

Bill Credit: We returned a record total of \$17 million to Oregon customers



We are marking 16 years of bill credits with about \$16 back on your June gas bill.

Natural gas delivers affordability and reliability year-round. But this spring, NW Natural customers received another cost savings—a credit on June bills.

“Natural gas delivers an affordable essential service for the region. In fact, our customers’ natural gas bills are about 40% lower than they were 15 years ago,” said David H. Anderson, NW Natural president and CEO. “During such a challenging time for so many due to COVID-19, we’re especially pleased to share these cost savings.”

The average household in Oregon received a credit of about \$16.88. Compared to the average monthly bill, that equals a cost savings of 30%.

Average small business customers received credits of about \$77.09.

This year’s record total of \$17 million in bill credits to Oregon customers

reflects an updated gas storage sharing mechanism, and efficient pipeline capacity management.

Washington customers also receive cost-saving benefits from NW Natural. But instead of a one-time credit, Washington credits are included in the monthly billing rate throughout the year.



Learn more about the June bill credits by visiting nwnatural.com/AboutNWNatural/PressRoom.



Partner in Safety: PSU study finds our system potential resource for resilience in disasters

Did you know our natural gas system could be helpful in earthquake recovery? A new study by Portland State University’s Center for Public Service, conducted in partnership with NW Natural, finds that the regional natural gas system could provide a transportation sector backup that would be helpful for post-disaster recovery plans.

“What we found was that the natural gas system is distributed both in terms

of generation and storage, making a strong case for it to be evaluated as a low-cost, low-risk system,” said Hal Nelson, assistant professor of public administration at Portland State and the faculty adviser on the study.

“This is a new way of thinking about post-disaster infrastructure.”



Read more at nwnatural.com/AboutNWNatural/PressRoom.

HOME, SAFE AND SOUND

NW Natural continually coordinates with other regional organizations and agencies as part of a statewide earthquake preparedness effort. But emergency preparedness doesn’t stop with us. You can take additional precautions with your natural gas appliances and equipment, too. See our emergency preparedness tips and other safety best practices at nwnatural.com/Residential/Safety.





Ways to Save: More comfort, less impact. You can rely on high-efficiency natural gas appliances

Natural gas is already the affordable way to heat your home and water, and cook your food. Newer high-efficiency natural gas appliances can help lower your energy bills—and household carbon emissions—even more, especially with help from limited-time cash incentives.

- You can receive **up to \$750** when upgrading to a high-efficiency natural gas furnace, and a \$250 incentive when you install a new air conditioner.
- Receive **up to \$400** back when upgrading to a high-efficiency natural gas fireplace.
- Federal tax credits may also be available. Why schedule now? Heating and cooling contractors may



have more flexible schedules, helping you install upgrades before fall kicks in.

Incentives are available when you work with a NW Natural Preferred Contractor or Hearth Retailer when installing

qualifying natural gas equipment. **NW Natural Preferred Contractors have also implemented additional safety practices and social-distancing guidelines.** Qualifications apply.

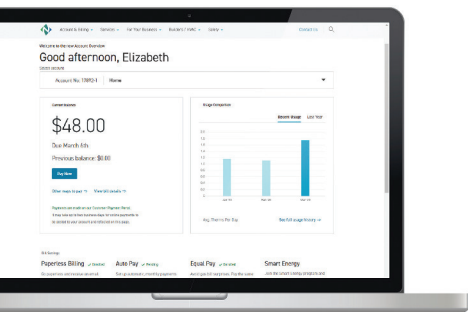


See full details and requirements at nwnatural.com/Offers.



More Convenience Coming to a Screen Near You: One dashboard for all your account-management needs

When you sign into our new website later this year, you'll see enhancements designed to give you the best NW Natural experience on every device. In addition to improved responsiveness, security and self-service options, a central account dashboard lets you easily manage program enrollments, track energy use and more.



Everything in one place

From your account dashboard, you'll be able to:

- Toggle between multiple accounts in a dropdown menu
- Label your accounts for easy identification
- View your account balance, due date, billing-setting status, gas-use comparison all on one screen
- Compare your current month's gas use with last year's use in a single click
- Quickly access and download 14 months of gas-use history
- Conveniently view your enrollment and account-management options
- Pay your bill online with one click



You don't have to wait for our new website to start managing your account. Set up your online profile today at nwnatural.com. (Your account and profile setting will migrate to the new site.)



Renewable Natural Gas: Energy reimagined

We're putting organic waste to good use while reducing carbon emissions. Renewable natural gas is made from organic materials like wood, food and even human waste, and can be delivered through our existing pipeline to your home or business.



Visit LessWeCan.com to see how we're turning waste into reliable energy.



WE'RE HERE TO HELP. Please contact us today if you need payment assistance or to make payment arrangements. Call us at **800-422-4012**, 7 a.m. to 6 p.m., Monday through Friday.

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