



BILLING UPDATE

New rates for Oregon customers start November 1

This year's Purchased Gas Adjustment (PGA) for Oregon reflects lower wholesale prices for natural gas.

If approved, Oregon residential customers using an average of 55 therms per month will see the PGA-affected parts of their bill go down by about \$4 per month. The average small-commercial customer can expect a reduction of about \$15 per month.

Rates will be further impacted by a pending rate case with the Oregon Public Utility Commission and potential costs associated with the State of Oregon's Climate Protection Program.



To better understand your bill, see the online billing guide at nwnatural.com/Guide—it shows how to read your bill, find your current gas use and rate, and more.



YOUR SAFETY IS ALWAYS FIRST

More ways to prepare for an emergency

BE BETTER PREPARED FOR AN EMERGENCY
WITH NEW, FREE SERVICES FROM NW NATURAL.



1

Download the free NW Natural Safety App.

In this app, you can add your own list of emergency numbers, complete a home safety checklist, learn how to create an emergency plan, and much more.

2

Enter for a chance to win an emergency-preparedness kit.

50 winners will get a kit filled with pop-up lanterns, a power bank, emergency radio, batteries to use in your natural gas fireplace battery back-up and kit devices, wand lighter, and emergency blanket. *Sweepstakes end Nov. 1, 2024.*

Resources at nwnatural.com



Improve efficiency with a **gas furnace or fireplace tune-up**.



Get help paying or catching up on bills.



Start, stop or transfer **gas service** at your convenience.



Visit nwnatural.com/HomeSafeHome or scan the code to learn more about the safety app and enter for a chance to win.





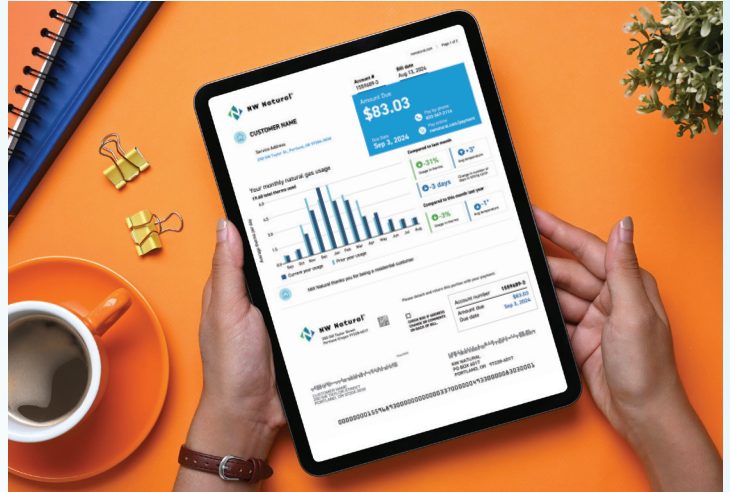
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Serving you better with a new NW Natural bill

We've been working hard to make your bill simpler to read and added details that answer the most common questions. On the new bill, you will see:

- A graph that shows your energy use for the current and previous years, so you know how your energy use is trending over time.
- Differences between billing periods, such as changes in the number of days billed and average temperature. These variations can affect a bill amount.
- At a glance, whether you used less or more energy than the month before, letting you gauge the results of your energy-saving efforts.

We hope these updates make important information easier to understand. And that they give you better insight to help manage energy costs.



Visit nwnatural.com/Guide to learn more about your bill.



WAYS TO SAVE

Prep your home for fall and winter with help from rebates

Between bath time, dishes and laundry, **hot water is the second largest energy expense in the home.** Make sure you're getting the biggest energy savings by upgrading to a high-efficiency natural gas tank or tankless water heater. NW Natural Preferred Contractors and Energy Trust of Oregon offer rebates for both models.

If you need space-heating improvements, we have rebates for high-efficiency fireplace and furnace upgrades, too. High efficiency means a fireplace or furnace uses less energy to deliver the warmth you rely on, helping to lower heating bills. Rebates can make these upgrades more affordable.



See rebates and easy tips to save energy at nwnatural.com/Offers.



KNOW YOUR RIGHTS AND RESPONSIBILITIES AS A NW NATURAL CUSTOMER

We are committed to providing safe and reliable natural gas service to all customers. You can help us meet this commitment by keeping your gas meter and other NW Natural facilities protected from damage or tampering, and alerting us in advance at nwnatural.com or **800-422-4012** if you plan to move, wish to change your service, or have a service problem.



Know your customer rights and responsibilities: View the Rights and Responsibilities brochure at nwnatural.com/BillInserts.