



YOUR SAFETY IS ALWAYS FIRST

An essential spring safety tip: Before you dig with shovels or excavators, make sure to click or call 811

Please join us in keeping communities safe. While we work 24/7 to safely deliver natural gas through our modern pipeline system, we invite you to help by contacting 811 before any digging projects.

One easy step for safety

Contacting 811 is completely free and the only way to know what's below. It protects you and contractors from potential injuries or expenses from accidentally hitting lines. This process is also a national law created to keep you safe.

Here's what to do

Simply go to Washington811.com or call 811 to schedule a time for marking underground utility lines that serve your home. Two to three business days later, a technician will mark the locations of your underground utilities. You do not need to be home for the visit.



Dig only when you see the marks

The location markers show you where lines are below ground, so you can dig with confidence and avoid risks.



Before you dig, call or click 811. Learn more about this and other spring safety tips at nwnatural.com/HomeSafety.



BILLING UPDATE

Washington Climate Act information and helpful FAQs

In recent bills, we provided information about the State of Washington's Climate Commitment Act (CCA), a new law administered by the Department of Ecology. By now, you have seen fees and credits on your monthly bills related to compliance with Washington's CCA.

Where the new fees go

100% of the CCA fees goes toward Washington CCA compliance.

NW Natural does not keep any of these fees.



We encourage you to see helpful FAQs at nwnatural.com/CCA.

Resources at nwnatural.com



Opt in for **monthly emails** with more tips and rebates.



Learn how **we work to manage costs** for customers.



See options that can help **lower your monthly payments**.



WAYS TO SAVE

Tips to help cut costs and keep you comfortable for less

Making your home more energy efficient is a great way to save money on your bills while staying cool and comfortable this summer.

When you take steps like upgrading appliances, we work with trusted NW Natural Preferred Contractors and Energy Trust of Oregon to offer financial rebates. If you are on a limited income, you may qualify for extra savings on projects that help your home use less energy.



Rebates and tips for a variety of high-efficiency appliances

Reliable hot water

- **Up to \$700 in rebates** on a high-efficiency natural gas Rinnai Sensei tank or tankless natural gas water heater.
- **Can last about 10-15 years.** Many models will work even if the power is out.
- **Get more efficiency** from your water heater by turning down the temperature to 120F°.



Cool comfort

- **\$200 cash back from Energy Trust** for a high-efficiency air conditioner, for customers of PGE and Pacific Power.
- **A great choice to use alongside a natural gas heating system.**
- **Use heavy curtains and shading** to help reach desired indoor temps efficiently.



Visit [nwnatural.com/Offers](https://www.nwnatural.com/Offers) to see more rebates and energy-saving tips.



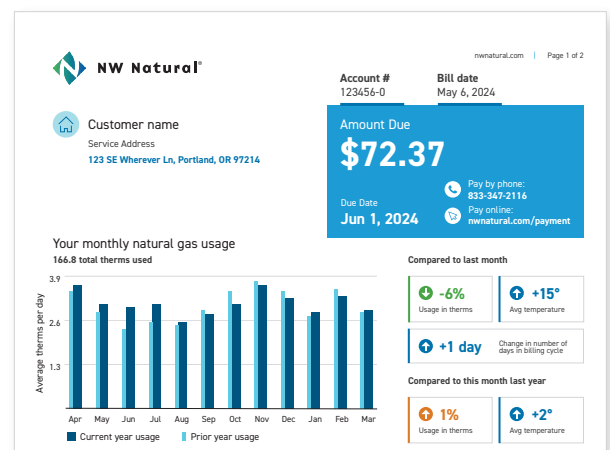
CUSTOMER SERVICE

Helpful upgrades to bills coming this summer

We have been working hard to make your bill simpler to read and added new details that matter most.

This summer on your bill, you will see:

- A new graph that shows your energy use for the current and previous years, so you know how your energy use is trending over time.
- Information that highlights important differences between bills, such as changes in the number of days in a billing cycle and average temperature.
- At a glance, if you used less or more energy than the month before, letting you gauge the results of your energy-saving efforts.



We are always working to help make your experience as a NW Natural customer easy and beneficial. Get more details about bills at [nwnatural.com/Guide](https://www.nwnatural.com/Guide).

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FOLLOW US:

CUSTOMER SERVICE
800-422-4012

24-HOUR EMERGENCY
800-882-3377

NW Natural®