

Comfort Zone

NW Natural Customer Newsletter • Oregon



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BILLING UPDATE

Bill changes started November 1

As approved by the Oregon Public Utility Commission, Oregon residential bills will go up by about \$4 per month on average use of 55 therms. The average small-commercial customer can expect an increase of about \$23 per month.

The bill changes include a Purchased Gas Adjustment for a lower expected cost of natural gas, which helps offset an increase associated with approval of a General Rate Case for rising operating costs and investments in greater system reliability.

New monthly service charges are also in effect: The single-family residential customer charge will increase to \$10, while multi-family remains at \$8 per month.

We're also now offering **enhanced bill discounts of 15% to 85%** for customers with household income below 60% of the state's median income.

Visit nwnatural.com/Rates to learn more about natural gas prices. See page 2 for NW Natural resources that can help with winter energy costs

Today, NW Natural customers pay less than they did 20 years ago for their natural gas bills.



YOUR SAFETY IS ALWAYS FIRST

Be safe and prepared for power outages

As winter arrives in the Pacific Northwest, we want everyone to be prepared for potential power outages and other unexpected events. Here are a few safety resources and tips that can help.

- **Know how to use your natural gas appliances *before* the power goes out.** Watch videos that show how to turn on your natural gas fireplace, stovetop and water heater without electricity.
- Store emergency numbers and complete seasonal safety checklists with the NW Natural Safety App. **Download for free and check out the safety features.**
- What do you do if you smell rotten eggs or suspect a gas leak? Easy! Leave the area and call us 24 hours a day at 800-422-4012. **Just remember: Smell. Go. Let us know.**



Visit nwnatural.com/PowerOutage to prepare your safe winter home.

Resources at nwnatural.com



Prefer to make payments in person? We've got pay stations.



Send warmth to those in need with the Gas Assistance Program.



Opt in to receive text and email notifications.



BILLING AND PAYMENT

Manage winter energy costs with bill discounts of up to 85% and more

Keeping your home warm during the winter can increase expenses. That's why we work to keep energy costs as low as possible. **While NW Natural customers will be paying less than they did 20 years ago for their natural gas bills, we remain committed to providing more ways to lower bills and manage energy use.**

Here are a few resources that may help you today:

BILL DISCOUNTS OF UP TO 85% EVERY MONTH

FLEXIBLE PAYMENT PLANS

PAYMENT EXTENSIONS



Visit nwnatural.com/PaymentAssistance for help with billing and payments.



WAYS TO SAVE

You can stay warm on cold winter nights with natural gas heating

Imagine the comfort of being inside with the gas heat you depend on. This season, we have rebates to help you upgrade your heating system through partnerships with Energy Trust of Oregon and NW Natural Preferred Contractors.

- **Natural gas furnaces** come with energy efficiency of 95% or even higher, delivering the warmth while using less energy. Up to \$1,800 in rebates can help you make the upgrade.
- **Natural gas fireplaces** can heat your most-used living space with up to 80% energy efficiency. This means you can turn down your thermostat and use your gas fireplace, potentially reducing heating bills. A rebate of \$350 may help offset the cost.
- Better control comfort and get discounts and free shipping on **Google Nest or ecobee smart thermostats**. Contact Energy Trust at 1-866-368-7878 for details.



Visit nwnatural.com/Offers for more about natural gas heating equipment and rebates.

To get the most from your home's heating performance, remember to clean or change your furnace filter at least once a month in winter. This simple maintenance step can save money and extend the life of your heating equipment.



SUSTAINABILITY

What is renewable natural gas?

Renewable natural gas (RNG) is a term for biogas that has been upgraded for use in pipelines. RNG can replace conventional natural gas. It is produced from biogas that comes from decomposing organic waste from landfills, agricultural waste and wastewater from treatment facilities, that has been captured and cleaned for the pipeline.¹

Across North America, there are 433 RNG facilities in operation with several hundred more under construction or being planned. In fact, the number of operational RNG facilities has increased by 44% within the past year.²

We are also purchasing small volumes of RNG for residential customers—about .88% from January through September 2024.

¹ EPA, "An Overview of Renewable Natural Gas from Biogas," Jan. 2024, available at: https://www.epa.gov/system/files/documents/2024-01/lmop_rng_document.pdf

² RNG Coalition, "North American RNG Surpasses 400 Operational Facilities," Sept. 10, 2024, available at: <https://www.rngcoalition.com/press>

Nationwide projects are producing renewable natural gas today



RNG Facilities
Operational: 433
Under Construction: 162
Planned: 290
TOTAL: 855



Visit nwnatural.com/RNG to learn more.

FOLLOW US:



CUSTOMER SERVICE

800-422-4012

24-HOUR EMERGENCY

800-882-3377



NW Natural®