



YOUR SAFETY IS ALWAYS FIRST

## Spring is the season to call 811 before your first digging project

Step #1 before starting your outdoor projects is to call 811 to locate underground utility lines that power your home. **This service is free, reveals areas to avoid when digging, and does not require you to be home.**

Here in the Northwest, we respond to more than 500 dig-in damages each year. These damages are often caused by someone who did not notify 811 before starting a project, like building a fence or deck or planting a tree. Yet these damages are easy to prevent.

"It's incredibly important to contact 811 to have utility lines located before digging," said Jaimie Lemke, NW Natural's damage prevention supervisor. **"It's free, and it's the law. It can also help prevent service interruption, thousands of dollars in damages, and the risk of injuries."**



**Request your free underground locate by calling 811 or online at [Oregon811.com](http://Oregon811.com) or [Washington811.com](http://Washington811.com)**



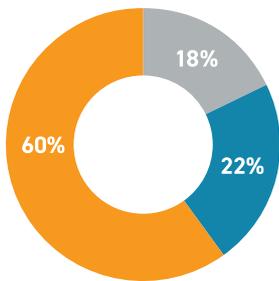
**Know what to expect when you call 811. Visit [nwnatural.com/HomeSafety](http://nwnatural.com/HomeSafety).**



FACTS ABOUT OUR ENERGY SYSTEM

## Evolving to address climate change, leaving no one behind

### The Starting Point: Oregon GHG Building Emissions



■ Electricity ■ Natural Gas ■ Oil & Other

Source: Oregon DEQ Greenhouse Gas Inventory Averages for 2017-2021, Residential & Commercial Sector

The building source emissions shown in this graph include energy use from homes and businesses in Oregon. Using natural gas directly in high-efficiency equipment and appliances has helped NW Natural customers save on their energy bills while also lowering emissions.

We are committed to addressing climate change by supporting sound energy policy. We believe innovative solutions that use a diversified energy system will help us achieve our climate goals faster and more affordably:

- While the electric system is working to lower fossil fuel use over time and transition to hydropower, wind, solar and batteries, the natural gas system is evolving, too. **We are working to integrate renewable natural gas, and clean and renewable hydrogen into our system.**
- We can enable this transition using our **existing system—one of the tightest, most modern in the U.S.**
- **We believe having two systems—gas and electric—working in tandem to decarbonize** using a suite of solutions will help lower emissions while preserving energy choice and reliability.
- For example, many **natural gas appliances and generators can operate in a power outage**, which is an important safeguard against potential weather risks.

We invite our customers to learn more about the role of our system in the region, and our work to support a clean energy future.



**Read more at [nwnatural.com/OurEnergySystem](http://nwnatural.com/OurEnergySystem).**





WAYS TO SAVE AND PREPARE

# A natural gas generator keeps home electricity on when there's no power

A natural gas backup generator can power your entire home or just the essential appliances, even when the weather has other ideas. If you've been thinking of installing backup power, we may have the solution with a Generac Power Systems natural gas generator.

- A natural gas generator is permanently installed to **power a home's electrical system**, including electric vehicles, and sits outside just like an air conditioner.
- A Generac natural gas generator comes with a **free 10-year parts and labor warranty**—a \$1,035 value. Applies to online offer only.
- **Different sizes, types and prices** are available.

As a NW Natural customer, you can also take advantage of rebates for other high-efficiency natural gas appliances that can lower bills and keep you comfortable if the power goes out, like a tankless water heater with battery backup and fireplace.



See details about the Generac natural gas generator and other special offers at [nwnatural.com/Offers](https://nwnatural.com/Offers).



IN THE COMMUNITY

# The 2023 NW Natural Volunteer of the Year serves in ways that honor his family's history and reflect his passions



Darren Nakata, NW Natural's Chief Legal Counsel, was recently named 2023 Volunteer of the Year for applying his passion for history and education to serving the community.

We recognized Darren for his work on the Board of Trustees of the Oregon Historical Society. "At the OHS, we want to tell the story of all Oregonians," Darren said. **"We are interested in bringing Oregon's history to life, sharing new stories and new voices."**

He cites his family's influence as the motivation to volunteer, because giving back to the community was part of his upbringing.

For example, Darren serves on the Board of Directors of the nonprofit OnPoint Community Credit Union, which has a history of serving teachers and reflects his interest in education.

Through the years, he has also provided Certified Financial Planner financial-planning services pro bono to those with limited incomes. "I find it rewarding to coach people on finances, helping them sharpen skills they can use for the rest of their lives to take control of their financial future."



Read more about Darren and other NW Natural employees who work hard for you every day at [nwnatural.com/Volunteers](https://nwnatural.com/Volunteers).

## Quick service at [nwnatural.com](https://nwnatural.com)



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Register your account online for **self-service options**.

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