



## Your Partner in Safety:

**We have the resources and pipeline standards in place to help keep you safe**

About 2.5 million customers throughout Oregon and Southwest Washington depend on NW Natural to deliver gas service safely and reliably. That's why we have one of the most modern pipeline systems in the nation—a **system that exceeds state and federal pipeline safety regulations.**

To maintain a safe gas system, we lead continuous efforts like training first responders and excavators.

We also work to keep you safe every day, indoors and out. Brush up on these safety tips:

- Know how to identify a possible gas leak: Natural gas is odorless, so we give it a strong stinky smell similar to rotten eggs. If you smell rotten eggs, leave the area and call us at **800-882-3377. Smell. Go. Let us know.**
- **Before you start any digging project**, call **811** to locate underground utility lines for no charge. Within a few days, you'll see visual markers identifying underground lines, showing you where not to dig.



Learn more safety tips by visiting [nwnatural.com/HomeSafety](http://nwnatural.com/HomeSafety). Together, we can continue to be a leader in safety, nationwide.

## NW Natural news you can use



The low cost of natural gas has saved families a total of \$143 billion over 10 years, nationwide.  
[nwnatural.com/Benefits](http://nwnatural.com/Benefits)



NW Natural Street of Dreams tickets on sale now! The summertime tradition since 1975 returns with six homes at two locations, showcasing a range of price points, housing types and energy-efficiency design. See you this summer in Happy Valley, July 31 to August 22, 2021.  
[streetofdreamspdx.com](http://streetofdreamspdx.com)



Many factors contribute to indoor air quality, like cleaning products and the food you cook. Improve indoor air quality by using your kitchen fans and range hoods. [nwnatural.com/CookingWithGas](http://nwnatural.com/CookingWithGas)



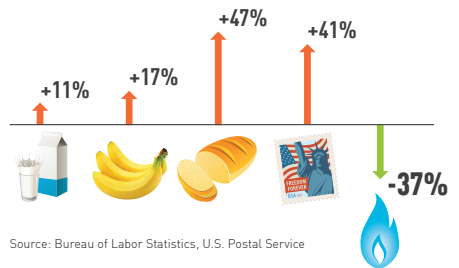
## Count on us: Due to efficient operations and lower commodity costs, we pass historically low prices on to you

While the cost of many everyday goods and services are on the rise, our customers are paying about 37% less today on their gas bills than they did 15 years ago. How is this possible? Efficient operations and lower commodity costs mean you benefit from the savings.

### Lower bills even more with these energy-saving tips:

- After last fall's wildfires and winter demand on your furnace, take a look at your furnace filter. If it's dirty, your furnace is wasting energy by working harder than it needs to.
- Ceiling fans can help save money in every season. When it's warm out, switch your fan to the counterclockwise direction, and feel the relief of cool circulating air.

Over 15 years, your natural gas rates have fallen, while many everyday goods cost more.



- Window coverings can also help trim costs. Keep the sun's glare out by closing drapes in the heat of the day, especially on west-facing windows.



There's always more room to pay less with NW Natural. Visit [nwnatural.com/Tips](http://nwnatural.com/Tips) to see ideas we recommend most.



## Ways to Save:

### Reduce your gas use with high-efficiency appliances

We partner with NW Natural Preferred Contractors and Energy Trust of Oregon to provide rebates and discounts on high-efficiency natural gas upgrades, making appliances more affordable. These energy-saving appliances can lower gas bills—and your household's carbon emissions—all year long.

#### This summer, you can receive discounts on the following:

- High-efficiency natural gas furnace
- High-efficiency natural gas fireplace
- High-efficiency natural gas water heater
- Insulation, windows and smart thermostats



### GET RELIABLE HOT WATER FOR LESS

A high-efficiency natural gas water heater helps lower energy use and money spent on hot water. And if your current model is more than 10 years old, installing a high-efficiency water heater now reduces the risk of an emergency replacement later.



Visit [nwnatural.com/Offers](https://nwnatural.com/Offers) to access this season's rebates and qualifications, and find a contractor near you.



### Customer Care: As a NW Natural customer, you have options when it comes to paying your bill

We offer a variety of methods to pay your bill, so you can choose which one works best for you.

Pay by phone, mail, in person or online. You can also set up automatic payments, enroll in paperless billing and much more.



#### Pay by phone

Make a payment 24/7 using our automated Interactive Voice Response system.

Call us at 800-422-4012.



#### Pay in person

Many local merchants are authorized to accept payments on behalf of NW Natural. Use our tool to find a location near you.



#### Pay by mail

NW Natural provides a return envelope with your monthly bill. Use the envelope to mail in your check.



#### Pay online

Use a credit or debit card or checking account, make a quick one-time payment without logging in, enroll in Auto Pay and other self-service options.



Visit [nwnatural.com/Payment](https://nwnatural.com/Payment) to see all the options designed to make paying your bill as easy as possible.

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