

## **Less We Can:** NW Natural and BioCarbN form innovative renewable natural gas partnership with Tyson Foods



We are partnering with BioCarbN, a developer and operator of sustainable infrastructure projects, to convert methane from some Tyson Foods facilities into renewable natural gas to heat homes and businesses.

Once fully operational, the four projects are expected to generate more than 1.2 million MMBtu of renewable natural gas each year—enough to provide heat for about 18,000 homes we serve in Oregon.

**This is our first investment under the landmark new state RNG law, Oregon Senate Bill 98, which**

**supports renewable energy procurement and investment by natural gas utilities.**

RNG is produced from organic materials like agricultural and forestry by-products, food waste, wastewater, or landfills, and is a valuable form of renewable energy. It combines similar emission-reduction benefits of traditional, intermittent renewables such as wind and solar, with the reliability and storage capabilities of natural gas—all while capturing and using organic material that would otherwise add carbon to the atmosphere.



Visit [nwnatural.com/RNG](http://nwnatural.com/RNG) to learn more about how we create new, sustainable ways to meet demands of the region's growing population.

## **Springtime tips from your partner in safety**

We innovate for your safety every day, with one of the most modern pipeline systems in the nation. As with any utility, safety awareness is key. And you can help simply by picking up your phone:

- **Smell. Go. Let us know.®**—That's all you need to do if you suspect a natural gas leak or smell rotten eggs. Before natural gas reaches your home, we add an odorant so a gas leak can be detected quickly. If you smell it, leave the area and call us at **800-882-3377**.
- **Call 811 before you dig**—Utility lines beneath the ground provide

all the essentials of a modern home, including electricity, water, natural gas and sewer. Call 811 to locate them at least two business days before starting any project that involves digging on your property. It's free and it's the law.



Visit [nwnatural.com](http://nwnatural.com) to see more safety tips for your home or business.



## **NW Natural bill credit:** Customers received \$9.1 million in recent bills

Our Oregon customers received a credit on their February bill, as we issued \$9.1 million in bill credits for services provided at our underground natural gas storage facility at Mist, Oregon, as well as from efficient pipeline capacity management.

The average residential customer in Oregon saw a credit of about \$9, which equals a savings of 16% compared to average monthly bills. The average small commercial customer in Oregon received a credit of about \$39.

For the past 17 years, NW Natural has issued nearly \$170 million in bill credits to Oregon customers. Previously, the credits were distributed in June. This year they are given out in February as a result of the most recent rate case outcome where the Utility Commission agreed the credits should align with the winter heating season when demand is highest.



Natural gas remains an affordable energy choice. NW Natural customers are paying about 37% less today for their bills than they did 15 years ago, due to lower commodity costs, efficient operations and energy-efficiency measures.

David H. Anderson  
NW Natural president and CEO



Learn more about the bill credits by visiting [nwnatural.com/About-Us](http://nwnatural.com/About-Us).





## Local homebuyers favor natural gas for heating, water heating and cooking

A recent study shows homes with natural gas features are more desirable than homes without



82%

of recent and prospective homebuyers surveyed said they would incur an additional cost of \$50,000 for a home with natural gas heating and cooking, versus a lower-priced home with all electric heating and cooking.

When buyers are shopping for a home, an independent study conducted by Escalent Research, shows they prefer—and will pay more for—homes with natural gas heating, water heating and cooking, as well as fireplaces and outdoor grills.

The study surveyed 600 recent and prospective homebuyers in NW Natural's service area and showed **8 in 10 prospective homebuyers prioritize homes with natural gas.**

### Here are the top reasons why:

- Buyers recognize that natural gas is affordable and efficient.
- They prefer natural gas to electricity for heating and cooking.
- They consider natural gas an important feature when looking for their "ideal" single-family home.



Read more about the study and homebuyer preference for natural gas at [nwnatural.com/Preference](http://nwnatural.com/Preference).

### Ways to Save: Natural gas is good sense, and these rebates mean even more savings

We work with NW Natural Preferred Contractors and Energy Trust of Oregon to provide rebates when you upgrade to qualifying high-efficiency natural gas appliances. They use less energy to heat your home and water, which can lower energy bills in every season.



High-efficiency natural gas furnace  
**UP TO \$1,200**



High-efficiency natural gas fireplace  
**UP TO \$400**



High-efficiency natural gas water heater  
**UP TO \$200**

See this season's rebates at [nwnatural.com/Offers](http://nwnatural.com/Offers).



## Cooking with natural gas: Chef's choice and your choice!

See why 40 million Americans cook with natural gas

There are plenty of reasons people who like to cook choose natural gas. A few are:

- **Control!** A gas cooktop gives you total control. Adjust the flame to immediately raise or lower the cooking intensity. Natural gas burners distribute heat evenly to prevent scorching.
- **Hot food when the power's out?** By overriding the electronic ignition on the surface burners and instead lighting them with a match, you can use your gas cooktop to create a home-cooked candlelight dinner.

- **For the multitasker.** Wi-Fi technology lets you preheat your oven or monitor your meal's progress from your home office or walking route.

As with any appliance, make sure your natural gas cooking equipment is properly installed and maintained. **Ventilation is particularly important, regardless of the fuel source.** Today's ventilation standards are designed to keep the air inside your home safe and healthy.

Any type of food preparation can affect indoor air quality. High-temperature cooking like frying and broiling creates



particulates, and even toasters contribute to indoor air pollution.

Every kitchen should have a range hood or exhaust fan that vents outside. If the fan recirculates air into the kitchen, keep a window open or use an exhaust fan in another room.



Learn more cooking safety tips and why so many chefs choose natural gas at [nwnatural.com/CookingWithGas](http://nwnatural.com/CookingWithGas).

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