

Comfort Zone

Natural Gas Safety and Customer Newsletter



NW Natural®

July 2021 • nwnatural.com

YOUR SAFETY IS ALWAYS FIRST

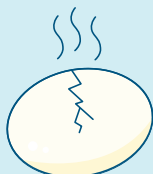
We added a rotten egg odor to natural gas to help you detect even the smallest leak.

Weird smell in your home? To help you easily detect a potential gas leak, we add a rotten egg odor to natural gas long before it reaches your home or business. Some also say it smells like skunk or sulfur. If you get a whiff of that distinctive odor, the most important thing to do is to act.

Here's what to do:

Smell.

If you smell rotten eggs, you'll quickly know that you might have a leak.



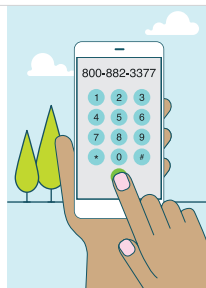
Go.

Leave, get everyone outside.



Let us know.

Call the NW Natural 24-hour emergency line at **800-882-3377**. We'll be there right away.



See more summer safety tips, resources and how we build safety into our natural gas service every day at nwnatural.com.

More NW Natural news you can use

Put Natural Gas in Your Emergency Kit



Watch helpful videos to see how select natural gas appliances can operate when your power is out. nwnatural.com/PowerOutage

2021 Street of Dreams



NW Natural Street of Dreams ends Aug. 22! Browse six homes of varying price ranges and designs. Ticket discount with code **NWNATURAL21**. streetofdreamspdx.com/p/about/nwnatural

Ways to Pay



Online self-service tools make it easier to manage your gas account. Choose Auto Pay to have your monthly gas bill automatically deducted from your bank account, debit or credit card. nwnatural.com/AutoPay

CUSTOMER CARE

Check out this step-by-step guide to understanding your gas bill



There's a lot of useful information on your gas bill. To make reading your bill simple and easy, we've created a guide that explains its many parts, including:

- How to read your monthly natural gas use, billing options, quick-reference information and much more
- How your bill is calculated
- How every dollar is spent
- How natural gas rates compare to other everyday items



Learn about everything that goes into your natural gas bill at nwnatural.com/Guide.

Lane County's Homes for Good and NW Natural turn on reliable hot water for seniors and customers with disabilities



Homes for Good, the housing agency in Lane County, Oregon, owns 700 units of limited-income housing in the Eugene area. This winter, NW Natural helped the agency replace a failing water heating system in a 150-unit building that is home to low-income seniors and people with disabilities.

"We are beyond grateful for our partnership with NW Natural," said Ela Kubok, Homes for Good's communications director. "Without it, we would have had to postpone other capital projects—like new roofs for some of our buildings."

When the centralized water heaters began to fail at Parkview Terrace, NW Natural was ready to help. Rick Hodges, NW Natural's energy-efficiency program manager, arranged for company engineers to assist with system planning. Then NW Natural covered the full cost to purchase and install new energy-efficient water heaters and upgrade the piping for water and natural gas.

This project was the first of its kind for NW Natural, which previously provided these services only to limited-income residents of single-family homes. Now we can help organizations



that—like Homes for Good—operate multifamily buildings for limited-income residents. We are eager to build similar partnerships.



Visit nwnatural.com/Savings for assistance programs in every county we serve, which provide free or discounted weatherization services to qualified customers.

WAYS TO SAVE

Tools to help save money and energy in your home



As the energy provider you depend on, we prioritize ways to keep your gas bills low. That's why we offer a variety of resources that can help you make the best energy-saving choices for your home and lifestyle:

- ✓ See rebates and discounts available when you upgrade to high-efficiency natural gas appliances. nwnatural.com/Offers
- ✓ Manage energy use and start saving right away with easy energy-saving tips. nwnatural.com/Tips
- ✓ Lower energy bills even more by making insulation, windows and other energy-efficiency improvements. We partner with Energy Trust of Oregon to offer discounts. energytrust.org
- ✓ Understand how each natural gas appliance can improve your home's energy performance, bills and comfort. We cover the facts about furnaces, fireplaces, water heaters, cooktops and ranges, outdoor grills and more. nwnatural.com/Appliances



Here to help prep your home for fall.

When you upgrade to a high-efficiency natural gas furnace, you can receive: *

\$200 invoice credit
from NW Natural Preferred Contractors

plus
Up to \$550 incentive from Energy Trust

plus
Lower energy bills and carbon emissions
over the life of the furnace

* Requirements apply.