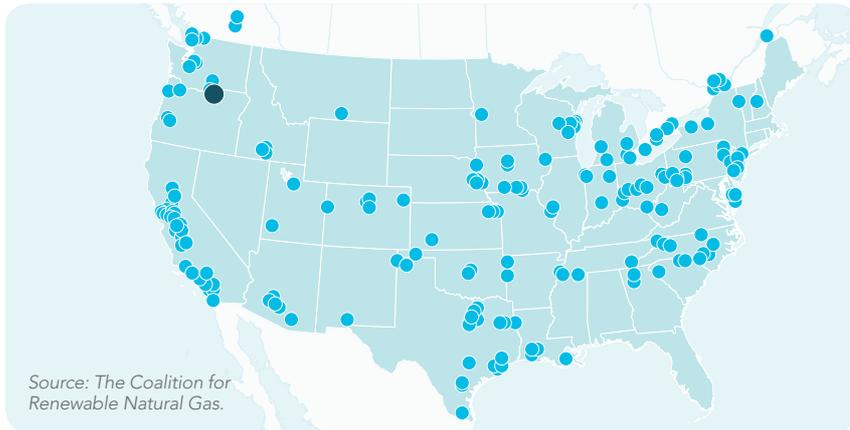




Less We Can: Wave of renewable natural gas projects are turning waste into energy today



It's happening now in North America: Wastewater treatment plants, food and farm waste and landfills naturally produce biogases that are being captured and converted into renewable natural gas.

With improved technology and growing demand, 110 renewable natural gas facilities are in operation today in the U.S. and Canada—up from just 41 in 2014.

Nearly 100 more are in development or under construction, including projects in Portland and Eugene.

The Three Mile Canyon dairy in Boardman, Oregon, is also producing renewable natural gas for vehicles, helping to eliminate about 130,000 metric tons of carbon dioxide emissions annually—equivalent to removing 28,000 cars from the road.

New laws in Oregon and Washington will enable NW Natural to begin delivering renewable natural gas to our customers in 2020. We're excited to join these innovative utilities in helping close the loop on waste.



Learn more about the newest local renewable at LessWeCan.com.



In the Community: We're committed to addressing homelessness and helping at-risk youth and families

At NW Natural, we do more than natural gas. We work to improve the health of our community. **That's why we've awarded five local nonprofits with grants totaling half a million dollars from our shareholders' Corporate Philanthropy Fund, plus in-kind resources and volunteer support.**

Our 2020-2022 Programs of Focus are:

- **A Village for One** provides a safe environment for youth impacted by commercial sexual exploitation, and opportunities to heal physically, mentally and spiritually.
- **Bonneville Environmental Foundation's "Clean Energy. Bright Futures"** provides underserved youth with equitable access to energy education and careers.
- **Community Warehouse** is an innovative "furniture bank" that



provides essential household furnishings to neighbors-in-need.

- **Janus Youth Programs** serves more than 6,000 at-risk children, youth and families each year in Oregon and Washington, helping to stabilize lives and create paths to success.
- **Portland Homeless Family Solutions** empowers homeless families with children to get back into housing long-term and thrive.



Ways to Save: Reliable savings and warmth come with natural gas heating upgrades

Space heating makes up the bulk of a home's energy use. To help lower heating costs, we team up with NW Natural Preferred Contractors to offer special incentives on high-efficiency natural gas equipment and appliances. **These appliances use less energy, while delivering the performance you count on.** They also help you:

- Spend less on energy bills
- Lower your household's carbon emissions
- Enjoy fast, consistent heat



Visit nwnatural.com/Community to learn more about our ongoing community support and contribution programs.



Visit nwnatural.com/Offers to see the latest offers and incentives.

Rate Change Request Filed

NW Natural is asking Oregon regulators for a general rate increase. The request is to recover costs associated with investments to strengthen and reinforce the natural gas system, provide necessary system maintenance and operational resiliency, and technology upgrades.

If approved as filed, the request would result in an overall revenue increase of \$71.4 million or about 11.5%.

Under this proposal, a residential customer using 53 therms per month would see an average monthly bill increase of about \$6.43. A commercial customer using 242 therms a month would see an average monthly bill increase of about \$25.40.

Will this proposed increase change my bill this winter? No, the request will not affect customer bills this winter. Rate cases typically take up to 10 months to complete. If approved by the Public Utility Commission of Oregon (OPUC), new rates will likely take effect Nov. 1, 2020. The requested

rate change is subject to review by the OPUC, and is not binding on the commission.

HOW CAN I LEARN MORE OR PROVIDE INPUT?

Copies of the filing are available for inspection at NW Natural's main office and at nwnatural.com. For more information about the filing, or notice of the time and place of any hearing, contact NW Natural or the commission at:

NW Natural Main Office

220 NW Second Avenue
Portland, Oregon 97209-3991
800-422-4012, ext. 3589

Public Utility Commission of Oregon

201 High Street SE, Suite 100
PO Box 1088
Salem, Oregon 97308-1088
800-522-2404

Customer Care: Ease of paying your bill



We offer many flexible bill payment options online so you can choose which time-saving method works for you.

Try our monthly automatic payment service and avoid late payments. Pay as a guest with Quick Pay, a secure way to pay without requiring an online account. Receive email reminders when your bill is ready. Or, set up an online account to pay your bill, manage your account, and schedule NW Natural services all from one place.



 Visit nwnatural.com/Payment to check out all our convenient options.

Partner in Safety: There's a reason our natural gas smells like rotten eggs Smell. Go. Let us know®

NW Natural customers receive natural gas through our pipeline system—one of the most modern in the U.S.

But before natural gas reaches your home or business, we add an odorant. We could have made it smell like anything: barbecue ribs or chocolate chip cookies. But we gave it a rotten egg odor so it can be quickly detected.

If you smell a rotten egg or sulfur odor inside, we're counting on you to go outside and call us at 800-882-3377, day or night.

We'll send a technician right over to check things out. Just remember to: Smell. Go. Let us know®.



 Visit nwnatural.com/Residential/Safety to learn more safety tips.



WANT TO GO PAPERLESS? Visit nwnatural.com/Paperless and enroll in paperless billing today.

FOLLOW US:

