



Getting more from less

Did you know? NW Natural delivers more energy than any other utility in Oregon, yet the use of natural gas represents only 5% of Oregon's greenhouse gas emissions.



Ways to Save: Save money, save energy, lower carbon emissions with natural gas upgrades

When it's time to upgrade your home's heating and water heating equipment, nothing beats the instant warmth, reliability and savings of natural gas.

This spring, get incentives on qualifying equipment and professional installation. You'll use less energy to heat your home and water, while lowering your energy bills and household carbon emissions.



Visit nwnatural.com/Offers for helpful incentives on high-efficiency natural gas appliances.



In the Community: Through May 1, every paperless billing enrollment will help each child in foster care receive a dedicated court advocate



For every paperless billing enrollment made between March 1-May 1, we'll donate \$5 to CASA (Court Appointed Special

Advocates) serving children in the local foster care system. Here's why:

- **Oregon mandates that every child in foster care—about 11,500 in 2018—has a CASA. Yet there is no mandated funding source.**
- CASA, a nonprofit, trains volunteers to represent children in court. The goal: Every foster child finds a stable,

permanent home. Today, CASA is only able to serve a third of these children.

- The rate of homelessness correlates with foster care placements. More than 1 in 5 of children who "age out" of foster care will become homeless.

Want to help? Enroll in paperless billing before May 1, 2020.

NW Natural shareholders will donate \$5 to CASA on your behalf. You will receive an email every month letting you know when your paperless bill is ready. If you're already enrolled in paperless billing, thank you! Shareholders will also donate \$5,000 to CASA on behalf of our many current paperless billing customers.



Enroll in paperless billing today, while supporting CASA, at nwnatural.com/Paperless.



Partner in Safety: Your spring digging safety checklist—Call 811 before you dig

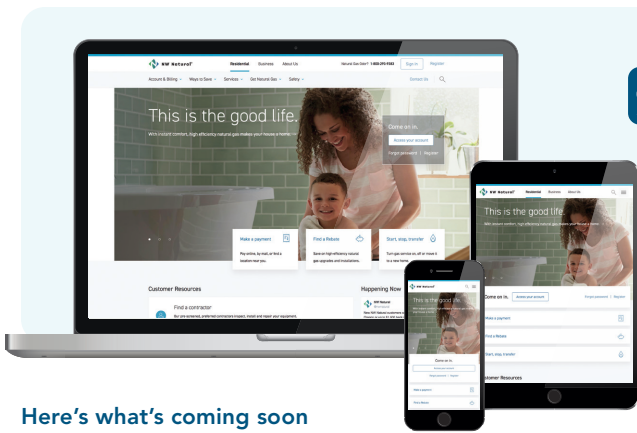
Planning an outdoor spring project? Whether you're planning to landscape, install a fence or excavate for a garden, simply call **811** at least two business days ahead to have underground utility lines located. It's free, and it's the law. It can also prevent service interruption, thousands of dollars in damages and the risk of injuries.

Here is a helpful checklist for safe digging:

- ✓ Call **811** or submit a request via our free NW Natural Safety App at least two business days before digging, regardless of depth or familiarity with the property.
- ✓ Confirm with **811** all lines have been marked.
- ✓ Consider moving your project location if it's near utility line markings.
- ✓ If working with a contractor, confirm a call to **811** has been made. Don't allow work to begin if lines aren't marked.



Learn more at nwnatural.com/Residential/Safety.



Customer Service:

Warmer days—and a new website—are right around the corner

This summer, you can look forward to a new, improved NW Natural website that will make managing your natural gas service easier, faster and more secure.

Here's what's coming soon to a screen near you:

- A responsive design for the best NW Natural experience on every device
- Improved login and password protection
- Options to receive text notifications, new convenient ways to pay, and more

Immediate access to your account, no new information required

All your account and profile settings will migrate to the new site. Here's what that means:

- Your account information—including login and password—will stay the same
- Your program enrollments—like Auto

Pay, paperless billing, Smart Energy, Equal Pay—will stay the same, too

And if you prefer paying your bill over the phone, we're improving our system so you'll get what you need, quicker.

- More intuitive, easy navigation
- Optimized bilingual translations (English and Spanish)



Set up an online profile now at nwnatural.com, so you're ready to go when the new website arrives. Stay tuned during the months ahead for more information about new features.



2020 Census:

Everyone counts in Oregon and Washington

In March, the U.S. Census Bureau will begin inviting all to participate in the census. Your confidential responses will determine how federal funds are spent in your state over the next 10 years. Funds impact local housing, education,

employment, infrastructure, legislative representation, and much more.



Visit 2020Census.gov for more information.



J.D. Power and Associates

For the fourth year in a row, business customers have voted NW Natural highest in the West in the J.D. Power Gas Utility Business Customer Satisfaction Study. Thank you!

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