



MANAGING ENERGY COSTS

Two ways to lower bills and boost energy efficiency

Help your gas appliances run efficiently with a NW Natural appliance inspection. **As a NW Natural customer, you can schedule an appliance inspection once a year.**

One of our service technicians will inspect your natural gas appliances to see if they are working efficiently, make necessary adjustments, and recommend next steps if work is needed.

If it's time to upgrade your heating and cooling system or water heater, remember that you could receive rebates from NW Natural Preferred Contractors and Energy Trust of Oregon to help offset the cost.

High-efficiency natural gas appliances can use less energy to keep your home comfortable and lower energy bills year 'round.



Schedule your inspection and see helpful rebates at nwnatural.com



YOUR SAFETY IS FIRST

Call or click 811 before you dig



Keeping you safe is our priority. So before you dig with shovels or excavators, please remember to **call or click 811**.

Contacting 811 is the only way to know for sure where underground utility lines lie on your property.

Bonus: this safety service is free.



Get tips for a safe spring home at nwnatural.com/HomeSafety. From preparing for emergencies to safe outdoor grilling habits, we got you covered.

Resources at nwnatural.com



New grants can help pay gas bills.



Watch how to start, stop or transfer service.



Spring pricing for tune-ups ends May 31.



PAYMENT ASSISTANCE

Introducing a new program to ease monthly energy costs

You now have even more options to manage energy bills and lower costs! If you have a qualifying income, you may be eligible for grants totaling \$1,500 over a two-year period to help pay gas bills.

In addition to these new grants, we also offer:

- Bill discounts of up to 85% off every month
- Flexible payment plans
- Extended payment due dates
- Free weatherization upgrades with partner Community Action Agencies

We are pleased to offer grants in collaboration with the Oregon Public Utilities Commission and Washington Utilities and Transportation Commission. And we look forward to continuing to offer more ways to help lower energy bills.

Exciting news! Grants are here to assist with paying gas bills.

→ See all our assistance programs at nwnatural.com/PaymentAssistance



DESTINATION ZERO

Today is a great day to join Smart Energy

For about \$8 or less a month, you can help support carbon offset and renewable natural gas projects that reduce, or prevent the release of, greenhouse gases.* Join over 96,000 NW Natural customers who have addressed over 2.4 million metric tons of carbon emissions from their natural gas use. When we work together, it really adds up!

→ Enroll today at nwnatural.com/Smart

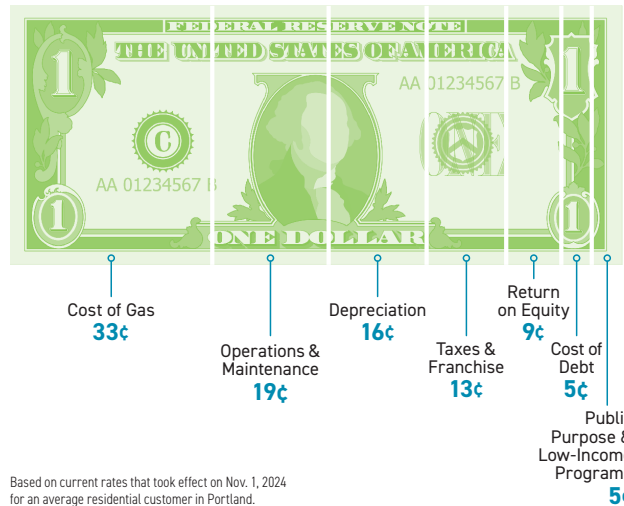
* The monthly cost to participate in the Smart Energy program is calculated based on your actual therm use.



UNDERSTANDING YOUR BILL

For every dollar you pay on your gas bill...

...about 86% goes toward the cost of gas, gas delivery and customer service, with the remainder going toward the cost to finance investments in the gas system.



→ Find this and other helpful information about your bill at nwnatural.com/Guide