



BILLING UPDATE

Bills going down for Oregon customers

We're happy to offer rate relief for our residential and small-commercial customers, despite continued inflation and new costs to comply with the state of Oregon's Climate Protection Plan (CPP) mandates. While bills for most customers are going down in the short-term — mostly due to global gas prices stabilizing, as well as efficient use of NW Natural's storage facilities and pipeline network — large industrial customers will see rate increases due to new CPP mandates.

The average Oregon residential customer using 56 therms per month is expected to see their bill **go down by about \$6 per month**. The average small-commercial customer can expect a reduction of about \$17 per month. If approved, rate changes are expected to begin Nov. 1.

Most NW Natural customers in Oregon
can expect lower gas bills starting November 1!



To better understand your bill, see the online billing guide at nwnatural.com/Guide. It shows how to read your bill, understand its various parts, find your current gas use and rate, and more.



YOUR SAFETY IS ALWAYS FIRST

Tips and tools to help you prepare for an emergency



The modern natural gas pipeline system that serves your home is built with flexible materials that can better withstand stress from ground movement associated with earthquakes, landslides and other natural disasters.

We partner with other organizations in the region, such as the American Red Cross Cascades Region, to help prepare customers for an emergency. And as your utility provider, we also provide resources to help you prepare for an emergency.

- **Sign up for emergency notifications in your county** so you get real-time alerts.
- Gather **essential supplies** that will last for at least two weeks after a disaster.
- Know how to **operate your natural gas appliances when the power goes out**.



Get these emergency-preparedness resources at nwnatural.com/Prepare.

Quick self-service at nwnatural.com



Make sure your **preferred method of contact** is up to date.



Find **NW Natural Preferred Contractors** nearest you.



Customize your **online account options** to best meet your needs.



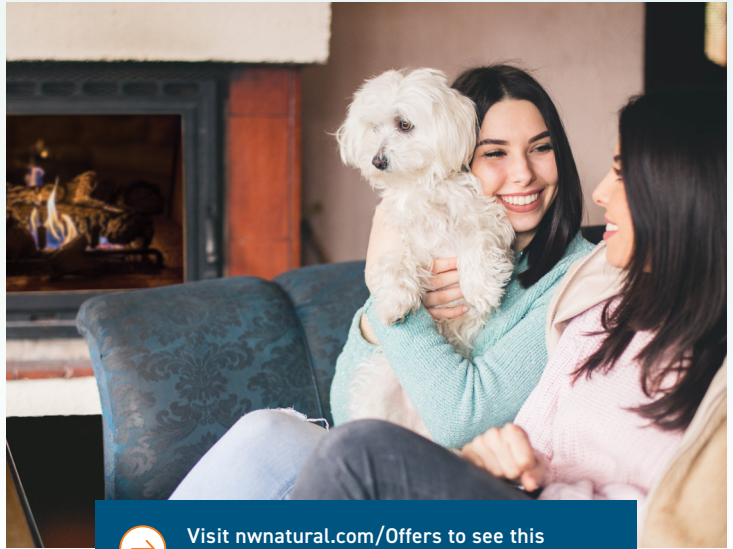
WAYS TO SAVE

Lower your monthly bills and maintain indoor temperatures year-round

Fall is here and we, along with NW Natural Preferred Contractors and Energy Trust of Oregon, offer rebates to help you prep your home for lower heating bills and improved comfort.

- A new **high-efficiency natural gas fireplace** offers clean-burning, efficient heat for up to a 1,000 square feet of living space—all at a low cost. Get up to \$400 in rebates.
- The better the insulation, the less your heating system has to work to maintain comfortable temperatures. You can get cash back when you **upgrade your attic, wall or floor insulation**. An average 1,000-square-foot home can save up to \$1,500 on new insulation installations.

To kick off the heating season in savings style, adjust ceiling fans to turn clockwise on low speed. This simple step will push warm air down and circulate it throughout the room.



Visit nwnatural.com/Offers to see this season's rebates and energy-saving tips.



IN THE COMMUNITY

Supporting family- and children-focused nonprofits in Oregon and SW Washington



Photo by Comunidad y Herencia Cultural

We are excited to announce that **several local nonprofits in Oregon and Southwest Washington recently received \$600,000** to support their vital family- and children-focused missions. This support is part of the 2023 NW Natural total giving effort, which is expected to exceed \$1 million.

Join us by learning more about these local organizations:

A Village for One

Q Center

Centro Cultural de Washington County

Youth Rights
& Justice

FOOD for
Lane County

Old Mill Center for Children & Families



Visit nwnatural.com/Newsroom to read more about these organizations.

"We are committed to the communities we're privileged to serve," Environmental Policy and Corporate Responsibility Director Mary Moerlins said. "Supporting nonprofit organizations across our territory who enrich and uplift our region is core to who we are."

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FOLLOW US:



CUSTOMER SERVICE

800-422-4012

24-HOUR EMERGENCY

800-882-3377



NW Natural®