



Paperless Billing Terms and Conditions

By signing up for Paperless Billing you will no longer receive a paper bill from NW Natural.

NW Natural will send you a monthly email notification when your bill is ready to be viewed at nwnatural.com. NW Natural is not responsible for undelivered bill notifications. You will still be responsible for paying your NW Natural gas bill each month by the bill due date.

Past due notices will continue to be sent by regular mail.

To view bill inserts, visit [this page](#).

Please note: If your current bill was already printed, you may still receive it in the mail within the next few days. Your paperless bill notifications will begin with your next bill.

If your email address changes, you will need to update it by logging on at nwnatural.com.

If NW Natural cannot successfully deliver the bill notification to your email address, your paperless billing may be discontinued, and your gas bill will be mailed to you. If this occurs, NW Natural will send you a letter advising you of this change.

The automatic email notification from NW Natural may be filtered by your email service provider. Please be aware that if you have set your email account to block or filter messages from unknown senders, you may not receive our bill notification. Please contact your provider for instructions on how to add paperless@nwnatural.com to your list of allowed senders.

You may cancel Paperless Billing at any time at nwnatural.com, or by calling Customer Service at 800-422-4012. If you cancel Paperless Billing, you will receive a paper bill on your next billing cycle.