

Ways to Save: We can help lower the cost of comfort with rebates and limited-time bonuses

Reliable heating is key to a cozy home. To help you upgrade to clean-burning, consistent heat that comes with a high-efficiency natural gas furnace, we're partnering with NW Natural Preferred Contractors and Energy Trust of Oregon to offer rebates and limited-time bonuses.

When you upgrade to a high-efficiency natural gas furnace, you can receive rebates up to \$1,200 and a limited-time bonus from Energy Trust—plus save energy and money every month. To get the most from your furnace and save even more, Energy Trust is also offering a limited-time bonus for installing attic/ceiling insulation.*



ENERGY-SAVING TIP

Change your furnace filter once a month during the fall/winter season (for standard filters). A dirty filter slows air flow, makes the system work harder and wastes energy.

[SEE MORE IDEAS AT NWNATURAL.COM.](http://NWNATURAL.COM)



Visit nwnatural.com/Offers for rebates and limited-time Energy Trust bonuses. Qualifications apply.

* To receive limited-time bonus from Energy Trust, installation must be completed between September 1, 2020 and December 31, 2020. Rebates and bonuses are subject to funding availability and may change. Qualifications apply. NW Natural Service Solutions Preferred Contractors have implemented additional safety practices and social-distancing guidelines.

Passion for service: NW Natural Customer Service and Spanish Resource Team work hard for you every day



When a Spanish-speaking customer calls NW Natural Customer Service, our Spanish Resource Team is ready to help. The team takes pride in providing the high-quality service NW Natural is known for, and their dedication to serving Spanish-speaking customers runs deep.

Rebecca sees her work as a continuation of a commitment that began when she was 13. "My parents never learned English, so I translated for them a lot," she said. "I'm so happy I can be there now for people who don't speak English."

When Victor moved from Mexico City to Portland as a teenager, he didn't speak English, and that experience helps him serve customers.

"I remember when I had to call about bills and needed someone who could speak my language," he said. "I've been there. I know what it feels like."

The team also supports other Spanish-language needs across NW Natural. Judi, who oversees the team, said, "We go wherever we're called, and we deliver on NW Natural's core value of service every day."

New rates take effect Nov. 1

NW Natural customers in Washington will be paying new rates on November bills. The new rates reflect the annual Purchased Gas Adjustment (PGA), which were approved by the Washington Utilities and Transportation Commission on October 29.

Rates for residential customers using an average of 57 therms per month will be about \$4.50 more a month. Rates for small-commercial customers using 242 therms per month will be about \$18 higher per month. The adjustments vary based on different use patterns by customer class.

The PGA takes into account a true-up of the prior year's natural gas purchases and the cost of natural gas projected for the year ahead.

NATURAL GAS BILLS REMAIN LOW

NW Natural customers are paying about **37% less** today for their bills than they did 15 years ago, due to lower commodity costs coupled with efficient operations and energy efficiency measures.



More information is available on the Rates & Regulations section of nwnatural.com or by calling **503-226-4211**. Our Customer Service team can also provide information about flexible payment plans and low-income assistance.



The NW Natural Customer Service team is here to provide options that can help you manage bills and lower monthly payments. Please contact us at **800-422-4012** for help with your bill, in Spanish and additional languages. Or visit nwnatural.com.

Less We Can: Cherriots is now the state's cleanest public transit fleet, thanks to renewable natural gas

LESS WE CAN

Longtime NW Natural customer and community partner Cherriots public transportation in Salem-Keizer is now the state's cleanest public transit fleet, powering over half of its fleet with renewable natural gas.

By using renewable natural gas, Cherriots expects to reduce harmful smog-forming tailpipe emissions by more than 90% and greenhouse gas emissions by more than 40%.

"Clean public transit is key as we move toward a more healthy, sustainable and equitable Oregon. Transportation is the single largest source of greenhouse gas emissions in Oregon, as well as other harmful pollutants that put vulnerable communities at risk. We need to rapidly decarbonize the transportation sector, including medium and heavy-duty vehicles like trucks and buses. I commend Cherriots for leading the way with cleaner, renewable natural gas buses," said Oregon Governor Kate Brown.

"This is a perfect example of the creative thinking and problem solving we need in our community," said Salem Mayor Chuck Bennett.



By using renewable natural gas, Cherriots expects to reduce harmful smog-forming tailpipe emissions by more than 90% and greenhouse gas emissions by more than 40%.

The cost savings from using renewable natural gas will allow Cherriots to expand its bus service and help maintain affordable fare prices.

What is renewable natural gas?

Renewable natural gas is a zero-carbon resource produced from local, organic materials like food, agricultural and forestry waste, wastewater or landfills. As these materials decompose, they

produce methane. That methane can be captured, conditioned to pipeline quality and delivered in the existing pipeline system to homes and businesses where it can be used in existing natural gas appliances, equipment and vehicles. This process closes the loop on waste and provides a renewable energy option for the natural gas system, in the same way that wind and solar are used to generate renewable electricity.



Learn more about renewable natural gas and how we innovate sustainable ways to meet the demands of the region's growing population at nwnatural.com.

Your partner in safety: Keeping carbon monoxide in check

Under normal operating conditions, natural gas burns cleanly. But if natural gas isn't burning properly or an appliance isn't working properly, it could cause a carbon monoxide (CO) hazard.

CO safety tips:

- Know CO exposure symptoms, including headache, dizziness, feeling out of breath, confusion and nausea. If you suspect carbon monoxide poisoning, immediately leave your home and call 911.
- Install and regularly test UL-approved carbon monoxide detectors around your home. Contact your state fire marshal for more information.

- Make sure all vents and chimneys are properly installed and regularly inspected. Keep them free of debris, such as leaves, animal nests and creosote.
- Have your gas appliances inspected or tuned up regularly by a qualified technician.

 Visit nwnatural.com for more home safety best practices.



Enroll in NW Natural Paperless Billing today.

Now you can receive a helpful email or text reminder that lets you know when your bill is ready. Visit nwnatural.com/Paperless.



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