



WAYS TO LOWER BILLS

Options to manage energy costs and bills

As a NW Natural customer, you have several options available to help manage your energy costs.

Save money every month on your bill. You may be eligible for bill discounts of 15% to 80%, depending on whether you live in Oregon or Washington and your income level.

Get flexible payment assistance. We offer several payment plans. Equal Pay is designed to smooth out bills throughout the year for predictable, steady amounts regardless of your seasonal use.

Get more time to pay. You may be able to extend your due date for a schedule that works best for you.

Save even more with small changes. Small changes around the house can add up to big savings, too.

- **Regularly replace or clean furnace filters** for efficient operation and savings.
- **Reduce your thermostat a degree or two** to potentially lower use and bills by 3% per degree.
- **Use kitchen, bath and other fans only as needed.** Never keep fans on for more than an hour, which can blow away a houseful of warm air.



See options at nwnatural.com/PaymentAssistance or scan the QR code.



EXTREME WEATHER, RECORD DEMAND

Working through a historic winter ice storm



A NW Natural employee assesses fallen trees, snow, ice, and de-energized power lines.

The winter storm in mid-January led to record demand and use of natural gas. We are glad to have helped customers—including many who had lost power—stay comfortable and warm during the storm.

In fact, we were able to keep the gas flowing safely for 2.5 million people in the region even as temperatures plummeted.

Thank you for being a NW Natural customer. Here's to a safe spring season ahead!

More news you can use



Celebrating **165 years** of service, safety and community



Coming soon, you'll see even more **helpful info on bills**. Stay tuned!



Track and compare your gas use over time at nwnatural.com



Check out our **spring home safety tips and resources** at nwnatural.com/HomeSafety. You'll also find helpful videos that show how to operate natural gas appliances during power outages.



WAYS TO SAVE

Spring rebates for energy-efficiency improvements



When you improve the energy efficiency of your home, you can use less energy to stay comfortable while lowering your gas bill. That's why we partner with NW Natural Preferred Contractors and Energy Trust of Oregon to offer rebates on qualifying upgrades. If you are on a limited income, you may be eligible for even more rebates.

- **Heating and cooling.** Receive up to \$1,800 when you upgrade to a high-efficiency natural gas furnace and a qualifying air conditioner. Gas furnaces are available with efficiency levels of up to 98%!
- **Water heating.** Get a \$300 discount when you upgrade to a Rinnai Sensei high-efficiency natural gas tankless water heater. Rebates on high-efficiency tank models are also available.
- **Insulation.** Get cash back from Energy Trust 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.
- **Backup energy.** Install a natural gas generator to power your entire home, or specific appliances and electric vehicles, when the power is out.



Visit nwnatural.com/Offers to learn more about this season's rebates.



CUSTOMER SERVICE

A guide to understanding your gas bill

There is a lot of useful information on your gas bill. To make reading your bill simple and easy, we created a guide that breaks down all the different sections of the bill, including:

- How to read your monthly natural gas use, see your current gas rate and much more
- How your bill amount is calculated
- How every dollar is spent
- Plus, how the cost of gas compares to other everyday items, such as postage and groceries



SOMETHING NEW IS COMING TO YOUR GAS BILL SOON

We are giving the bill a design refresh to help you easily compare your current gas use to the same timeframe the previous year. The new design will also make it simple to spot any impact that weather may have on your bill. We hope these changes make your bill even more straightforward to understand. **More to come!**



In the meantime, learn about everything that goes into your natural gas bill at nwnatural.com/Guide.

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