



BILLING UPDATE

Committed to helping you manage energy costs

Several factors are impacting energy costs for our customers in the Pacific Northwest, including rising global prices of natural gas.

To see how these factors impact your bill, see the online billing guide. It shows how to read your bill, understand its various parts, find your current gas use and rate, and more.



We work in advance to purchase gas at lower costs.

We store this gas, then tap into it during the heating season when gas is most in demand. In addition, we do not mark-up the cost of gas. These are steps we take every day to keep costs as low as possible for you.



Learn more about your bill and ways to manage energy costs at nwnatural.com/Guide.



YOUR SAFETY IS ALWAYS FIRST

Power outages: Depend on our pipeline system and gas appliances

We deliver 50% more energy than any other utility in Oregon,* and deliver that energy through one of the tightest, most modern pipeline systems in the U.S. This is an especially vital function when homes and businesses are at risk of losing power during an outage.

Ways select natural gas appliances can keep your home or business up and running:

- A natural gas fireplace with battery backup can keep you toasty even if the power goes out. **(BONUS:** See the reverse for a chance to win a new high-efficiency natural gas fireplace!)
- Natural gas tankless water heaters with battery backups can start working automatically in case of a power outage.
- You can light many natural gas stovetops with a utility lighter to cook meals and boil water before drinking. Remember to open a window when cooking in a power outage to help with ventilation if your hood range isn't working.



See more home safety tips at nwnatural.com/HomeSafety.



SMART COOKING

Make it a habit: Turn on the fan when you cook

Did you know that an important part of cooking safety is good kitchen ventilation? Using a gas or electric stove—especially for frying, broiling and other high-temperature cooking—can produce pollutants. So when you cook, turn on your exhaust fan.

Multiple studies show that kitchen ventilation plays an important role in removing cooking-related emissions. That's why exhaust hoods are required for all new homes in Oregon, whether they have gas or electric cooktops.

Cooking tips:

- If your exhaust fan does not vent to the outside, open windows when you're cooking.
- Installing a new range hood? Make sure it's in accordance with local codes, is well-maintained and inspected periodically. If you're on a limited income, our weatherization-agency partners can evaluate your home's ventilation needs.



Learn more about cooking with ventilation and other resources at nwnatural.com/Cooking.



You have another convenient way to pay



As a NW Natural customer, you have a variety of methods to pay your bill. We continually look for ways to offer more convenient tools so you have the payment option that works best for you.

NEW!**You can now get text notifications when your bill is due.**

We will text you when your bill is ready. Then simply reply to pay. There's no need to sign in or remember a password.

Pay by text.

Of course, you can still pay online, via mail or in person. If you would like to stay informed of new billing and payment services, as well as other updates that may impact your NW Natural account, please follow us on social media or sign up for our monthly newsletter in your account settings.



To begin paying by text, sign in to update or register your account at nwnatural.com.

**WAYS TO SAVE**

We are here to help lower energy costs

Heating makes up a home's biggest energy expense, followed by water heating. We can help lower those expenses with energy-saving tips and rebates for high-efficiency natural gas appliances that use less energy.

**TIPS TO HELP LOWER THE TOP TWO ENERGY EXPENSES**

- ✓ Turn down the thermostat to 65–68°F during the day and 58–60°F at night during cooler months. Make up any difference in comfort with layered clothing.
- ✓ Adjust and clean vents. Make your adjustments based on the season and room location. For example, heat rises, so upstairs rooms may need less of it. Vacuum vents regularly to keep air flowing freely.
- ✓ Wash dishes and clothes with full loads only. Scrape food residue off plates instead of using water to rinse. And try washing clothes with cold water.



Appliances that can lower energy bills may be eligible for rebates from NW Natural Preferred Contractors and incentives from Energy Trust.

- High-efficiency natural gas furnace
- High-efficiency natural gas fireplace—check out the opportunity below to win a gas fireplace.
- High-efficiency natural gas tank and tankless water heaters
- Insulation and windows



See rebates, requirements and good energy habits at nwnatural.com/Offers.

Keep it

ENTER FOR A CHANCE TO WIN a new high-efficiency natural gas fireplace.

Do you know how to stay warm if the electricity goes out? Take an easy quiz, and be entered for a chance to win toasty prizes. The grand prize is a high-efficiency natural gas fireplace with installation. Four other winners will receive \$100 Visa gift cards.



Visit nwnatural.com/toastysweepstakes to enter. Giveaway ends April 30, 2023.

