



## 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](https://nwnatural.com/HomeSafety) to see instructional videos, plus more safety tips and resources.

### Lower bills at [nwnatural.com/BillDiscount](https://nwnatural.com/BillDiscount)



Starting Jan. 1, get bill discounts of 15%-80% for qualified incomes.



Get payment help with several flexible payment plans.



Get free home energy upgrades with Community Action Agencies.



## BILLING UPDATE

### Rate adjustments for new state climate program begin in January



NW Natural has filed for a rate adjustment with the Washington Utilities and Transportation Commission (WUTC) to recover costs associated with a new climate program adopted through state law and implemented by the Washington Department of Ecology.

While most customers will see a temporary bill reduction in November because of lower wholesale prices of natural gas, many of those same customers will see an overall, year-over-year increase in bills starting January 1, 2024, once impacts from Washington's state climate program take effect.

Continued →



# Expected combined effects on rates

(continued)

NW Natural’s residential bill discount program for income-qualified customers is also expected to go into effect on January 1, 2024, pending WUTC approval. The total bill impact will vary for customers based on household size, energy usage, and other factors such as date of connection to NW Natural’s system.

Type of Service	Average Use Per Customer	Connected to NW Natural’s system before July 26, 2021		Connected to NW Natural’s system after July 26, 2021	
		Bill Increase	% Change	Bill Increase	% Change
Residential General Sales	16	\$3.25	10.9%	\$8.34	28.0%
Commercial General Sales	51	\$9.73	11.5%	\$26.40	31.1%
Residential	55	\$8.78	11.9%	\$28.14	38.2%
Identified Low-Income	-*	\$0.79	1.1%	\$0.79	1.1%
Small-Commercial	251	\$46.51	15.0%	\$128.01	41.3%
Small-Industrial	1,218	\$222.71	16.6%	\$619.67	46.1%
Residential Dry-Out	23	\$11.76	38.5%	\$11.76	38.5%
Small Commercial Firm Sales	3,735	\$648.00	18.2%	\$1,892.55	53.2%
Small Industrial Firm Sales	4,578	\$821.71	21.4%	\$2,313.97	60.2%
Small Commercial Interruptible Sales	0	\$0.0	0.0%	\$0.0	0.0%
Small Industrial Interruptible Sales	0	\$0.0	0.0%	\$0.0	0.0%
Small Commercial Firm Transport	4,675	\$1,124.10	52.1%	\$2,368.65	109.8%
Small Industrial Firm Transport	0	\$0.0	0.0%	\$0.0	0.0%
Large Commercial Firm Sales	17,373	\$98.55	0.8%	\$8,737.45	67.9%
Large Industrial Firm Sales	15,737	\$73.71	0.7%	\$7,899.09	73.9%
Large Commercial Firm Transportation	73,112	\$26,046.84	259.7%	\$36,559.58	364.5%
Large Industrial Firm Transportation	61,267	\$16,794.90	189.2%	\$30,647.67	345.2%
Large Commercial Interruptible Sales	39,081	\$9,066.28	36.2%	\$19,579.02	78.2%
Large Industrial Interruptible Sales	18,328	\$84.64	0.7%	\$9,198.42	75.3%
Large Commercial Interruptible Transportation	0	\$0.0	0.0%	\$0.0	0.0%
Large Industrial Interruptible Transportation	48,156	\$10,242.12	137.7%	\$24,094.89	324.0%
High Volume Firm Transportation	0	\$0.0	0.0%	\$0.0	0.0%
High Volume Interruptible Transportation	0	\$0.0	0.0%	\$0.0	0.0%

\* Use per customer for low-income customers is dependent on their rate schedule. Their use per customer will be the same as existing customers on that rate schedule.

NW Natural’s filings are requests, subject to public review and a decision by the WUTC. Customers may comment on the proposed rate changes by clicking “Submit a Comment” at [www.utc.wa.gov](http://www.utc.wa.gov), emailing [comments@utc.wa.gov](mailto:comments@utc.wa.gov), calling 1-888-333-9882 (WUTC), or mailing Washington Utilities and Transportation Commission, PO Box 47250, Olympia, WA 98504-7250. Customers can also request more information, review the filing, and find out about open meetings.

For more information, visit the Rates and Regulations section of [nwnatural.com](http://nwnatural.com), send a letter to NW Natural Rates and Regulatory, 250 SW Taylor St., Portland, OR 97204, call 800-422-4012, or email from [nwnatural.com/ContactUs/Email](http://nwnatural.com/ContactUs/Email).



## WAYS TO SAVE

# Natural gas heating can lower winter energy bills, turn up comfort

Space heating takes up most of a home’s energy. To help lower heating costs, we partner with NW Natural Preferred Contractors and Energy Trust to offer rebates on high-efficiency natural gas equipment and appliances. These appliances use less energy, while delivering the warmth you depend on.

### Powerful heating options are available

1. A natural gas furnace warms your home with up to 98% efficiency, while delivering air that can be up to **24% warmer** than air produced by a comparably sized electric heat pump.\* To help you make the upgrade, NW Natural Preferred Contractors and Energy Trust offer rebates up to \$850.
2. A natural gas fireplace, coming in with up to 90% energy efficiency, can keep up to 1,000 sq. ft. of living space cozy at the touch of a button. It can also operate when the power goes out. Up to \$400 in rebates helps make a fireplace upgrade more affordable.

See seasonal rebates and helpful ideas to manage energy use at [nwnatural.com/Offers](http://nwnatural.com/Offers).

\*Visit [nwnatural.com/Appliances](http://nwnatural.com/Appliances) for more information.