

Comfort Zone

NW Natural Customer Newsletter • Oregon



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YOUR SAFETY IS ALWAYS FIRST

Easy ways to plan now for an emergency

September is National Preparedness Month, and a great time to create or review an emergency-response strategy.

Here is a checklist to help you be prepared and stay safe:

- ✓ **MAKE A PLAN:** Agree on how to communicate before, during and after a disaster with family and friends, and assume you may not be together. Visit ready.gov for tips to complete a plan.
- ✓ **BUILD A KIT:** Gather essential supplies that will last for at least two weeks after a disaster for everyone in your home, including pets. Download an emergency kit list at redcross.org.
- ✓ **BE AWARE OF YOUR ENVIRONMENT:** Know disaster risks in your area, such as winter storm, heat wave and earthquake trends. Visit Oregon.gov/oem for more.
- ✓ **STAY INFORMED:** Sign up for emergency notifications in your county so you know what's happening in your area at publicalerts.org.



For more preparedness and safety ideas, visit nwnatural.com/Prepare.



In Case of an Emergency

Remember that many natural gas appliances work when the power goes out. See how at nwnatural.com/PowerOutage.



CUSTOMER CARE

Choose from a variety of payment methods

As a NW Natural customer, you have a variety of payment methods to help make paying your bill as easy as possible.

- **Pay by phone.** Make a payment 24/7 using our automated system. Call us at 800-422-4012.
- **Pay in person.** Many local merchants are authorized to accept payments on behalf of NW Natural. Use the helpful map 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 much more.

If you need help taking care of a past-due account balance, flexible payment plans are available with longer terms and more flexible options.



Visit nwnatural.com/Payment to see all the convenient options available to you.

More NW Natural news you can use



Smell Rotten Eggs?

We make natural gas smell bad so you know to leave and call 24/7 **800-882-3377**. We'll come out day or night. nwnatural.com/RottenEggs



Tune Up Heating Equipment

Is your natural gas furnace or fireplace cleaned and ready to deliver instant heat and lower bills? Special fall prices are available. nwnatural.com/TuneUp



Reducing Energy Use

Together, NW Natural and Energy Trust helped customers save nearly 6.4 million therms in 2020, an 18% improvement in one year. nwnatural.com/LessWeCan



WAYS TO SAVE

Tips, rebates and resources to help lower heating bills this fall



Make sure your home is prepared for fall and winter with dependable heating and easy cost savings.

Count on reliable, efficient warmth.

Natural gas heats your home quickly and efficiently. Thanks to NW Natural Preferred Contractors and local organizations, you can receive rebates when you upgrade to energy-saving appliances, like high-efficiency natural gas furnaces, fireplaces and water heaters.

See all of this season's rebates at nwnatural.com/Offers.

Manage monthly energy use.

There are simple changes you can do today to lower energy consumption and payments, especially in cold winter months.

Small adjustments include updates to your ceiling-fan and room-ventilation settings, as well as dishwashing and laundry habits.

See ideas at nwnatural.com/Tips.



SUSTAINABILITY

Environmental, Social and Governance report: See some of the most important work we're focused on

The 2020 ESG report has plenty of good news for customers, outlining environmental, social and governance progress made over a year's time, and ongoing focus for the future. Here are a few highlights:

- **Safety:** Continued to operate one of the most modern, tight systems in the nation, with an emphasis on investing in people, processes and technology for constant improvement.
- **Environment:** Saved more than 379,000 metric tons of carbon dioxide equivalent and remained on track to meet or exceed NW Natural's voluntary carbon-savings goal of 30% savings from our own operations and customers' use of our product by 2035, based on 2015 emissions levels.
- **Communities and customers:** Invested more than ever in the communities we serve, contributing nearly \$1 million to nonprofits and funding energy-efficiency programs for low-income customers. During the pandemic, we voluntarily suspended late fees and customer disconnections.



NW Natural employees drive results and progress to serve 2.5 million customers. They include the Diversity, Equity and Inclusion Council and Employee Resources Group, whose team leads are pictured here.



HAPPENING NOW:

NW Natural is investing in renewable natural gas projects to acquire renewable natural gas for customers. With the first two agreements in place, we can purchase or develop enough renewable natural gas to heat about 36,000 homes. And this is just the beginning. See details at nwnatural.com/RNG.



Learn more about today's results and tomorrow's direction at nwnatural.com/ESGreport.

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