



Our Response to Coronavirus (COVID-19)

A commitment to the health and safety of our community



As we continue to respond to the impacts of COVID-19, NW Natural is keeping customers at the forefront.

NW Natural's service is part of the region's critical infrastructure. More than 2.5 million people depend on us to heat their homes, cook their meals and keep their business running.

That's why we're continuing all of the work necessary to provide safe and reliable service, such as responding to customer issues or emergencies and performing maintenance on our system, while following the CDC and OSHA guidance for health and safety.

We're also working with policy-makers, community partners and others, advocating for additional energy assistance and other support to help our customers.

HELPING our customers

During this challenging time, we are here to help with options that can help you manage bills and lower monthly payments. Please call us at **800-422-4012**.

- **Flexible payment plans**
Reconcile a past-due account with a temporary payment arrangement.
- **Extend payment due date**
Extend the date of your current payment.
- **Low-income assistance**
Learn if you qualify for energy-assistance funding and view a list of local agencies.



For more information and the latest updates about our services to customers, employee best practices and community assistance, visit nwnatural.com.



Partner in Safety: Staying home and safe with NW Natural

With more people at home—from cooking in the kitchen to digging in the yard—NW Natural reminds you of these important natural gas safety tips:



Call 811 before you dig

Whether you're planning to landscape, install a fence or excavate for a garden, call **811** at least two business days before digging to have underground utility lines located. It's free and it's the law. According to the Oregon Utility Notification Center, locate crews will follow COVID-19 health safety precautions.



In the kitchen

When cooking at home, remember kitchen safety tips: keep a fire extinguisher nearby; keep combustibles like paper towels, clothing and electrical cords away from range burners; keep burners and range top clean; and shut off burners when not in use.

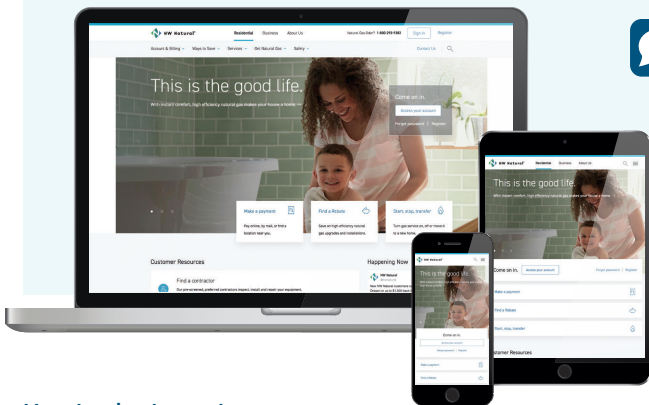


Grilling outdoors

Always stay by the grill when cooking outdoors. Place the grill at least 10 feet away from objects, including the house and shrubs or bushes. Check the connection between the propane tank or natural gas line to ensure it's working properly. And never bring a grill inside your home or garage—it could be a fire or carbon monoxide-poisoning hazard.



Learn more stay-safe-at-home tips 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 at nwnatural.com, so you'll have everything you need to stay up to date on your account and NW Natural news. Stay tuned for more information about new features.



In the Community: Through July 1, every paperless billing customer will help ensure each child in foster care gets a dedicated court advocate

To thank our many customers who receive paperless bills, NW Natural shareholders will donate \$5,000 to CASA (Court Appointed Special Advocates), serving local children in the foster care system. And for every new paperless billing customer enrolled between March 1-July 1, we'll donate an additional \$5 to CASA. 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. Even before

COVID-19, CASA was only able to serve a third of these children.

- **Now, CASA is preparing for a surge in children entering foster care** as a result of unprecedented emotional, financial and health stressors facing many families at home. CASA anticipates an increase in the number of abuse or neglect reports when children return to school and interact with their teachers again.

Would you like to help? Enroll in paperless billing before July 1, 2020. NW Natural shareholders will donate \$5 to CASA on your behalf. You will begin receiving a helpful email every month, letting you know when your paperless bill is ready.



CASA made sure Daniel didn't stay in foster care any longer than necessary when his adoption process stalled. Here he is with adoptive parents Gino and Paula.



Become a paperless-billing customer, while supporting CASA, at nwnatural.com/Paperless.

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