



YOUR SAFETY COMES FIRST

Two summer safety tips from NW Natural

Safety is our priority and commitment to you. That's why we work 24/7 to maintain our modern and tight pipeline system.

You can also help. If gardening or grilling is in your future, please remember these two easy safety best practices:

- 1 Always notify 811 before you dig. You can **schedule this free service online or by phone**. Then dig knowing where underground utility lines lie on your property.
- 2 Keep your outdoor **grill at least 10 feet away** from other structures and objects.



See other safety tips we recommend most at nwnatural.com/HomeSafety or our social media channels.



2022 SMART ENERGY PROGRESS REPORT

More than 1.9 million tons of emissions mitigated



We launched Smart Energy 15 years ago for customers who wanted to offset the carbon emissions from their natural gas use.

Recently, Smart Energy celebrated the milestone of funding 1.9 million metric tons total emission mitigations.¹ **That's equivalent to removing nearly 425,000 gasoline-powered cars from the road for a year.**² Thank you, Smart Energy customers!

Reducing environmental impacts with carbon mitigation

When you enroll in Smart Energy, the carbon emissions from your natural gas use will be 1) offset through projects that reduce, or prevent the release of, greenhouse gases, or 2) mitigated through a mix of carbon offsets and renewable natural gas projects. The options available may vary depending on the location of your gas service.

Smart Energy projects keep methane, a potent greenhouse gas, from entering the atmosphere by harnessing it as a renewable energy source. Today, Smart Energy has verified and retired carbon offsets from 19 projects in the Pacific Northwest, California, Utah, Alaska and British Columbia.



Learn about Smart Energy projects and enroll at nwnatural.com/Smart.

Quick self-service at nwnatural.com



Check on your **monthly bill and gas use**.



Start, stop or transfer natural gas service.



Change settings in the **Account Preference Center**.

¹ As of December 31, 2022. See <https://apps.puc.state.or.us/edockets/docket.asp?DocketID=17092> for details.

² This figure was calculated using emissions data of 1,908,923 metric tons of carbon dioxide and the EPA's Greenhouse Gas Equivalencies Calculator here <https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>



WAYS TO SAVE

Home energy improvements can lower energy bills and gas use

When you improve your home energy efficiency, you can lower energy bills and use less energy.

We, along with NW Natural Preferred Contractors and Energy Trust of Oregon, offer rebates so you spend less to make these improvements. If you are on a limited income, you may be eligible for more discounts.

- **Get up to \$1,200 for upgrades** to both heating and cooling.
- **Get a \$300 discount when you upgrade** to a Rinnai Sensei high-efficiency natural gas tankless water heater.

Bonus: A high-efficiency tankless water heater with a battery backup can work even when the power goes out.



See more ways to save money and energy at nwnatural.com/Offers.



INVESTING IN THE COMMUNITY

Three incoming Linn-Benton Community College students receive scholarships to pursue careers in skilled trades



We have supported the economic development of local communities for a long time—164 years! This year, we are especially excited to help young people enter professions that are experiencing a shortage of skilled workers.

We recently awarded three incoming **Linn-Benton Community College** students \$5,000 scholarships to attend LBCC's Career Technical Education program. These students will receive essential training and skills to enter in-demand trades.

"Linn-Benton Community College is at the forefront of connecting students with high-demand trades in the mid-Willamette Valley," said David Van Der Haeghen, NW Natural's Community Affairs Manager for the area. "We are thrilled to award these scholarships to such deserving students, who have demonstrated a commitment to their education and communities."



Read more about this workforce partnership at nwnatural.com/Newsroom.



KNOW YOUR RIGHTS AND RESPONSIBILITIES AS A NW NATURAL CUSTOMER

We are committed to providing safe and reliable natural gas service to all customers. You can help us meet this commitment by paying your bill on time, keeping your gas meter and other NW Natural facilities protected from damage or tampering, and alerting us in advance at nwnatural.com or **800-422-4012** if you plan to move, wish to change your service, or have a service problem.

Know your customer rights and responsibilities: View the Rights and Responsibilities brochure at nwnatural.com/BillInserts.

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FOLLOW US:



CUSTOMER SERVICE

800-422-4012

24-HOUR EMERGENCY

800-882-3377

