

**From:** BOYLE Phil \* PUC <Phil.BOYLE@puc.oregon.gov>  
**Sent:** Wednesday, September 22, 2021 1:07 PM  
**To:** GRANT Michael \* PUC; YOUNG Kandi \* PUC; KOHO Lori \* PUC; Jones Jason W; MOSER Nolan \* PUC  
**Subject:** FW: Gary Dye  
**Attachments:** Case Record.rtf; CalibrationFactorOPUC2.doc; FW: Enerfin Production gas for BTU zones; Update on Ethical Allegations; RE: Follow-up on Phone Call; PaidAdminLeave.jpg; Termination0002.jpg; Termination0001.jpg; MSPreport2020.pdf; LatestSOXBTUspreadsheet.Ver8 20060919.xls; ethics0001.jpg; Blue Heron Paper; NWN Engineering Procedure Z-01.pdf

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Sorry, I failed to send the updated file to everyone else. The file now contains several emails to and from Lori which were not in the original record. - Phil

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**From:** BOYLE Phil \* PUC  
**Sent:** Wednesday, September 22, 2021 11:54 AM  
**To:** GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>  
**Subject:** Gary Dye

Mike,

Here is the case record updated with emails between Lori and myself.

Phil

**From:** GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>  
**Sent:** Tuesday, September 21, 2021 8:41 AM  
**To:** MOSER Nolan \* PUC; DAVIS Diane \* PUC; Jones Jason W  
**Cc:** YOUNG Kandi \* PUC; BOYLE Phil \* PUC  
**Subject:** FW: Mr. Dye  
**Attachments:** Case Record.rtf; CalibrationFactorOPUC2.doc; FW: Enerfin Production gas for BTU zones; Update on Ethical Allegations; RE: Follow-up on Phone Call; PaidAdminLeave.jpg; Termination0002.jpg; Termination0001.jpg; MSPreport2020.pdf; LatestSOXBTUspreadsheet.Ver8 20060919.xls; ethics0001.jpg; Blue Heron Paper

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Hi all. As you may know, Kandi received a request from Ted Sickinger seeking the 2012 complaints the PUC received from Gary Dye against NW Natural and the actions taken by the PUC in response.

Gary Dye is the former NW Natural employee that Nolan and Jason met with earlier this summer to discuss his continuing allegations against NW Natural's practices.

Phil confirms that the PUC never received a formal complaint from MR Dye – rather he filed one against NW Natural. The PUC did follow up on his contact with us, both back in 2021 and again this year.

I am sending all this with the hope that Nolan and Jason can determine what information we should provide to Mr. Sickinger – as his request is more limited than the records pulled together above. I also wanted Diane to be aware that this has appeared to turn into a records request, and that maybe this should be handled by AHD, with input from Kandi.

Let me know if a meeting would be helpful, or if you can move things forward without one.

Thanks  
Mike

---

**From:** YOUNG Kandi \* PUC <Kandi.YOUNG@puc.oregon.gov>  
**Sent:** Tuesday, September 21, 2021 8:20 AM  
**To:** GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>  
**Subject:** FW: Mr. Dye

Mike,

Here is some background information Phil found on the request from Ted Sickinger. He asked for complaints from 2012 v. NWN (from Gary Dye, a former NWN employee) on overbilling due to bad meters, meters not temp controlled, low quality gas out of Mist. Were the complaints investigated? Cause found? Actions taken?

Kandi

---

**From:** BOYLE Phil \* PUC <[Phil.BOYLE@puc.oregon.gov](mailto:Phil.BOYLE@puc.oregon.gov)>  
**Sent:** Monday, September 20, 2021 12:04 PM  
**To:** YOUNG Kandi \* PUC <[Kandi.YOUNG@puc.oregon.gov](mailto:Kandi.YOUNG@puc.oregon.gov)>  
**Subject:** Mr Dye

**From:** KOHO Lori \* PUC <lori.koho@puc.oregon.gov>  
**Sent:** Wednesday, July 21, 2021 11:39 AM  
**To:** CONWAY Bryan \* PUC; MOSER Nolan \* PUC; JONES Jason W  
**Cc:** BOYLE Phil \* PUC; GRANT Michael \* PUC; YOUNG Kandi \* PUC; DECKER Megan \* PUC  
**Subject:** RE: Concerns and Solutions for NW Natural's Metering and BTU Factor Inadequacies and Customer Overbilling

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My preference would be for Phil to initially work this like he would any other case.

If we believe there is evidence there are issues with the meters, I'd suggest we ask NWN have an independent evaluation of calibration methodologies and standards. In industries I've worked in, it's common to have a 3<sup>rd</sup> party validate measurement standards, processes and procedures so the company may have equivalent records anyway.

Lori

*Lori Koho*  
503-576-9789

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**From:** CONWAY Bryan \* PUC <Bryan.CONWAY@puc.oregon.gov>  
**Sent:** Wednesday, July 21, 2021 10:09 AM  
**To:** MOSER Nolan \* PUC <Nolan.MOSER@puc.oregon.gov>; JONES Jason W <Jason.W.JONES@state.or.us>  
**Cc:** KOHO Lori \* PUC <lori.koho@puc.oregon.gov>; BOYLE Phil \* PUC <Phil.BOYLE@puc.oregon.gov>; GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>; YOUNG Kandi \* PUC <Kandi.YOUNG@puc.oregon.gov>; DECKER Megan \* PUC <Megan.DECKER@puc.oregon.gov>  
**Subject:** RE: Concerns and Solutions for NW Natural's Metering and BTU Factor Inadequacies and Customer Overbilling

I guess as a first consideration, Lori was copied on the email, so I don't know there is a specific ask of us. However, if Nolan or Jason believes there are steps we should take, that would inform any decisions about what we do based on Mr. Dye's email.

I'd be happy to have NWN contact Lori and/or Kevin and walk through the metering accuracy issues.

Bryan

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**From:** BOYLE Phil \* PUC <[Phil.BOYLE@puc.oregon.gov](mailto:Phil.BOYLE@puc.oregon.gov)>  
**Sent:** Wednesday, July 21, 2021 9:33 AM  
**To:** CONWAY Bryan \* PUC <[Bryan.CONWAY@puc.oregon.gov](mailto:Bryan.CONWAY@puc.oregon.gov)>; GRANT Michael \* PUC <[Michael.GRANT@puc.oregon.gov](mailto:Michael.GRANT@puc.oregon.gov)>; YOUNG Kandi \* PUC <[Kandi.YOUNG@puc.oregon.gov](mailto:Kandi.YOUNG@puc.oregon.gov)>; DECKER Megan \* PUC <[Megan.DECKER@puc.oregon.gov](mailto:Megan.DECKER@puc.oregon.gov)>  
**Cc:** KOHO Lori \* PUC <[lori.koho@puc.oregon.gov](mailto:lori.koho@puc.oregon.gov)>  
**Subject:** RE: Concerns and Solutions for NW Natural's Metering and BTU Factor Inadequacies and Customer Overbilling

I do recall speaking with Mr. Dye some years ago, I will have to look in our records to see if we did anything as I don't recall. - Phil

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**From:** CONWAY Bryan \* PUC <[Bryan.CONWAY@puc.oregon.gov](mailto:Bryan.CONWAY@puc.oregon.gov)>  
**Sent:** Wednesday, July 21, 2021 9:10 AM  
**To:** GRANT Michael \* PUC <[Michael.GRANT@puc.oregon.gov](mailto:Michael.GRANT@puc.oregon.gov)>; YOUNG Kandi \* PUC <[Kandi.YOUNG@puc.oregon.gov](mailto:Kandi.YOUNG@puc.oregon.gov)>; DECKER Megan \* PUC <[Megan.DECKER@puc.oregon.gov](mailto:Megan.DECKER@puc.oregon.gov)>  
**Cc:** KOHO Lori \* PUC <[lori.koho@puc.oregon.gov](mailto:lori.koho@puc.oregon.gov)>; BOYLE Phil \* PUC <[Phil.BOYLE@puc.oregon.gov](mailto:Phil.BOYLE@puc.oregon.gov)>  
**Subject:** FW: Concerns and Solutions for NW Natural's Metering and BTU Factor Inadequacies and Customer Overbilling  
**Importance:** High

Thanks Lori – This seems pretty familiar and I believe Mr. Dye has raised this concern with our Consumer Services section in the past. Perhaps Phil remembers how that original complaint played out? I wonder if NWN has an ethics hotline that might be a better forum for Mr. Dye given his assertion of wrongful termination?

I'm copying Mike, Kandi and Megan so they are aware. I don't see an immediate need to contact Mr. Dye for more information, but I would be interested to see what Consumers has collected from Mr. Dye and other customers on this topic.

Bryan

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**From:** KOHO Lori \* PUC <[lori.koho@puc.oregon.gov](mailto:lori.koho@puc.oregon.gov)>  
**Sent:** Tuesday, July 20, 2021 1:35 PM  
**To:** CONWAY Bryan \* PUC <[Bryan.CONWAY@puc.oregon.gov](mailto:Bryan.CONWAY@puc.oregon.gov)>  
**Subject:** FW: Concerns and Solutions for NW Natural's Metering and BTU Factor Inadequacies and Customer Overbilling  
**Importance:** High

fyi

*Lori Koho*  
503-576-9789

---

**From:** Gary Dye <[garyldye@hotmail.com](mailto:garyldye@hotmail.com)>  
**Sent:** Tuesday, July 20, 2021 1:27 PM  
**To:** [mike.mckenzie@nwnatural.com](mailto:mike.mckenzie@nwnatural.com)  
**Cc:** KOHO Lori \* PUC <[lori.koho@puc.oregon.gov](mailto:lori.koho@puc.oregon.gov)>; [Fred.Boss@doj.state.or.us](mailto:Fred.Boss@doj.state.or.us); PUC CONSUMER PUC \* PUC <[puc.consumer@puc.oregon.gov](mailto:puc.consumer@puc.oregon.gov)>; PUC PUC.PublicComments \* PUC <[PUC.PUBLICCOMMENTS@puc.oregon.gov](mailto:PUC.PUBLICCOMMENTS@puc.oregon.gov)>; [scott.asphaug@usdoj.gov](mailto:scott.asphaug@usdoj.gov)  
**Subject:** Concerns and Solutions for NW Natural's Metering and BTU Factor Inadequacies and Customer Overbilling

Mike,

The reason I called you yesterday was because I had received some information that indicates that NW Natural has not improved upon its unethical corporate culture that led to my wrongful termination for whistleblowing nine years ago (see attached) when I had your job. I had earlier assumed that NW Natural was going to clean up its act during the 18 months between the time I signed my wrongful termination settlement and the last tranche of money I received from NW Natural. But apparently, that was just wishful thinking. However, I want this to be a positive discourse, and thus I am offering you the same solutions to your current problems that I offered back in 2012, and I must say, those solutions would save NW Natural a whole lot more money these days, and prevent a whole lot more illegal overcharging of your customers today than back then. Won't NW Natural listen and respond, now that I'm outside your doors?

My first concern and proposed solution is regarding the Meter Sampling Reports of the last few years. (I'm not sure you're aware that I created the Meter Sampling Spreadsheet that you are apparently still using.) About ten years ago,

vice-President Grant Yoshihara asked that I make a yearly prediction of how many meters would become non-conforming so as to better plan and budget for future capital expenditures and manpower. To accomplish this, I added a column to the MSP spreadsheet that made a simple extrapolation of the current disposition of the meter families that would predict when the meter family would become non-conforming. At that time, I saw that the first major meter families to become non-conforming (within a few years) was Perf 130 early 1990's, or about 12,000 meters. With this, I came up with the calibration factor (see attached), and was advocating for its adoption to vastly extend our meter lives, and make our customers' billing more accurate in the meantime. However, that was the time when my supervisor (and now, yours) and his boss wanted to shove me out the door, and thus, the calibration factor was not implemented. I was about to advocate for the calibration factor with my peers in the Western Gas Measurement and AGA Distribution Measurement committees, but was removed from those committees during the preparation of my ouster from NW Natural. However, I was told that Sempra Gas had incorporated the calibration factor to take care of the same problem you are now having with the PERF 561 meters. Give Jim Eubanks a call on this.

So, reading your MSP reports for the last few years, you have a real problem. And you must assume that you will soon have another 40,000 Perf 561 meters about to be declared non-conforming that will exacerbate the problem. I do not have access to the meter test results of these non-conforming meters, but if the defect that is causing these meters to prematurely turn non-conforming is gradual and systemic (displaying itself as a bell-shaped curve), then there is no reason to assume that the application of a calibration factor cannot effectively make these meter families conforming again. Further, because of the overwhelming number of non-conforming meters created by PERF 561, you have elected to utilize the 4-year window to have these non-conforming meters removed from the field. But the question arises: What about the customers who have these meters on their houses for four years, and are being severely overbilled for the next four years? Doesn't that violate the OPUC rule that says that if there are over 500 customers whose bills are over 2 percent in error, then NW Natural is penalized \$50,000 per month until the error is removed? We are talking about tens of thousands of customers that are being overbilled by well over 2 percent -- for years. I understand that this particular non-conformance is the fault of American Meter Co., but how is it that these customers have to take the hit? Do they really care whose fault it is when they are being overbilled? Are they aware that NW Natural is knowingly overbilling them, and intends to keep overbilling them for the next few years? Isn't the OPUC supposed to protect customers from being overcharged, and not just protect NW Natural? You can protect these customers by implementing the calibration factor, and in the least, you could curtail its domain to only those non-conforming Perf 561 meters that are awaiting removal. (Maybe have a general rollout of the calibration factor after the Perf 561 problem is history?) I think you owe this to your affected customers. Finally, since the time when I conceived of the idea for the calibration factor, I have realized that the population distribution of the error of a meter family is dependent on the total cubic feet that have traveled through the meter over its lifetime -- this is the cause for the standard deviation of the normal distribution curve). What this means is that the error distribution curve can be normalized with total gas volume, improving the accuracy of every individual meter being virtually calibrated even more than originally conjectured, and reducing the standard deviation of the error distribution curve, essentially making these meters last forever. (Some other condition other than measurement error would trigger their removal.) Let me know if you need help with this.

My second concern involves the BTU factor that is assigned for the therm calculation for every customer. I have attached emails that expressed my concern of this issue during the last days of my employment at NW Natural. (FYI, these emails led to my termination.) The issue then was the inability of the BTU Zone Spreadsheet to adequately and accurately assign the BTU value for those customers between the low-BTU-value Mist wells and west Portland customers. NW Natural had two projects in the works which would vastly expand Mist gas to Salem and east Portland. The BTU spreadsheet could not credibly assign a proper BTU value to those customers that were going to get Mist gas via these two projects. For the previous 12 years of my employment, I had been advocating vociferously for a daily Stoner-based modeling of our system that would assign plat-average BTU values, replacing the discredited spreadsheet. But management did not want to spend the money to create a credible system that would ensure BTU-value accuracy for its customers. Today, the situation has expanded. I have been unable to obtain any information that would explain why the BTU Factor on my monthly gas bill is as high as it is. It now hovers around 1.080 rather than 1.030, which represents a 5 percent difference in the therm calculation, and my bill. I assume what is going on is that the gas coming down from Canada is especially hot due to the construction of an LNG plant and port. But the problem is, while I was working at NW Natural, and was the technical custodian of the BTU Zone spreadsheet, I would observe the gas front

between the gas coming down from Canada and over from Colorado would swing back and forth inside of NW Natural's service territory, with each interstate pipeline gate station susceptible to switching between the two sources of gas as the gas front passed by. With this shift in position of the gas front going on, coupled with a big difference in BTU value of the two sources of gas, the difference in heating value that a gate station experiences becomes significant (five percent?), whereas this didn't used to be the case nine years ago (less than one percent). Thus, the BTU Zone spreadsheet becomes even more inadequate and completely lacking in credibility, as it cannot address any gas front within its zone (the basis of the problem with the static boundaries of the zones in the spreadsheet), and this now occurs for the majority of NW Natural's customers, not just those in southwest Portland, Salem, and east Portland. Many might be paying 5 percent too much for their gas, while many are paying 5 percent too little. This is not a problem for NW Natural's balance sheet, because these errors in customer's bills (calculated therms) cancel each other out over the aggregate, and what doesn't get cancelled out gets taken care of by the annual UAG subsidy. But what about the individual customers that are affected? Thousands of customers might be overbilled by as much as 5 percent, and the gas company is showing that it doesn't care about them? And the OPUC is supposed to be taking care of them. Do you see the PR and possible legal problem of not taking care of this issue? The solution to this problem is to adopt Stoner modeling, as mentioned in the attached emails. Just do it!

It is my hope that NW Natural finally wakes up from its ethically challenged corporate culture, and give billing accuracy its proper attention -- and quit trying to hide things from the public! It really doesn't have to subtract much from your profits, if NW Natural only drops its hostility to innovation, smart solutions, and those employees that have a passion for getting NW Natural to do the right thing.

Let me know if I can be of further help.

Gary Dye  
(503) 970-4249

**From:** YOUNG Kandi \* PUC <Kandi.YOUNG@puc.oregon.gov>  
**Sent:** Tuesday, September 21, 2021 4:18 PM  
**To:** GRANT Michael \* PUC; MOSER Nolan \* PUC; DAVIS Diane \* PUC; Jones Jason W  
**Cc:** BOYLE Phil \* PUC  
**Subject:** RE: Mr. Dye

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Not sure how this inquiry, which came in Friday, Sept.17, will now move forward. The reporter will be curious about the timeline/process for the information he's requested. Let me know if I'm needed to reach out or how we want to handle.

---

**From:** GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>  
**Sent:** Tuesday, September 21, 2021 8:41 AM  
**To:** MOSER Nolan \* PUC <Nolan.MOSER@puc.oregon.gov>; DAVIS Diane \* PUC <Diane.DAVIS@puc.oregon.gov>; Jones Jason W <jason.w.jones@doj.state.or.us>  
**Cc:** YOUNG Kandi \* PUC <Kandi.YOUNG@puc.oregon.gov>; BOYLE Phil \* PUC <Phil.BOYLE@puc.oregon.gov>  
**Subject:** FW: Mr. Dye

Hi all. As you may know, Kandi received a request from Ted Sickinger seeking the 2012 complaints the PUC received from Gary Dye against NW Natural and the actions taken by the PUC in response.

Gary Dye is the former NW Natural employee that Nolan and Jason met with earlier this summer to discuss his continuing allegations against NW Natural's practices.

Phil confirms that the PUC never received a formal complaint from MR Dye – rather he filed one against NW Natural. The PUC did follow up on his contact with us, both back in 2021 and again this year.

I am sending all this with the hope that Nolan and Jason can determine what information we should provide to Mr. Sickinger – as his request is more limited than the records pulled together above. I also wanted Diane to be aware that this has appeared to turn into a records request, and that maybe this should be handled by AHD, with input from Kandi.

Let me know if a meeting would be helpful, or if you can move things forward without one.

Thanks  
Mike

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Mike,



Here is some background information Phil found on the request from Ted Sickinger. He asked for complaints from 2012 v. NWN (from Gary Dye, a former NWN employee) on overbilling due to bad meters, meters not temp controlled, low quality gas out of Mist. Were the complaints investigated? Cause found? Actions taken?

Kandi

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**Sent:** Monday, September 20, 2021 12:04 PM  
**To:** YOUNG Kandi \* PUC <[Kandi.YOUNG@puc.oregon.gov](mailto:Kandi.YOUNG@puc.oregon.gov)>  
**Subject:** Mr. Dye

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**To:** YOUNG Kandi \* PUC; GRANT Michael \* PUC; DAVIS Diane \* PUC; Jones Jason W  
**Cc:** BOYLE Phil \* PUC  
**Subject:** RE: Mr. Dye

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Hi Kandi – checking in on this with Jason tomorrow, and should be able to get back to you by the end of the day.

Thanks,

NM

---

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**Cc:** YOUNG Kandi \* PUC <[Kandi.YOUNG@puc.oregon.gov](mailto:Kandi.YOUNG@puc.oregon.gov)>; BOYLE Phil \* PUC <[Phil.BOYLE@puc.oregon.gov](mailto:Phil.BOYLE@puc.oregon.gov)>  
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Thanks Mike. I will set up a meeting and invite you, if you are available and would like to attend you can – but Jason and I will be prepared to address this and get back to you if not.

NM

---

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**Cc:** YOUNG Kandi \* PUC <Kandi.YOUNG@puc.oregon.gov>  
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Note that when you open the document title “Calibration Factor” which was address to Ken Zimmerman, it will populate with today’s date rather than the original date which was sometime in 2012. - Phil

---

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**Cc:** YOUNG Kandi \* PUC <[Kandi.YOUNG@puc.oregon.gov](mailto:Kandi.YOUNG@puc.oregon.gov)>; BOYLE Phil \* PUC <[Phil.BOYLE@puc.oregon.gov](mailto:Phil.BOYLE@puc.oregon.gov)>  
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Kandi

---

**From:** BOYLE Phil \* PUC <[Phil.BOYLE@puc.oregon.gov](mailto:Phil.BOYLE@puc.oregon.gov)>  
**Sent:** Monday, September 20, 2021 12:04 PM  
**To:** YOUNG Kandi \* PUC <[Kandi.YOUNG@puc.oregon.gov](mailto:Kandi.YOUNG@puc.oregon.gov)>  
**Subject:** Mr Dye

**To:** GRANT Michael \* PUC; MOSER Nolan \* PUC; DAVIS Diane \* PUC; Jones Jason W  
**Cc:** BOYLE Phil \* PUC  
**Subject:** RE: Mr. Dye  
**Date:** Wednesday, May 18, 2022 9:40:04 AM

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Not sure how this inquiry, which came in Friday, Sept. will now move forward. The reporter will be curious about the timeline/process for the information he's requested. Let me know if I'm needed to reach out or how we want to handle.

**From:** GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>  
**Sent:** Tuesday, September 21, 2021 8:41 AM  
**To:** MOSER Nolan \* PUC <Nolan.MOSER@puc.oregon.gov>; DAVIS Diane \* PUC <Diane.DAVIS@puc.oregon.gov>; Jones Jason W <jason.w.jones@doj.state.or.us>  
**Cc:** YOUNG Kandi \* PUC <Kandi.YOUNG@puc.oregon.gov>; BOYLE Phil \* PUC <Phil.BOYLE@puc.oregon.gov>  
**Subject:** FW: Mr. Dye

Hi all. As you may know, Kandi received a request from Ted Sickinger seeking the 2012 complaints the PUC received from Gary Dye against NW Natural and the actions taken by the PUC in response.

Gary Dye is the former NW Natural employee that Nolan and Jason met with earlier this summer to discuss his continuing allegations against NW Natural's practices.

Phil confirms that the PUC never received a formal complaint from MR Dye – rather he filed one against NW Natural. The PUC did follow up on his contact with us, both back in 2021 and again this year.

I am sending all this with the hope that Nolan and Jason can determine what information we should provide to Mr. Sickinger – as his request is more limited than the records pulled together above. I also wanted Diane to be aware that this has appeared to turn into a records request, and that maybe this should be handled by AHD, with input from Kandi.

Let me know if a meeting would be helpful, or if you can move things forward without one.

Thanks  
Mike

**From:** YOUNG Kandi \* PUC <Kandi.YOUNG@puc.oregon.gov>  
**Sent:** Tuesday, September 21, 2021 8:20 AM  
**To:** GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>  
**Subject:** FW: Mr. Dye

Mike,

Here is some background information Phil found on the request from Ted Sickinger. He asked for complaints from 2012 v. NWN (from Gary Dye, a former NWN employee) on overbilling due to bad meters, meters not temp controlled, low quality gas out of Mist. Were the complaints investigated? Cause found? Actions taken?

Kandi

**From:** BOYLE Phil \* PUC <[Phil.BOYLE@puc.oregon.gov](mailto:Phil.BOYLE@puc.oregon.gov)>  
**Sent:** Monday, September 20, 2021 12:04 PM  
**To:** YOUNG Kandi \* PUC <[Kandi.YOUNG@puc.oregon.gov](mailto:Kandi.YOUNG@puc.oregon.gov)>  
**Subject:** Mr Dye

**From:** KOHO Lori \* PUC <lori.koho@puc.oregon.gov>  
**Sent:** Wednesday, September 22, 2021 12:44 PM  
**To:** YOUNG Kandi \* PUC; GRANT Michael \* PUC; Jones Jason W; MOSER Nolan \* PUC; BOYLE Phil \* PUC  
**Subject:** RE: Ted Sickinger request related to Mr. Dye

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Do you want to add something about our retention schedules? Mr Dye will maintain he did write to us and he has kept those email.

*Lori Koho*  
503-576-9789

---

**From:** YOUNG Kandi \* PUC <Kandi.YOUNG@puc.oregon.gov>  
**Sent:** Wednesday, September 22, 2021 12:42 PM  
**To:** GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>; Jones Jason W <jason.w.jones@doj.state.or.us>; MOSER Nolan \* PUC <Nolan.MOSER@puc.oregon.gov>; BOYLE Phil \* PUC <Phil.BOYLE@puc.oregon.gov>; KOHO Lori \* PUC <lori.koho@puc.oregon.gov>  
**Subject:** RE: Ted Sickinger request related to Mr. Dye  
**Importance:** High

I have not heard back from anyone – so last call! Let me know if you have any concerns with the email crafted below ASAP. If I don't hear anything by 1:30 today, I will send to the reporter.

Thank you in advance!  
Kandi

---

**From:** GRANT Michael \* PUC <[Michael.GRANT@puc.oregon.gov](mailto:Michael.GRANT@puc.oregon.gov)>  
**Sent:** Wednesday, September 22, 2021 11:53 AM  
**To:** YOUNG Kandi \* PUC <[Kandi.YOUNG@puc.oregon.gov](mailto:Kandi.YOUNG@puc.oregon.gov)>; Jones Jason W <[jason.w.jones@doj.state.or.us](mailto:jason.w.jones@doj.state.or.us)>; MOSER Nolan \* PUC <[Nolan.MOSER@puc.oregon.gov](mailto:Nolan.MOSER@puc.oregon.gov)>; BOYLE Phil \* PUC <[Phil.BOYLE@puc.oregon.gov](mailto:Phil.BOYLE@puc.oregon.gov)>; KOHO Lori \* PUC <[lori.koho@puc.oregon.gov](mailto:lori.koho@puc.oregon.gov)>  
**Subject:** Ted Sickinger request related to Mr Dye

Hi all – after speaking with Jason and Nolan, as well as Phil, here is a draft response for Kandi to send to Ted.

[Phil is updating the case record with additional emails – and will send that out shortly.](#)

**Please let Kandi know ASAP if you have any questions or concerns. This request has been pending for a while and we need to get back to Ted.**

Ted



You had asked for complaints from 2012 made by Gary Dye, a former NWN employee, on overbilling due to bad meters, meters not temp controlled, low quality gas out of Mist. You had also asked for information about whether the complaints were investigated and if any actions were taken.

We have no records of having received any written complaints from Mr. Dye in 2012. Our Staff does recall him raising concerns with the PUC at that time, and that he was referred to members of our Utility Program specialists, but we have no records of any actions or response. The primary Staff person he talked to has left the agency.

I am enclosing copies of our records from this summer when Mr. Dye renewed his concerns with Northwest Natural. Although the concerns were not directed to the PUC, we were copied on his correspondence to the company. As detailed in the attached case record, the PUC sent a list of questions to Northwest Natural. The company's responses are copied into the case record.

**Our Staff reviewed the company's responses and concluded that no action was necessary.** (Phil is looking for the email that documents this)

For your reference, I have also included the attachments noted in the case record – many of these are documents from 2012 that Mr. Dye provided to the PUC.

**From:** BOYLE Phil \* PUC <Phil.BOYLE@puc.oregon.gov>  
**Sent:** Wednesday, September 22, 2021 1:04 PM  
**To:** YOUNG Kandi \* PUC; GRANT Michael \* PUC; Jones Jason W; MOSER Nolan \* PUC;  
KOHO Lori \* PUC  
**Subject:** RE: Ted Sickinger request related to Mr. Dye

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**To:** GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>; Jones Jason W <jason.w.jones@doj.state.or.us>; MOSER Nolan \* PUC <Nolan.MOSER@puc.oregon.gov>; BOYLE Phil \* PUC <Phil.BOYLE@puc.oregon.gov>; KOHO Lori \* PUC <lori.koho@puc.oregon.gov>  
**Subject:** RE: Ted Sickinger request related to Mr. Dye  
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Kandi

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**To:** YOUNG Kandi \* PUC <[Kandi.YOUNG@puc.oregon.gov](mailto:Kandi.YOUNG@puc.oregon.gov)>; Jones Jason W <[jason.w.jones@doj.state.or.us](mailto:jason.w.jones@doj.state.or.us)>; MOSER Nolan \* PUC <[Nolan.MOSER@puc.oregon.gov](mailto:Nolan.MOSER@puc.oregon.gov)>; BOYLE Phil \* PUC <[Phil.BOYLE@puc.oregon.gov](mailto:Phil.BOYLE@puc.oregon.gov)>; KOHO Lori \* PUC <[lori.koho@puc.oregon.gov](mailto:lori.koho@puc.oregon.gov)>  
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[Phil is updating the case record with additional emails – and will send that out shortly.](#)

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Ted

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I am enclosing copies of our records from this summer when Mr. Dye renewed his concerns with Northwest Natural. Although the concerns were not directed to the PUC, we were copied on his correspondence to the company. As detailed in the attached case record, the PUC sent a list of questions to Northwest Natural. The company's responses are copied into the case record.

**Our Staff reviewed the company's responses and concluded that no action was necessary.** (Phil is looking for the email that documents this)

For your reference, I have also included the attachments noted in the case record – many of these are documents from 2012 that Mr. Dye provided to the PUC.

**From:** BOYLE Phil \* PUC <Phil.BOYLE@puc.oregon.gov>  
**Sent:** Wednesday, September 22, 2021 1:23 PM  
**To:** Jones Jason W; YOUNG Kandi \* PUC; GRANT Michael \* PUC; MOSER Nolan \* PUC;  
KOHO Lori \* PUC  
**Subject:** RE: Ted Sickinger request related to Mr. Dye

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Ed Finklea has called me twice to talk about this, I do not plan to return his calls unless someone thinks I should. – Phil

---

**From:** Jones Jason W <jason.w.jones@doj.state.or.us>  
**Sent:** Wednesday, September 22, 2021 1:20 PM  
**To:** BOYLE Phil \* PUC <Phil.BOYLE@puc.oregon.gov>; YOUNG Kandi \* PUC <Kandi.YOUNG@puc.oregon.gov>; GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>; MOSER Nolan \* PUC <Nolan.MOSER@puc.oregon.gov>; KOHO Lori \* PUC <lori.koho@puc.oregon.gov>  
**Subject:** RE: Ted Sickinger request related to Mr. Dye

[REDACTED]

[REDACTED]

[REDACTED]

**Jason W. Jones**  
Senior Assistant Attorney General  
Oregon Department of Justice | Business Activities Section  
1162 Court St NE Salem OR 97301  
503 509 9945 | [jason.w.jones@state.or.us](mailto:jason.w.jones@state.or.us)

---

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**Sent:** Wednesday, September 22, 2021 1:04 PM  
**To:** YOUNG Kandi \* PUC <[Kandi.YOUNG@puc.oregon.gov](mailto:Kandi.YOUNG@puc.oregon.gov)>; GRANT Michael \* PUC <[Michael.GRANT@puc.oregon.gov](mailto:Michael.GRANT@puc.oregon.gov)>; Jones Jason W <[jason.w.jones@doj.state.or.us](mailto:jason.w.jones@doj.state.or.us)>; MOSER Nolan \* PUC <[Nolan.MOSER@puc.oregon.gov](mailto:Nolan.MOSER@puc.oregon.gov)>; KOHO Lori \* PUC <[lori.koho@puc.oregon.gov](mailto:lori.koho@puc.oregon.gov)>  
**Subject:** RE: Ted Sickinger request related to Mr. Dye

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**Subject:** RE: Ted Sickinger request related to Mr. Dye

**Importance:** High

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**Subject:** Ted Sickinger request related to Mr Dye

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\*\*\*\*\*CONFIDENTIALITY NOTICE\*\*\*\*\*

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\*\*\*\*\*

**From:** MOSER Nolan \* PUC <Nolan.MOSER@puc.oregon.gov>  
**Sent:** Wednesday, September 22, 2021 2:57 PM  
**To:** YOUNG Kandi \* PUC; Jones Jason W; BOYLE Phil \* PUC; GRANT Michael \* PUC; KOHO Lori \* PUC  
**Subject:** RE: Ted Sickinger request related to Mr. Dye

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I think this approach makes sense. It's accurate.

---

**From:** YOUNG Kandi \* PUC <Kandi.YOUNG@puc.oregon.gov>  
**Sent:** Wednesday, September 22, 2021 2:01 PM  
**To:** Jones Jason W <jason.w.jones@doj.state.or.us>; BOYLE Phil \* PUC <Phil.BOYLE@puc.oregon.gov>; GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>; MOSER Nolan \* PUC <Nolan.MOSER@puc.oregon.gov>; KOHO Lori \* PUC <lori.koho@puc.oregon.gov>  
**Subject:** RE: Ted Sickinger request related to Mr. Dye

Hi all,

I have not responded to Ted given the emails received – such as the one below from Jason.

Any thoughts on next steps? We could submit the information (response Mike drafted) with language that staff is in the process of re-reviewing the information since the staff person that handled it originally is no longer with the agency?

I won't respond until we are all on the same page.

Kandi

---

**From:** Jones Jason W <[jason.w.jones@doj.state.or.us](mailto:jason.w.jones@doj.state.or.us)>  
**Sent:** Wednesday, September 22, 2021 1:20 PM  
**To:** BOYLE Phil \* PUC <[Phil.BOYLE@puc.oregon.gov](mailto:Phil.BOYLE@puc.oregon.gov)>; YOUNG Kandi \* PUC <[Kandi.YOUNG@puc.oregon.gov](mailto:Kandi.YOUNG@puc.oregon.gov)>; GRANT Michael \* PUC <[Michael.GRANT@puc.oregon.gov](mailto:Michael.GRANT@puc.oregon.gov)>; MOSER Nolan \* PUC <[Nolan.MOSER@puc.oregon.gov](mailto:Nolan.MOSER@puc.oregon.gov)>; KOHO Lori \* PUC <[lori.koho@puc.oregon.gov](mailto:lori.koho@puc.oregon.gov)>  
**Subject:** RE: Ted Sickinger request related to Mr. Dye

I have no concerns as far as this response to Ted.

As food for thought, without being able to document Ken Zimmerman's conclusion to the original complaint I wonder if we should consider reviewing the concerns anew so we can respond that we have reviewed the issue and determined that NW Natural acting consistently with our rules and standards? I may be paranoid, but worry that someone could say we have not taken the issue seriously without having access to Ken Zimmerman's review and conclusion.

I got a call from Ed Finklea related to this question as well and I think we will eventually need some documented answer? That said, I do not know how difficult this issue is and what kind of workload it would entail.

**Jason W. Jones**

Senior Assistant Attorney General  
Oregon Department of Justice | Business Activities Section  
1162 Court St NE Salem OR 97301  
503 509 9945 | [jason.w.jones@state.or.us](mailto:jason.w.jones@state.or.us)

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[Phil is updating the case record with additional emails – and will send that out shortly.](#)

**Please let Kandi know ASAP if you have any questions or concerns. This request has been pending for a while and we need to get back to Ted.**



Ted

You had asked for complaints from 2012 made by Gary Dye, a former NWN employee, on overbilling due to bad meters, meters not temp controlled, low quality gas out of Mist. You had also asked for information about whether the complaints were investigated and if any actions were taken.

We have no records of having received any written complaints from Mr. Dye in 2012. Our Staff does recall him raising concerns with the PUC at that time, and that he was referred to members of our Utility Program specialists, but we have no records of any actions or response. The primary Staff person he talked to has left the agency.

I am enclosing copies of our records from this summer when Mr. Dye renewed his concerns with Northwest Natural. Although the concerns were not directed to the PUC, we were copied on his correspondence to the company. As detailed in the attached case record, the PUC sent a list of questions to Northwest Natural. The company's responses are copied into the case record.

**Our Staff reviewed the company's responses and concluded that no action was necessary.** (Phil is looking for the email that documents this)

For your reference, I have also included the attachments noted in the case record – many of these are documents from 2012 that Mr. Dye provided to the PUC.

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\*\*\*\*\*

**From:** GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>  
**Sent:** Wednesday, September 22, 2021 3:02 PM  
**To:** MOSER Nolan \* PUC; YOUNG Kandi \* PUC; Jones Jason W; BOYLE Phil \* PUC; KOHO Lori \* PUC  
**Subject:** RE: Ted Sickinger request related to Mr. Dye

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After talking to Lori and Kandi – I revised the response as follows:

Ted

You had asked for complaints from 2012 made by Gary Dye, a former NWN employee, on overbilling due to bad meters, meters not temp controlled, and low quality gas out of Mist. You had also asked for information about whether the complaints were investigated and if any actions were taken.

We have no records of having received any written complaints from Mr. Dye in 2012. He did raise concerns with the PUC at that time, and that he was referred to members of our Safety Program and Utility Rate specialists who informally investigated the matter. Although we have no records of any actions or response, our Staff was unable to verify any of Mr. Dye's allegations.

I am enclosing copies of our records from this summer when Mr. Dye renewed his concerns with Northwest Natural. Although the concerns were not directed to the PUC, we were copied on his correspondence to the company. As detailed in the attached case record, the PUC asked NW natural to respond to the allegations. The company's responses are copied into the case record. Our Safety Staff reviewed the responses and was satisfied with them.

For your reference, I have also included the attachments noted in the case record – many of these are documents from 2012 that Mr. Dye provided to the PUC this summer.

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**To:** YOUNG Kandi \* PUC <Kandi.YOUNG@puc.oregon.gov>; Jones Jason W <jason.w.jones@doj.state.or.us>; BOYLE Phil \* PUC <Phil.BOYLE@puc.oregon.gov>; GRANT Michael \* PUC <Michael.GRANT@puc.oregon.gov>; KOHO Lori \* PUC <lori.koho@puc.oregon.gov>  
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**Sent:** Wednesday, September 22, 2021 2:01 PM  
**To:** Jones Jason W <[jason.w.jones@doj.state.or.us](mailto:jason.w.jones@doj.state.or.us)>; BOYLE Phil \* PUC <[Phil.BOYLE@puc.oregon.gov](mailto:Phil.BOYLE@puc.oregon.gov)>; GRANT Michael \*

PUC <[Michael.GRANT@puc.oregon.gov](mailto:Michael.GRANT@puc.oregon.gov)>; MOSER Nolan \* PUC <[Nolan.MOSER@puc.oregon.gov](mailto:Nolan.MOSER@puc.oregon.gov)>; KOHO Lori \* PUC <[lori.koho@puc.oregon.gov](mailto:lori.koho@puc.oregon.gov)>

**Subject:** RE: Ted Sickinger request related to Mr. Dye

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Senior Assistant Attorney General

Oregon Department of Justice | Business Activities Section

1162 Court St NE Salem OR 97301

503 509 9945 | [jason.w.jones@state.or.us](mailto:jason.w.jones@state.or.us)

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1162 Court St NE Salem OR 97301  
503 509 9945 | [jason.w.jones@state.or.us](mailto:jason.w.jones@state.or.us)

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**Sent:** Wednesday, September 22, 2021 1:56 PM  
**To:** BOYLE Phil \* PUC; YOUNG Kandi \* PUC; GRANT Michael \* PUC; Jones Jason W; MOSER Nolan \* PUC  
**Subject:** RE: Ted Sickinger request related to Mr. Dye

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I don't find where I responded to Phil so I may have called him. Also, I can't find any email in my records addressed to Mr. Dye.

Any interactions I had in the past have exceeded our document retention schedules.

*Lori Koho*  
503-576-9789

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**Attachments:** Case Record.rtf; CalibrationFactorOPUC2.doc; FW: Enerfin Production gas for BTU zones; Update on Ethical Allegations; RE: Follow-up on Phone Call; PaidAdminLeave.jpg; Termination0002.jpg; Termination0001.jpg; MSPreport2020.pdf; LatestSOXBTUspreadsheet.Ver8 20060919.xls; ethics0001.jpg; Blue Heron Paper

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