



Media Release

FOR IMMEDIATE RELEASE

Contact: Kandi Young, Public Information Officer
(503) 551-5290; kandi.young@puc.oregon.gov

Date: March 13, 2025

PUC SEEKS PUBLIC COMMENT ON NW NATURAL'S PROPOSED RATE INCREASE

SALEM, Ore. – The Oregon Public Utility Commission (PUC) is hosting a virtual event on Tuesday, March 18, 2025, at 6 p.m. PDT. This event provides an opportunity for the public to comment on NW Natural's proposed increase to natural gas rates.

NW Natural filed a request to increase overall revenues by \$61.2 million. If approved, residential customers living in single-family homes using an average of 54 therms per month would see a bill increase of \$5.55. Actual percentage increases will vary depending on customer type, usage, and the rate paid. NW Natural's general rate case filing proposes the following impacts to the non-fuel cost portion of Oregon customer bills:

Customer Types	Residential Single-Family	Residential Multi-Family	Commercial	Industrial
Proposed percentage increase from current rates	6.8%	7.0%	5.4%	4.9%

NW Natural asserts these proposed rate increases are necessary to account for increased operating costs due to inflation and higher interest rates, as well as the cost of investments to support safe and reliable utility services for customers.

NW Natural's general rate case filing is undergoing a nearly year-long review and will be fully investigated on behalf of natural gas customers by the PUC, the Oregon Citizens' Utility Board, and others. This public comment event is part of that investigation, which will conclude in October when the Commissioners rule on the request. The Commissioners may approve or modify NW Natural's request and will only approve rate increases if fully justified by the company. New rates, if approved, are expected to go into effect November 1, 2025. Additionally, NW Natural may have other rate changes effective on or after November 1, 2025, such as rates associated with the company's annual purchased gas adjustment, that could increase or decrease the overall impact for customers.

Ways to Comment

Interested individuals may participate in the live event listed below to provide verbal comments to the Commissioners and the Administrative Law Judge presiding over this case as well as submit written comments.

Comment via Zoom or phone

When: Tuesday, March 18, 2025, at 6 p.m. PDT

The public comment hearing will convene at 6:00 p.m. and remain open until at least 7:00 p.m. If there are members of the public still waiting to offer comment at 7:00 p.m., the public comment hearing will continue to as late as 8:00 p.m. to allow as many to comment as possible. If we are unable to hear from everyone by 8 p.m., the PUC may conduct an additional public comment hearing at a later date.

Access the agenda, Zoom link and phone-in details at: <https://bit.ly/4hQ5h8Y>

Spanish translation services are available for community convenience at no cost. For those needing translation services, log into the Zoom platform and select English or Spanish on the bottom of the page. Translation services are not available for the meeting phone-in option.

Submit comments to the PUC

Written comments received by June 5, 2025, will be summarized and included in PUC staff testimony. Comments received after this date will be posted in Docket UG 520.

- [Public Comment Form online](#)
- email PUC.PublicComments@puc.oregon.gov
- Call 503-378-6600 or 800-522-2404 (all relay calls accepted)
- Mail comments to: Oregon Public Utility Commission, Attn: AHD – UG 520, PO Box 1088, Salem OR 97308-1088

Stay Informed

To stay informed throughout this case, individuals may request to be added to the distribution list to receive publicly available documents. Submit requests by email to puc.hearings@puc.oregon.gov or by calling 503-378-6678. Please specify [Docket No. UG 520](#) in the request.

#

The Oregon Public Utility Commission (PUC) regulates customer rates and services of the state's investor-owned electric and natural gas utilities, including Portland General Electric, Idaho Power, Pacific Power, Avista, Cascade Natural, and NW Natural. The PUC also regulates landline telephone providers and select water companies. The PUC's mission is to ensure Oregonians have access to safe, reliable, and fairly priced utility services that advance state policy and promote the public interest. We use an inclusive process to evaluate differing viewpoints and visions of the public interest and arrive at balanced, well-reasoned, independent decisions supported by fact and law. For more information about the PUC, visit oregon.gov/puc.