



YOUR SAFETY IS ALWAYS FIRST

## Your summer safety checklist: Essential tips from NW Natural

At NW Natural, safety is our priority and commitment to you. That's why we work 24/7 to keep our pipeline system reliably running, using one of the most modern pipeline systems in the U.S. But did you know you can help, too?



Before you fire up the grill or break ground on your next backyard project, remember **these three easy safety tips**:

- 1 Grilling this weekend? Keep it safe**  
Make sure your outdoor grill stays at least 10 feet away from your home, shed, or anything flammable. A little distance goes a long way in preventing accidents.
- 2 Planning to dig? Call 811 first**  
Whether you're planting a garden or installing a fence, this free service makes sure you know where underground utility lines are before you dig. You can schedule it online or by phone—and did we mention it's free?
- 3 Download our free safety app**  
Get instant access to emergency numbers, emergency resources and quick safety tips, all in one place. It's summer safety at your fingertips.



See more safety tips at [nwnatural.com/SafeSummer](https://nwnatural.com/SafeSummer)

### Resources at [nwnatural.com](https://nwnatural.com)



Home insulation  
special offer  
coming soon!



Schedule a  
gas appliance  
inspection.



Get rebates for  
heating and cooling  
upgrades.



CUSTOMER CARE

## Simple ways to manage your account

As a NW Natural customer, you have a variety of tools ready to make managing your account easier. Whether it's automating payments or receiving helpful reminders, you can choose from a menu of services that save you time and money:

- ✓ Stay on top of payments by enrolling in **Auto Pay**. No stamps and no deadlines to remember.
- ✓ Get timely **text and email notifications** so you're updated on your account status.
- ✓ Try **paperless billing** or **Equal Pay** to save on postage and smooth out seasonal bills.

If you haven't set up an online account or seen the latest self-service tools, it's the perfect time to take a fresh look at your preferences.



Visit the "Account & Billing" section at [nwnatural.com](https://nwnatural.com) for the latest services



## SELF-SERVICE OPTIONS

# Moving this summer? Easily start or transfer your gas service

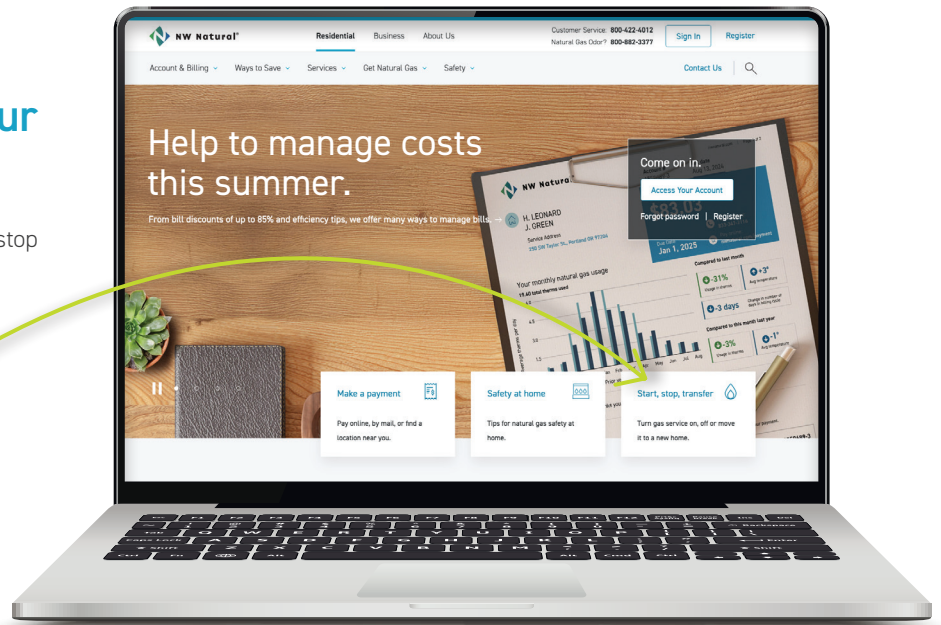
We've made it simple to settle into a new home with a one-stop online tool for updating your gas service.

Here's how to change gas service at [nwnatural.com](http://nwnatural.com):

- Click **"Start, stop, transfer"**
- **Sign in or create** your online account
- Provide basic **identification information**

While setting up your service, you can enroll in paperless billing, customize preferences, and manage account details—all in one place.

Applications to start or transfer service are carefully reviewed to ensure accuracy and may take up to three business days to complete.



**Start, stop or transfer your gas service at [nwnatural.com](http://nwnatural.com)**



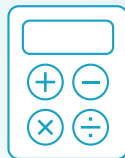
## WAYS TO LOWER BILLS

# Find the best billing program for you

Did you know you could qualify to receive monthly bill discounts and grants to pay your gas bill? Whether you're looking for ongoing savings or short-term help with your bill, we have options to meet your unique needs.

You can choose one or more programs to get the most savings:

- **Bill discounts every month**
- **Grants**
- **Payment plans**
- **Extend payment due date**



In addition to billing programs, we also partner with community organizations to provide free weatherization, heating and water heating upgrades—helping households lower bills for years to come.



**See your options at [nwnatural.com/PaymentAssistance](http://nwnatural.com/PaymentAssistance)**



## HOME ENERGY EFFICIENCY

# Stay cool and comfortable this summer

A pleasant, comfortable summer starts with a few smart changes at home. Here are some of the easiest ways to keep your home cool while saving energy.

- **Switch ceiling fans** to counterclockwise to create a cooling breeze.
- **Clean or change your filter** for an energy-efficient start to the season.
- **Block out the heat** by covering windows with window film, blackout curtains or window shades.
- The same insulation that keeps you warm in winter helps keep your home cooler in the summer. We've teamed up with Energy Trust of Oregon to offer **incentives that make insulation upgrades more affordable**—covering up to 50% of your home insulation project.



**See more cool ideas at [nwnatural.com/Tips](http://nwnatural.com/Tips)**