

IMPORTANT NOTICE FOR RESIDENTIAL AND COMMERCIAL CUSTOMERS

NW Natural's customers can receive help making their homes and businesses more energy efficient through Energy Trust of Oregon. Energy Trust offers cash incentives and other services designed to help you save energy and money.

The Oregon Public Utility Commission (OPUC) has established rules about how and what customer information NW Natural and Energy Trust must share.

What information do we share?

NW Natural must provide customer name, service address, historical gas usage, energy-efficiency program participation information, building type, heat type and rate type. Energy Trust is required by law to hold this information in strict confidence. NW Natural does not provide information such as social security numbers, drivers' license numbers, or any financial information. Energy Trust must provide NW Natural with information about the energy-efficiency measures our customers install through participation in their programs.

How is this information used?

Energy Trust will use the information to help design, evaluate and improve the energy-efficiency programs they offer to our customers and may also use the information to contact you directly about their programs.

NW Natural will use the information to update equipment information on your account and capture changes in gas usage that result from customer efforts to save energy. Usage data helps us in setting rates, as well as other types of financial analysis.

Do-not-contact option:

If you do not wish to be contacted by Energy Trust, you may submit a do-not-contact instruction to **energytrust.org/do-not-contact**, or complete the form on the back and return it to:

Energy Trust of Oregon
421 SW Oak Street, Suite 300
Portland, OR 97204

If you select the do-not-contact option you will not be contacted by Energy Trust unless you later request that they contact you. Selecting this option does not mean that customer information will not be shared between NW Natural and Energy Trust.

You can read the complete rule here: Oregon Administrative Rules 860-086-0000 through 860-086-0040, http://arcweb.sos.state.or.us/pages/rules/oars_800/oar_860/860_tofc.html.

If you have any questions about the requirements of this rule you may contact the OPUC at puc.consumer@state.or.us or by phone at 503-378-6600, toll free 1-800-522-2404.

Thank you for supporting energy efficiency in Oregon.

I DO NOT wish to be contacted by Energy Trust of Oregon

Please complete the form below and return it to:

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421 SW Oak Street, Suite 300
Portland, OR 97204

The form is also available online at: energytrust.org/do-not-contact.

Residential Business

Business Name (if applicable)

First Name

Last Name

Mailing Address (PO Boxes OK – Street/Box, City, State, Zip)

NW Natural Account Number