

A challenging season.

A combination of factors has raised natural gas costs this winter and, unfortunately, resulted in higher bills for many of our customers compared to last year.

These factors may include: New rates reflecting a significant increase in global natural gas prices and system investments; a colder November and December; and a longer December billing cycle with extra days during an extreme winter weather event.

In preparation for the rest of winter, we have added resources to help you manage energy costs.

See the reverse for ways to manage your energy bill this winter.



NW Natural®

We can help you manage your energy bill this winter.

Unpredictable energy costs can be stressful, which is why we provide payment and billing options that can help:

- ✓ **Temporary payment plans.** Flexible monthly payment options can make your bill more manageable.
- ✓ **Payment extensions.** You may be able to extend your payment due date and pay in a timeframe that works for you.
- ✓ **Residential Bill Discount Program for Oregon customers.** Our income-qualified discount program can save you 15% to 40% on monthly bills.

Learn more at
nwnatural.com/PaymentAssistance
or scan the QR code.



Connect with customer service.

- **Send us an email** from nwnatural.com/ContactUs and we will respond to your question within 2-3 business days.
- **Visit nwnatural.com** for immediate information and see ways to manage your payments.
- **Call 800-422-4012** and leave your call-back number. We will do our best to return your call within 24 hours.

Thank you for being a NW Natural customer and for your patience.