1166</b>
			<b>1166</b>

**Rate Board - City of Henderson City Council**

			2024
Franchise Agreement	IN/OUT	CITY/TOWNSHIP	COUNTS
Henderson, City of	In	Henderson, City of	382
Incidentals	Out	Henderson Twonship	37
Incidentals	Out	Lesuer, City of	1
Incidentals	Out	Tyrone Township	1
			<b>421</b>
			<b>421</b>

**Rate Board - City of Ogilvie City Council**

			2024
Franchise Agreement	IN/OUT	CITY/TOWNSHIP	COUNTS
Ogilvie, City of	In	Ogilvie, City of	137
Incidentals	Out	Arthur Township	12
Incidentals	Out	Kanabec Township	9
			<b>158</b>
			<b>158</b>

**Rate Board - Joint Powers Board (2 Council Members of Each City W/Franchise Agreement)**

			2024
Franchise Agreement	IN/OUT	CITY/TOWNSHIP	COUNTS
Avoca, City of	In	Avoca, City of	30
Incidentals	Out	***None***	0
Currie, City of	In	Currie, City of	95
Incidentals	Out	Murray Twp	5
Dovray, City of	In	Dovray, City of	36
Incidentals	Out	Dovray Twp	5
Fulda, City of	In	Fulda, City of	424
Incidentals	Out	Bondin Twp	23
Incidentals	Out	Lime Lake Twp	1
Slayton, City of	In	Slayton, City of	605
Incidentals	Out	Slayton Twp	9
			<u><u>1233</u></u>

**Rate Board - City of Bingham Lake City Council**

			2024
Franchise Agreement	IN/OUT	CITY/TOWNSHIP	COUNTS
Bingham Lake, City of	In	Bingham Lake. City of	56
Incidentals	Out	***None***	0
			<u><u>56</u></u>

**Rate Board - Joint Powers Board (Representatives from Grand Rapids & Harris Township)**

			2024
Franchise Agreement	IN/OUT	CITY/TOWNSHIP	COUNTS
Grand Rapids, City of	In	Grand Rapids, City of	248
	Out	Blackberry Township	104
	Out	Harris Township	895
	Out	Unorg. Township	374
			<u><u>1621</u></u>

**Rate Board - City of Cass Lake City Council**

			2024
Franchise Agreement	IN/OUT	CITY/TOWNSHIP	COUNTS
Cass Lake, City of	In	Cass Lake, City of	146
Incidentals	Out	Pike Bay Township	131
Incidentals	Out	Ten Lake Township	26
			<u><u>303</u></u>

**Northwest Natural Gas LLC, Northwest Natural Gas of Murray County LLC, and Gorhams Inc. do not have rate differences for the customers inside or outside of the municipalities' borders.**

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**REQUIREMENT B:**

Municipality-approved rate changes that occurred in the prior year and when these changes went into effect. All small gas utilities must comply with Minn. Stat. 216B.16, subp. 12 (b), which states "The public utility shall file with the commission and the department all initial and subsequent changes in rates, tariffs, and contracts for service outside the municipality at least 30 days in advance of implementation;"

**Municipality Approved Rate Changes For Previous Calendar Year**

<b>MAPLE RIVER AREA SYSTEM</b>						
Rate Board - Joint Power Board made up of 2 members of the City Councils of Good Thunder, Mapleton, Minnesota Lake & Vernon Center.						
Rate Code	Rate Description	PREVIOUS Monthly Charge	Base Rate Per Therm	NEW Monthly Charge	Base Rate Per Therm	Effective Date
101	MR Residential	\$ 8.00	\$ 0.7200			***No Change***
102	MR Commercial	\$ 15.00	\$ 0.6700			***No Change***
103	MR Lg Commercial	\$ 30.00	\$ 0.5700			***No Change***
105	MR Interruptible	\$ 60.00	\$ 0.5200			***No Change***
168	MR Industrial-Koch	\$ 50.00	FOM+			***No Change***
170	MR Industrial-Enterprise	\$ 3,546.00	FOM+			***No Change***
190	MR Interruptible Dryers	\$ 60.00	\$ 0.5200			***No Change***

<b>HENDERSON AREA SYSTEM</b>						
Rate Board - City of Henderson City Council						
Rate Code	Rate Description	PREVIOUS Monthly Charge	Base Rate Per Therm	NEW Monthly Charge	Base Rate Per Therm	Effective Date
201	HE Residential	\$ 8.00	\$ 0.7300			***No Change***
202	HE Commercial	\$ 15.00	\$ 0.6800			***No Change***
208	HE Lg Commercial	\$ 8.00	\$ 0.5800			***No Change***
205	HE Interruptible	\$ 60.00	\$ 0.5300			***No Change***
270	Resale	\$ 50.00	FOM+			***No Change***

<b>OGILVIE AREA SYSTEM</b>						
<b>Rate Board - City of Ogilvie City Council</b>						
<b>Rate Code</b>	<b>Rate Description</b>	<b>PREVIOUS Monthly Charge</b>	<b>Base Rate Per Therm</b>	<b>NEW Monthly Charge</b>	<b>Base Rate Per Therm</b>	<b>Effective Date</b>
301	OG Residential	\$ 8.00	\$ 0.8000			***No Change***
302	OG Commercial	\$ 15.00	\$ 0.7500			***No Change***
305	OG Interruptible	\$ 8.00	\$ 0.6000			***No Change***
390	OG Interruptible-Dryers	\$ 60.00	\$ 0.6000			***No Change***

<b>MURRAY COUNTY SYSTEM</b>						
<b>Rate Board - Joint Power Board made up of 2 members of the City Councils of Avoca, Currie, Dovray, Fulda &amp;</b>						
<b>Rate Code</b>	<b>Rate Description</b>	<b>PREVIOUS Monthly Charge</b>	<b>Base Rate Per Therm</b>	<b>NEW Monthly Charge</b>	<b>Base Rate Per Therm</b>	<b>Effective Date</b>
701	MC Residential	\$ 8.00	\$ 0.7900			***No Change***
702	MC Commercial	\$ 15.00	\$ 0.7400			***No Change***
703	MC Lg Commercial	\$ 30.00	\$ 0.6400			***No Change***
705	MC Interruptible	\$ 60.00	\$ 0.5900			***No Change***
790	MC Interruptible Dryers	\$ 60.00	\$ 0.5900			***No Change***

<b>BINGHAM LAKE AREA SYSTEM</b>						
<b>Rate Board - City of Bingham Lake City Council</b>						
<b>Rate Code</b>	<b>Rate Description</b>	<b>PREVIOUS Monthly Charge</b>	<b>Base Rate Per Therm</b>	<b>NEW Monthly Charge</b>	<b>Base Rate Per Therm</b>	<b>Effective Date</b>
801	BL Residential	\$ 6.00	\$ 0.9850			***No Change***
802	BL Commercial	\$ 12.00	\$ 0.9350			***No Change***
805	BL Interruptible	\$ 50.00	\$ 0.7850			***No Change***

<b>GRAND RAPIDS AREA SYSTEM</b>						
<b>Rate Board - Joint Powers Board (Representatives from Grand Rapids &amp; Harris Township)</b>						
<b>Rate Code</b>	<b>Rate Description</b>	<b>PREVIOUS Monthly Charge</b>	<b>Base Rate Per Therm</b>	<b>NEW Monthly Charge</b>	<b>Base Rate Per Therm</b>	<b>Effective Date</b>
401	GR Residential	\$ 8.00	\$ 1.0100			***No Change***
402	GR Commercial	\$ 15.00	\$ 0.9600			***No Change***
404	GR Lg Commercial	\$ 30.00	\$ 0.8600			***No Change***

**CASS LAKE AREA SYSTEM****Rate Board - City of Cass Lake City Council**

<b>Rate Code</b>	<b>Rate Description</b>	<b>PREVIOUS Monthly Charge</b>	<b>Base Rate Per Therm</b>	<b>NEW Monthly Charge</b>	<b>Base Rate Per Therm</b>	<b>Effective Date</b>
601	CL Residential	\$ 6.00	\$ 0.6500			***No Change***
602	CL Commercial	\$ 12.00	\$ 0.6000			***No Change***
603	CL Lg Commercial	\$ 25.00	\$ 0.5500			***No Change***
604	CL Industrial	\$ 50.00	\$ 0.4000			***No Change***
605	CL Interruptible	\$ 50.00	\$ 0.3500			***No Change***

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**REQUIREMENT C:**

**All changes to its tariff book in redlined and final revised tariff form;**

**There have been no changes to our tariff books in the past 12 months.**

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**REQUIREMENT D:**

**A copy of its cold weather disconnection notice sent to customers, including how and when the notice was communicated, pursuant to Minn. Stat. 216B.096, Minnesota's Cold Weather Rule;**

**The Cold Weather Rule Notice is included with:**

- 1. Each New Customer Packet mailed out within 30 days of account start;**
- 2. Each billing sent in Spetember of each year;**
- 3. Each Notice of Proposed Disconnection mailed during the Cold Weather Protection Period;**
- 4. Posted on our Company Website.**



## Cold Weather Rule – Notice of Customer Rights and Responsibilities

Read this page carefully to be sure you understand your rights and responsibilities under the Cold Weather Rule. If you have questions or would like more information, contact Northwest Gas at 507-524-4103 or 800-367-6964. If you receive a disconnection notice, you must act immediately.

### About the Minnesota Cold Weather Rule

The State of Minnesota set up the Cold Weather Rule to help customers who cannot pay their gas bill in full. It does not completely stop winter disconnections but provides customers extra protection from October 1 through April 30. The rule defines:

- What you can do if you receive a Notice of Proposed Disconnect
- What you can do if you have been disconnected and want reconnection of gas service

If you receive a Notice of Proposed Disconnect, Northwest Gas also will send you the following materials to help you manage your gas bill:

1. Information about your rights and responsibilities
2. Information about how to reduce energy use
3. A list of agencies that help pay fuel bills and a list of weatherization providers.

### What to do if you receive a Notice of Proposed Disconnect or if your service has been disconnected

In order to avoid disconnection or to have service reconnected, you must either pay your bill in full or call Northwest Gas and enter into a Payment Plan. You must keep the Payment Plan during the Cold Weather Rule months in order to continue to receive protection from disconnection.

**Payment Plan.** You have the right to make a Payment Plan during the Cold Weather Rule months. To set up a Payment Plan, call Northwest Gas at 507-524-4103 or 800-367-6964—no written application is required. If you and Northwest Gas agree on a Payment Plan, and you continue to make your payments, your natural gas service will not be shut off.

The Payment Plan will consider your financial circumstances, and any extenuating circumstances, and must be acceptable to you and Northwest Gas. It will cover what you owe plus the amount you will be billed during the period of the Payment Plan. Most payment plans under the Cold Weather Rule last until April 30 unless you agree on a different period. If you and Northwest Gas are unable to agree on a Payment Plan, you have a right to appeal.

Northwest Gas also can refer you to agencies that may be able to help you pay your fuel bills.

### If you receive Energy Assistance, you are automatically eligible for protection under the Cold Weather Rule.

This will qualify you for special payment terms. Under these terms, Northwest Gas will not require that you pay more than 10 percent of your monthly household income for your natural gas bill. If you meet income guidelines set by the state government, but do not receive Energy Assistance, these special payment terms are also available to you when you provide proof of income.

If you find you are not able to make the payments as agreed upon, call Northwest Gas to request a change. If you and Northwest Gas are unable to agree on a Payment Plan, you have a right to appeal.

**How do I apply for Cold Weather Rule protections and what happens after I apply?** Contact Northwest Gas to set up a Cold Weather Rule payment plan. If you make and keep a Cold Weather Rule payment plan, you are protected from disconnection or will be reconnected if already disconnected.

### Right to appeal

If you and Northwest Gas cannot agree on the amount of your Payment Plan, a requested change to your Payment Plan, or your income level, you have the right to appeal. Northwest Gas will send you a notice of your right to appeal. This will include a form that must be sent to the Minnesota Public Utilities Commission (MPUC) within 10 working days after it is mailed to you.

The MPUC will review your appeal. During this time Northwest Gas will not shut off your service or will reconnect your service if you have already been disconnected. The MPUC has 20 working days to make a decision about your Payment Plan after receiving the appeal form.

### FINANCIAL ASSISTANCE, CONSERVATION & WEATHERIZATION PROVIDERS

If you have trouble paying your utility bills, the following local agencies may be able to provide payment assistance:

#### Cottonwood County

United Community Action Partnership  
(UCAP).....1-800-658-2448  
1400 S. Saratoga St, Marshall MN 56258

#### Kanabec County

Lakes & Pines Community Action  
1-800-832-6082  
1700 Maple Ave, Mora, MN 55051

#### Murray County

SW Minnesota Opportunity Council  
(SMOC).....1-800-658-2444  
1106 3<sup>rd</sup> Ave, Worthington, MN 56187

#### Cass and Beltrami Counties

Bi-County Community Action  
Program  
(BICAP).....1-800-332-7161  
PO BOX 579, Bemidji, MN

#### Cass County- Leech Lake Tribe

Leech Lake Band of Ojibwe  
(LLBO).....1-866-864-8668  
190 Sailstar Dr, Cass Lake MN

#### Blue Earth, Faribault, Sibley Counties

Minnesota Valley Action Council  
(MVAC).....1-800-767-7139  
706 N. Victory Dr, Mankato, MN

#### Itasca County

Kootasca Community Action  
.....1-877-687-1163  
201 NW 4<sup>th</sup> St, Grand Rapids, MN



Energy Assistance Applications Be Found At: <https://mn.gov/commerce-stat/pdfs/application-english.pdf>

**Your Local County Human Services**

County Human Services departments offer cash, emergency, food, housing and medical assistance. <http://mn.gov/portal/government/local/counties>

**The Salvation Army HeatShare**

HeatShare provides emergency utility Assistance 1-800-842-7279 <http://salvationarmynorth.org/programs-that-help/basic-needs/heatshare/>

**United Way 2-1-1**

United Way 2-1-1 is a free and confidential service that can help you find local resources. Dial 2-1-1. <http://www.211.org>

**ENERGY SAVINGS TIPS**

- Caulk and weather strip cracks around doors and window frames. Block openings at bottom of doors to prevent drafts.
- Lower the setting on your thermostat at night and dress warmly.
- Lower the setting on your water heater to 120 degrees F (normal/medium).
- Open shades during winter days to let the warm sunlight in and close the shades at night.
- Wash clothes with warm water and rinse them in cold water.
- Close all windows tightly and use locks to prevent cold air leaking in. Cover all windows with plastic.
- Broken window should be repaired immediately and close all storm windows.
- Window air conditioning units should be covered or removed during the heating season.
- Furnace filters should be kept clean.
- Furnaces should be checked for safe and efficient operation at least once a year.
- Close off unused rooms.

**THIRD PARTY NOTIFICATION**

Northwest Gas offers all customers the opportunity to have a third party notified if their gas service is to be shut off. A third party could be a friend, relative, church or community agency. This program helps those who live alone, senior citizens, those who are disabled and customers who do not read English.

How it works. The third party receives copies of all disconnection notices mailed to the customer but is NOT required to pay the bills. By volunteering, the third party is able to receive and give information about personal circumstances and make a payment plan with Northwest Gas for the customer. This helps avoid the hardship that would result from service disconnection.

How to request third party notification. If you want to name a third party, please complete, print and mail the Third Party Notice form to Northwest Gas. If you know someone who could use third party help, please give them this form.

**REQUEST FOR THIRD PARTY NOTIFICATION**

Account Number _____	
Customer Name _____	THIRD PARTY NAME _____
Address _____	Address _____
City _____ State _____ Zip _____	City _____ State _____ Zip _____
Phone _____	Phone _____
	Third Party Signature _____

Northwest Gas has my permission to provide information to and accept information from the third party.

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_

Northwest Gas will make every effort to send a copy of the Disconnection Notice to the third party specified. Northwest Gas assumes no liability for failure of a third party to receive or act upon the notice. For your convenience, complete this form and return it with your bill statement or mail to:

Northwest Gas	Phone: (507) 524-4103
PO Box 721	Toll Free: 1-800-367-6964
Mapleton, MN 56065	Fax: (507) 524-4104

Other important information \_\_\_\_\_

If a medical emergency exists in the home, or if an interruption of service affects necessary medical equipment, please contact Northwest Gas at 507-524-4103 or 800-367-6964.







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**REQUIREMENT E:**

**A copy of any utility disconnection reports served to any municipality as required by Minn. Stat. 216B.0976, Minnesota's Notice to Cities of Utility Disconnection;**

**For the entire Calendar Year of 2024, we received no requests from any City we serve.**

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**REQUIREMENT F:**

**A copy of its notice form sent to customers who are in arrears pursuant to Minn. Stat. 216B.098, Minnesota's Residential Customer Protection, along with any policy not clearly identified in the tariffs regarding budget billing plans, payment arrangements, and under-charge repayment.**

\* \* \* NOTICE OF PROPOSED DISCONNECTION OF GAS SERVICE\* \* \*

120202.08

[REDACTED]  
[REDACTED]

MAPLETON MN 56068

Service Address:

[REDACTED]

Balance Due: \$326.30

MeterNo 94V623309

Notice Date: FEBRUARY 2ND, 2022

Payment Due On or Before: FEBRUARY 17TH, 2022

As of today, we have not received full payment of past-due charges shown on your last bill. The total amount owing, including your current billing, is noted above. If you have paid the past due amount, please disregard this notice.

We must receive your payment in full on or before the due date listed above. If you cannot pay the full amount listed by the due date, you MUST contact our office and request protection under the MN Cold Weather Rule. This will involve several steps in setting up a payment arrangement. You are NOT protected by the MN Cold Weather Rule if you do not contact our office on or before the due date listed above and request protection. Our Customer Service Representatives will be more than happy to make a payment arrangement with you. If you do not pay in full or request Cold Weather Protection by the due date listed, we will disconnect your service on or after that date. If a service person is dispatched to disconnect your service and he collects payment, there will be a fee of \$25.00, plus applicable taxes.

If we disconnect your service, you will have to pay a reconnect fee of \$40.00, plus applicable taxes, and a possible security deposit, to have your service reconnected. If your account is past due three or more times in a 12-month period, we reserve the right to require a security deposit from you.

If your account is on Budget Billing, the Budget Amount Due is Listed. You need to pay this amount in full, by the due date listed. If we do not receive the full amount due, your account will be removed from Budget Billing and the Actual Balance is due in full.

Please call our office if you have questions. It is up to you, please act today!

NORTHWEST GAS  
314 MAIN ST NE - PO BOX 721  
MAPLETON, MN 56065-0721

507-524-4103 or 1-800-367-6964

cc Landlord



