

**PUBLIC UTILITY COMMISSION OF OREGON
STAFF REPORT
PUBLIC MEETING DATE: December 18, 2012**

REGULAR **CONSENT** **EFFECTIVE DATE** January 1, 2013

DATE: December 12, 2012

TO: Public Utility Commission

FROM: Lisa Gorsuch

THROUGH: Jason Eisdorfer and Maury Galbraith

SUBJECT: NORTHWEST NATURAL: (Advice No. 12-18) Revises Schedule S, Service Solutions Dealer Appointment Service Program, to modify participant dealer qualifications.

STAFF RECOMMENDATION:

Staff recommends that Northwest Natural's (NWN or Company) Advice No. 12-18 be approved and the associated tariff sheet revisions be allowed to go into effect on January 1, 2013.

DISCUSSION:

NWN proposes to revise its tariff related to the Service Solutions Dealer Appointment Service Program (Service Solutions) that is described in Schedule S. This program is offered to all residential customers in the Company's service territory. It is a qualified dealer referral program to assist in meeting customers' needs beyond the services that are performed by NWN, if they opt to participate. The Company performs inspections and adjustments of customer-owned appliances and facilities for safe and efficient operation.

Customers with gas equipment concerns or repair needs may call the Company and receive a referral to a qualified dealer. Previously, NWN required that qualified dealers be licensed contractors in their specialty in Oregon or Washington for a minimum of five years, per Schedule S. However, the Company now proposes to revise this requirement from five years to ten years.

NWN states that due to reduced call volume to Service Solutions and a large contractor base, the revised standard for being a qualified dealer will increase the number of

NWN Advice No. 12-18
December 12, 2012
Page 2

referrals that each participating qualified dealer will receive. NWN also asserts and Staff agrees that customers will benefit from this change by receiving service from more experienced dealers available in the market.

PROPOSED COMMISSION MOTION:

NWN's Advice No. 12-18 be allowed to go into effect January 1, 2013.