



YOUR SAFETY IS FIRST

Safety and reliability guide everything we do for customers

Customers in Oregon and SW Washington depend on us to deliver the energy and essential services they need to heat their homes, cook their meals and keep their businesses running.

This is why we work to keep our pipeline system in tip-top shape, 24/7. And why we were one of the first utilities in the U.S. to eliminate known cast iron pipes. In their place, we installed modern pipelines designed to withstand stress from ground movement from earthquakes, landslides and other natural disasters.

Safety is vital to the success of our field crews and first responders, who often work alongside each other. We hone best safety practices at our Training Town facility, where both groups learn how to respond to real-world emergency scenarios.

You, too, can adopt best safety practices! How? Check out the tips we recommend most, from calling 811 before digging to perfecting safe outdoor grilling habits.



NW Natural crews and Portland firefighters team up for SoCalGas customers.

NW Natural answers the call to support SoCalGas customers

The rigor you expect from NW Natural was applied first-hand in Southern California, when SoCalGas asked us to help customers after the fires. Together, using a collaborative approach among utilities called Mutual Assistance, we provided door-to-door assistance.



Visit nwnatural.com/HomeSafety to see home safety tips.

Resources at nwnatural.com



Discounts on tune-ups start March 1.



Get the free safety app for spring tips and tools.



NW Natural turns 166!
Thank you for being a customer.



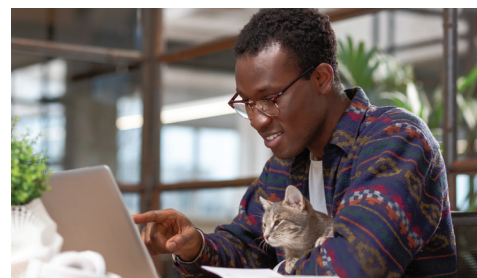
MANAGING ENERGY COSTS

Working to keep rates affordable

Despite periods of extraordinary market conditions, NW Natural customers are paying on average less for natural gas bills than 20 years ago.*

We have taken several steps to help maximize affordability, such as locking in gas purchases at lower rates, smart investments in energy storage, and energy-efficiency measures. But we have more immediate billing options that can help lower bills.

Check out monthly bill discounts of up to 85% for qualifying incomes. The Equal Pay plan can also help by keeping bills more predictable.



LOOK FOR A CREDIT ON YOUR FEBRUARY BILL!

We are sharing **over \$15.5 million in bill credits** as a result of efficient pipeline and gas-storage management from the past year.



Visit nwnatural.com/PaymentAssistance for ways to lower bills.

*The average NW Natural customer bill in 2005 was \$82.85, and the current average customer bill under the newest rates is \$81.76. On average, NW Natural bills today are lower than they were 20 years ago.



IN THE COMMUNITY

Evergreen Public Schools upgrade energy efficiency, student and staff comfort

As a NW Natural customer, you can use resources, services and rebates to help lower heating bills, improve home energy efficiency and comfort. **We also work on a larger scale, increasing energy efficiency for school districts, hospitals and other community centers**, through our partnership with Energy Trust of Oregon.

Recently, Evergreen Public Schools in Clark County turned to NW Natural and Energy Trust to resolve high energy bills, high repair costs and uncomfortable classrooms once and for all.

Many of the district's school buildings still used "vintage" heating and water heating systems from when the buildings first opened, between the 1970s and '90s.



Now, a whopping 17 Evergreen public school buildings perform with new natural gas heating and water heating systems. **In return, the district is expected to save an estimated 29,900 therms each year, or about \$49,500 in yearly energy bills.**

"The equipment upgrades have helped us create a safe, comfortable learning environment that is controllable, and that staff and students can enjoy," said Martin Madarieta, maintenance director, Evergreen Public Schools. "That is the bottom line, we are here to educate the students. If we can't make them comfortable, we can't educate them."



We can help you upgrade the energy performance of your home, too. See "Ways to Save" below for ideas. Read the full Evergreen Schools success story at energytrust.org.



BILLING AND PAYMENT

Bill pay can be as easy as 1-2-3



Whether you prefer the ease of online payments or like to pay in-person, we've got you covered with a variety of convenient payment methods.

- **New!** Pay with Venmo and PayPal
- Text to pay
- Quickly pay as a guest and make a one-time payment without signing in, or pay from your online account
- Of course, you can still pay by phone, mail and in-person, too



See ways to pay and manage billing options in the "Account & Billing" section at nwnatural.com.



WAYS TO SAVE

Rebates and savings could help you get that 2025 high-efficiency natural gas furnace or water heater

In addition to the firefighters we train at Training Town (see side 1), we also train contractors and help them become NW Natural Preferred Contractors. These select contractors are skilled in natural gas safety and appliance technologies. Preferred Contractors can also tell you all about annual cost savings, then connect you with their own rebates and cash incentives from Energy Trust.

- A **high-efficiency tank or tankless water heater** lets you choose the model that keeps your water heating costs to a minimum. Up to \$400 is available to help offset the cost.
- **High-efficiency natural gas furnaces** come with energy efficiency of 95%, keeping you warm while using less energy. Up to \$1,800 in rebates may be available.



Visit nwnatural.com/Offers for more about contractors, natural gas appliances and rebates.