

Customer questions and answers.

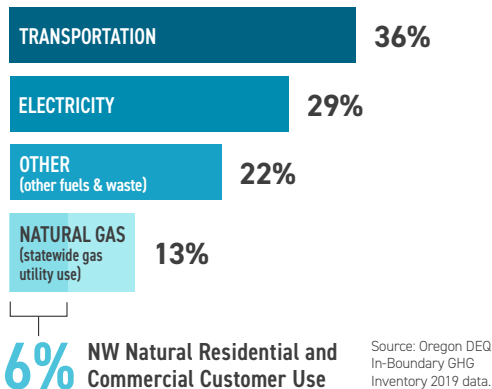


WHAT ARE NW NATURAL CUSTOMER EMISSIONS?

NW Natural meets about 90% of the energy needs for our residential space and water heat customers on the coldest winter days.

And yet, the natural gas our residential and commercial customers use accounts for around 6% of Oregon's greenhouse gas emissions.

OREGON GREENHOUSE GAS EMISSIONS BY SECTOR



Source: Oregon DEQ In-Boundary GHG Inventory 2019 data.



ARE ELECTRIC APPLIANCES FOSSIL-FUEL FREE?

NO. Oregon electric utilities rely on about as much natural gas for power generation as all the natural gas utilities in the state deliver to customers.¹ Coal is also still used to generate electricity delivered in Oregon even as new state law requires our electricity to be 100% clean by 2040.² So, what a "ban" on the use of natural gas some groups are advocating for really means is removing it as a choice in appliances for homes and businesses, while continuing to use it in power plants.

¹ From December 2021 through November 2022, Oregon's natural gas deliveries for electric power was 142 Bcf. Natural gas deliveries for residential, commercial and industrial sectors were 138.8 Bcf. Source: EIA annual natural gas deliveries to consumers, Oregon.

² Oregon Department of Energy, "Electricity Mix in Oregon," 2022.



IS VENTILATION NEEDED WHILE COOKING?

YES. It's important to have good kitchen ventilation each time you cook, whether on a gas or electric stove, which is why exhaust fans are required for new homes regardless of the fuel type. Externally vented exhaust fans and range hoods help remove emissions directly at the stove before they mix in to the surrounding air.

→ Learn more at nwnatural.com/cooking

WHAT IS RENEWABLE NATURAL GAS?

Renewable natural gas (RNG) is not a fossil fuel and does not add more carbon dioxide into the atmosphere. RNG is derived from biogas, which is produced from decomposing organic waste from landfills, agricultural waste and wastewater from treatment facilities, that has been captured and cleaned for the pipeline.

Source: EPA, "An Overview of Renewable Natural Gas from Biogas," 2021.

→ Learn more at nwnatural.com/rng



CAN WE DECARBONIZE AND STILL ENSURE RELIABILITY?

The Pacific Northwest power grid is already facing challenges, so having two energy systems is more important than ever. For example, many natural gas appliances continue to work in power outages. Removing the option for natural gas and forcing all electric appliances for homes and businesses could worsen the strain on the electric grid and require costly new electric generation and transmission lines.

NW Natural is pursuing renewable resources and new technologies to reduce carbon emissions affordably and reliably, with one of the tightest, most modern distribution networks in the nation.

→ Learn more at nwnatural.com/DestinationZero



WHAT DO VOTERS THINK?

According to the respected and nonpartisan firm, DHM Research, 70% of voters in Oregon and Southwest Washington oppose a ban on new natural gas hookups in homes and buildings. Learn more at nwnatural.com/ESGreport

Z0063 4/23

For a complete list of sources, visit nwnatural.com/Sources