



BILLING UPDATE

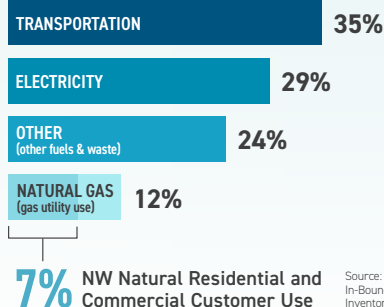
Lower bills this winter for Oregon customers

We're happy to offer rate relief for our customers. Starting November 1, the average Oregon residential customer using 56 therms per month is expected to see their bill **go down by about \$8 per month**. The average small-commercial customer can expect a reduction of about \$25 per month. "We are very happy to be able to offer lower bills to our customers at a time when other costs such as housing, food, and transportation continue to rise," said NW Natural CEO David Anderson.

Learn about DEQ's climate program

Oregon's Department of Environmental Quality (DEQ) developed a new program regulating carbon that requires NW Natural to comply with an emissions cap on our customers' behalf set by DEQ. Compliance with the program requires us to purchase Community Climate Investments (CCIs), along with implementation of energy-efficiency measures and renewable natural gas. DEQ expects CCIs to be available for purchase by next year, at which time we may file any relevant costs incurred with the Oregon Public Utility Commission and share with customers. **Learn more about DEQ's program and its potential price impacts at nwnatural.com/CPP.**

OREGON GREENHOUSE GAS EMISSIONS BY SECTOR



Source: Oregon DEQ In-Boundary GHG Inventory 2021 data.



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 FIRST

All the ways to prepare for a safe winter home



Safety is built into everything we do. In fact, we serve your home with one of the newest and safest pipeline networks in the nation. This is especially important during winter, when reliable service is needed.

TO HELP YOU PREPARE FOR WINTER, WE'RE SHARING THE SAFETY TIPS WE RECOMMEND MOST.



If you smell rotten eggs, go outside and call us right away. We add a unique odor to help you detect gas leaks. If you smell rotten eggs, go outside and call us at 800-882-3377.



During a power outage, natural gas appliances can keep you up and running. See how to operate them with our instructional videos.



Test your carbon monoxide alarms. If an appliance is not functioning or venting properly, it can create carbon monoxide.



Go to nwnatural.com/HomeSafety to see instructional videos, plus more safety tips and resources.

Lower bills at nwnatural.com/BillDiscount



Get bill discounts of 15%-40% for qualifying household incomes.



Get payment help with several flexible payment plans.



Get free home energy upgrades with Community Action Agencies.



WAYS TO SAVE

Lower your monthly bills and maintain indoor temperatures year-round

It's wintry out there and we, along with NW Natural Preferred Contractors and Energy Trust of Oregon, offer rebates to help prep your home to lower heating bills and improve comfort.

- A new **high-efficiency natural gas fireplace** offers clean-burning, efficient heat for up to 1,000 square feet of living space—all at a low cost. Plus, many fireplaces work in a power outage. 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 winter 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.



SUSTAINABILITY

Lowering emissions with renewable natural gas

As a NW Natural customer, you may know that we deliver natural gas through one of the most modern local distribution systems in the U.S. But did you know we're now using our system to deliver renewable natural gas (RNG)? Like wind and solar energy, RNG is lowering greenhouse gas emissions.

This is the third year we've delivered RNG since completion of the law in Oregon that allows us to do so. As a result, we were able to deliver nearly 121,000 dekatherms (.15%) of RNG to customers, equivalent to displacing all the natural gas used by about 1,900 homes for a whole year. Last year, we were also able to pass back **\$7.5 million in savings** to customers from our optimization of RNG market credits, while helping to displace over 2.5 million gallons of diesel in the transportation market.

For context on this RNG progress, wind and solar comprise about 14% of U.S. electric generation after years of active development and policy support.¹ As a new source of home and transportation fuel, renewable natural gas resources will take time to both develop and ramp up production, but progress is happening. In 2023, we estimate RNG volumes provided to our gas customers will be enough to displace all the natural gas used by about 12,500 homes in a year.



Visit nwnatural.com/RNG to learn more.



DID YOU KNOW? 40% OF GAS USED IN DENMARK HOMES AND BUSINESSES IS RNG.

Country-wide development in turning organic waste streams into a climate solution has allowed Denmark to achieve 40% of its total gas use in homes and businesses as RNG, with their national goal of 100% RNG by 2030—completely displacing fossil fuel use.

RNG is derived from biogas, which is produced from decomposing organic waste from landfills, agricultural waste and wastewater.

¹ <https://www.eia.gov/energyexplained/electricity/electricity-in-the-us.php>

