



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 mil.wa.gov/hazards 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.



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, 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 updating your ceiling fan and room ventilation settings.

See ideas at nwnatural.com/Tips.

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



Manage Billing Options

Many tools are available to help save time and money, including paperless billing, Equal Pay and payment plans. nwnatural.com



BILLING UPDATE

New rates start in November

To true-up differences between estimated and actual natural gas costs, NW Natural filed an annual Purchased Gas Adjustment with the Washington Utilities and Transportation Commission (WUTC) on Sept. 13, 2021.

Rates will be further impacted by a separate NW Natural general rate case filed with the WUTC earlier this year. If approved, customers will see new rates on monthly bills starting as early as Nov. 1:

- Rates for residential customers in Washington will be about \$6.34 more a month for customers using an average of 57 therms per month.
- Rates for small-commercial customers in Washington will be about \$25.93 more a month for customers using an average of 235 therms per month.

This year's adjustment takes into account economy-wide supply and demand impacts during the COVID-19 pandemic, coupled with higher prices during the region's historic winter storm this past February. The rate changes also include other year-to-year adjustments and costs approved by regulators.

Reason for new rates

The combined effects of the following four



filings for the PGA contribute to rate changes for Washington customers:

1. **Purchased Gas Adjustment.** A \$5.73 increase on the average monthly residential bill, and a \$23.64 increase on the average small-commercial bill. The filing trues up the differences between the estimated and actual cost of natural gas, and it establishes the customer costs for natural gas from Nov. 1, 2021–Oct. 31, 2022.
2. **Energy-Efficiency Programs.** A \$0.51 increase on the average monthly residential bill, and a \$1.93 increase on the average monthly small-commercial bill for energy-efficiency programs that support cost-effective natural gas conservation.
3. **Low-Income Assistance.** A \$0.11 decrease on the average monthly residential bill, and a \$0.38 decrease on the average monthly small-commercial bill for programs that help low-income residential customers make energy improvements and stay warm.
4. **Other year-to-year adjustments and costs pending approval by regulators.** A \$0.20 increase on the average monthly residential bill, and a \$0.71 increase for small commercial.

NW Natural's filings are requests, subject to public review and a decision by the WUTC. Customers may comment on the proposed rate changes by clicking "Submit a Comment" at www.utc.wa.gov, emailing comments@utc.wa.gov, calling 1-888-333-9882 (WUTC), or mailing Washington Utilities and Transportation Commission, PO Box 47250, Olympia, WA 98504-7250. Customers can also request more information, review the filing, and find out about open meetings.

For more information, visit the Rates and Regulations section of nwnatural.com, send a letter to NW Natural Rates and Regulatory, 250 SW Taylor St., Portland, OR 97204, call the Rates and Regulatory Department at 503-610-7330, or email from nwnatural.com/ContactUs/Email.



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 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 30% carbon-savings goal.
- **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.



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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