

Dear valued customer:

When the COVID-19 state-wide emergency was declared on March 8, 2020, all major utilities in Oregon voluntarily suspended late fees and turning off gas meters for non-payment of past-due balances.

The Public Utility Commission of Oregon approved a customer-assistance order to address the effects of COVID-19. As part of this order, all utilities will resume normal billing and collection processes with their residential customers. **Under the order, suspension of meter turn-offs for non-payment ends on August 1, 2021.**

**NW Natural will resume its normal process of mailing past-due notices after July 16, 2021.** If you receive a past-due notice, please contact us at the phone number below before the notice expires to prevent disconnection for non-payment. In addition, the suspension of late fees and deposit requirements ends on October 1, 2022.

#### **Financial-assistance resources**

We know this is still a difficult time for many of our customers and we are here to help. We want you to be aware of all the options for assistance. Flexible payment plans may be available, including long-term payment arrangements for up to 24 months. If you need help making a past-due payment, please contact us to discuss payment arrangement options. You may be eligible for financial assistance grants through our new Arrearage Management Program that assists customers in need.

If you're on a limited or fixed income and need continued assistance paying your home energy bills, agencies in Oregon can help. Available programs include the Low-Income Home Energy Assistance Program, NW Natural's Oregon Low-Income Gas Assistance program and NW Natural's Gas Assistance Program. Visit [nwnatural.com/PaymentAssistance](http://nwnatural.com/PaymentAssistance) for a list of local agencies and eligibility requirements.

If you have questions, please contact us at **800-422-4012**, 7 a.m. to 6 p.m., Monday through Friday.

Thank you for taking the time to read this important notice.

Sincerely,  
NW Natural