



## BILLING UPDATE

### New rates take effect

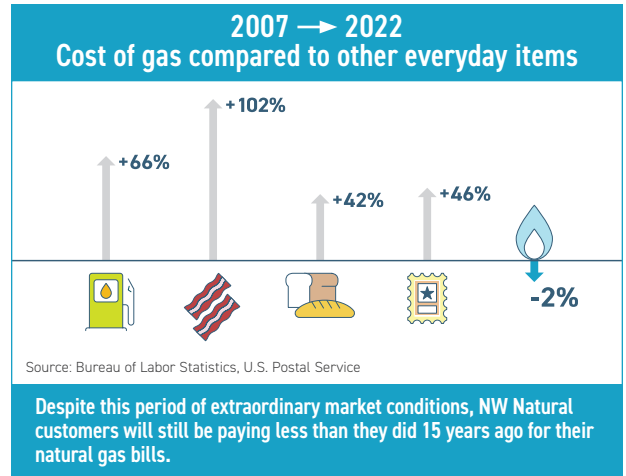
Globally, energy prices are on the rise. For utility customers in Oregon, that means new rates are taking effect during a time of energy market disruption and inflationary pressure.

"We recognize the hardship that customers are facing right now when the costs of everyday goods—from the grocery store to the gas pump—are going up," said David Anderson, NW Natural President and CEO. "That's why we worked with our regulator and stakeholders to help our residential customers better manage their heating costs this winter by offering a temporary bill credit."

A new delayed payment program with temporary bill credits for NW Natural's residential customers in Oregon, beginning November 1, 2022, will defer some of the rate impact to warmer months when customers typically see lower bills.

With temporary bill credits in place from November 1 through March 14, the average residential customer<sup>1</sup> will see an increase of about \$14 per month. When temporary bill credits expire, the average residential customer<sup>2</sup> will see an increase of about \$14 per month from March 15 through October 31. Rates for the average small-commercial customer<sup>3</sup> will be about \$56 more a month.

The new rates for Oregon customers include the combined effects of the annual Purchased Gas Adjustment and a general rate case, recently approved by the Oregon Public Utility Commission.



<sup>1</sup> Average residential usage from November through March is 90 therms.

<sup>2</sup> Average residential usage from April through October is 27 therms.

<sup>3</sup> Average small-commercial usage is 242 therms per month.



We are here to help you manage energy costs. Learn more at [nwnatural.com](http://nwnatural.com) or call us at 800-422-4012.

## More NW Natural news you can use



**Bill payment assistance** options are available [nwnatural.com/PaymentAssistance](http://nwnatural.com/PaymentAssistance)



**Gas Assistance Program** turns 40! [nwnatural.com/GAP](http://nwnatural.com/GAP)



NW Natural customer **Linfield University** upgrades insulation [blog.energytrust.org](http://blog.energytrust.org)



## WAYS TO SAVE

### Bill discounts and resources are in place to help manage energy costs

We now offer monthly gas bill discounts of 15%-40% if you live in Oregon and your household income is below the state's median income level.

#### Resources to lower monthly energy bills:

- Bill discount for qualifying households: Discounts are calculated as a percentage of your monthly bill.
- Payment plans: Several flexible plans are available depending on your needs.
- Bill support from community agencies: We partner with community organizations to help pay energy bills.
- Free home energy improvements: Get free energy upgrades like natural gas furnaces and water heaters, for income-qualifying customers.
- No-cost and low-cost energy-efficiency tips: Did you know? You can save 3% on energy use with each degree you reduce the heat on your thermostat.



Visit [nwnatural.com/BillDiscount](http://nwnatural.com/BillDiscount) for more information and tips.



# Today our natural gas system is a powerhouse

## Renewable natural gas for the pipeline

NW Natural procures natural gas from Canada and the Rocky Mountain region, two of the most stringently regulated production areas in North America. We deliver that natural gas to customers using our local distribution system—one of the most modern in the U.S. Now we're using our modern system to deliver *renewable natural gas* to customers.

Renewable natural gas (RNG) is not a fossil fuel and does not add more carbon dioxide into the atmosphere. It's made by converting gases from organic waste streams into carbon-neutral fuel. In just the first two months of purchasing RNG for customers in 2021, it represented 0.21% of our Oregon sales load delivered to customers. Today, we have agreements with options to purchase or develop RNG totaling 3% of our annual sales volume in Oregon. For context on this rapid progress, the U.S. is at about 12% for wind and solar energy used for electric generation<sup>1</sup> after more than two decades of active development and public policy support.

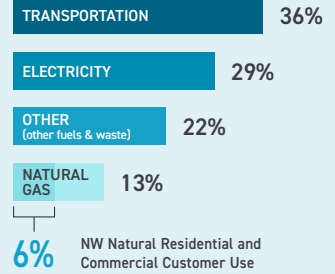
## NW Natural's dependable pipeline system

- **Delivers 50% more energy** than any other utility in Oregon
- **Meets 74% of home heating** needs in the area we serve
- **Meets 90% of energy needs** for our residential space and water heat customers on the coldest winter days

## 6% of Oregon's emissions

The natural gas our residential and commercial customers use accounts for around 6% of Oregon's greenhouse gas emissions.

## OREGON GREENHOUSE GAS EMISSIONS BY SECTOR



Source: Oregon DEQ In-Boundary GHG Inventory 2019 data.

<sup>1</sup> <https://www.eia.gov/energyexplained/electricity/electricity-in-the-us.php>. For a complete list of article sources, visit [nwnatural.com/Sources](http://nwnatural.com/Sources).

→ Visit [nwnatural.com/ESGreport](http://nwnatural.com/ESGreport) for more facts and resources from our 2021 Environmental, Social and Governance (ESG) Report.



## YOUR SAFETY IS ALWAYS FIRST

# Tips to stay safe at home, and what to do if you smell a rotten-egg odor

Our greatest responsibility is to deliver energy safely and reliably. In 2021, we performed safety inspections on our transmission system at nearly three times the rate required by federal and state regulations. But safety doesn't stop with us:

- If you smell a rotten-egg odor indoors, let us know by calling **800-882-3377**. We'll come out day or night. **Smell. Go. Let us know.**
- Appliances that don't work or vent properly can create a carbon monoxide (CO) hazard. Install UL-approved CO detectors around your home. They immediately alert you to high CO levels.
- If the power goes out, know how to operate select natural gas appliances, like your stovetop, fireplace and water heater.



## SPECIAL OFFERS

# Efficient natural gas heat for less

If you're planning an energy upgrade, remember we partner with NW Natural Preferred Contractors, retailers and Energy Trust to offer rebates on high-efficiency natural gas equipment.

**High-efficiency natural gas fireplaces** are easy to operate, come with efficiency ratings up to 90%, and can heat up to 1,000 square feet in a power outage.

A **high-efficiency tankless water heater** can also work when the power goes out. When equipped with a battery backup, a tankless model can keep hot water running for 4-5 days without power. Visit [nwnatural.com/PowerOutage](http://nwnatural.com/PowerOutage) to view videos on how to operate your gas equipment when the power is out.

→ See the safety tips we recommend most at [nwnatural.com/HomeSafety](http://nwnatural.com/HomeSafety).

→ See rebates and requirements at [nwnatural.com/Offers](http://nwnatural.com/Offers).